

February 20, 2014

Governor Gary R. Herbert
Government Office
350 State Capitol Building, Suite 200
Salt Lake City, UT 84114

Constituent
Services

FEB 21 2014

Office of the
Governor

Dear Governor Herbert,

Hello, my name is Lisa Roush and I am from Sandy, Utah. Please excuse me that you will notice my writing language because English is not my first language. My first language is American Sign Language (ASL). I try to do my best and hope you understand me.

I would like you to have a new law or set up a new rule for Rocky Mountain Power. A new law or set up a new rule that require Rocky Mountain Power employer **MUST** meet the people in the person, talk and educate them before they install the cables (buried), the pad and the box or any equipment on the people's property. They need to show the people where they will install the cables, the pad and the box or equipment. They need to identify or get know who the people are and the people, who are not speaking English or reading English, speak their own language. Emails, call\$ and letters are **unacceptable**. See according their information.

I never give Rocky Mountain Power my personal email address nor they ask me for it neither. I don't know where they got it from. Last August, an estimating department, Jordan Valley Operation, Jared Mietchen emailed me and informed me about the box on my property. He failed to meet me in the person (Last August, he didn't come and meet me in the person until September 24 after installed, I met him first time) and failed to give me the description about the box. I thought they install the box on outside of my property. He didn't tell me about the cables or the pad or what the box was. I don't understand him because English is not my first language. See the picture.

Mr. Mietchen emailed me again to inform me that process started on September 16 but the process didn't start until September 24. He didn't email me for updates. On September 24, I was not home, and they dig, installed cables, buried, and installed the pad and the box on my property. They went home. I came home and was very shocked. I really was very angry.

I filled out the form for complaint. We had meeting last November 5, and Regulatory Analyst, Tariff Policy and Pacific Corp., Autumn Braithwaite said "We help you" as she promised but she didn't help me at all. They did give me the description (after installed). The cables, the pad and the box are permanent. I feel like they don't care, left and the case is closed.

Mr. Mietchen's supervisor, Kim Felic told my mother that he should meet me in the person first place and talk to me. Jared and Kim made mistake at first place. They don't know I am hearing impaired. That is why Jared didn't come to meet me in the person and get know who I am at first place instead of use emails.

I see the box everyday. The box reminds me of Mr. Mietchen, Mr. Felic and Ms. Braithwasite. Also I have distracted driving problem when I see the boxes anywhere. I am tired of it. I miss my old life. I want to go back to normal life. I am so mad at Rocky Mountain Power. I would like them to pay me \$5,000 for miscommunication and misunderstand in email, fail to meet in the person and fail to give description and ruin my life.

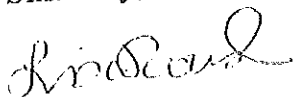
I would like you to set up a new law for Rocky Mountain Power to meet the people in the person, talk to them and educate them and give them the description first before they start to install any equipment.

Also add I would like Rocky Mountain Power is responsibility to pay the doctor or ER bills when the people play with the box, get hurt, injury or killed since they took part property and install THEIR equipment. The equipment are belonging to Rocky Mountain Power. Not people's responsibility. I don't want responsibility.

I already wrote letters to Senate Niederhauser and Rep. Christensen. I haven't got any letters or email from them.

Thank you for taking your time to read my letter.

Sincerely,



Lisa Roush

1136 Violet Dr.
Sandy, UT 84094



Company Practices

Each year, Rocky Mountain Power is notified of instances where customers were defrauded by individuals claiming to be from the utility. While these incidents are isolated, we are urging customers to take extra precautions to protect themselves.

"We've been alerted to several scams where thieves are using the good reputation of Rocky Mountain Power and the trust we have established with our customers to engage in fraudulent activity," said Gary Berndt, Rocky Mountain Power's director of Corporate Security. "We're dismayed that our customers have experienced these unfortunate events and are asking customers to take extra steps to ensure their safety now and into the new year."

We offer the following suggestions to help ensure customers and their personal information, bank accounts and sense of security are kept safe:

- Please be aware of our practices, identification and methods of contacting customers:
 - Rocky Mountain Power employees wear identification badges when performing work in the field. If the ID is not visible and you don't see any other Rocky Mountain Power logo, you should ask the individual to show you their badge.
 - All company vehicles are marked with the company's name or logo. If you are approached by someone claiming to be from Rocky Mountain Power, check to see if their vehicle is clearly marked and/or ask for ID.
 - Our employees will not demand immediate payment for damaged or broken electrical equipment or any other service. Be suspicious of anyone who approaches you and asks for on-the-spot payment, especially if they ask for cash.
 - Our payment collection practices include written notices by mail and a good-faith attempt to work with the customer to make payment arrangements prior to service disconnection.
 - If we contact a customer, the company representative will always have the customer's account number and refer to that number throughout their interaction. Conversely, if a customer calls us to ask questions or pay their bill by phone, our representative will ask the customer to verify his or her identity to protect access to their account. Rocky Mountain Power routinely asks for Social Security Numbers for verification and will request banking information for bill payment. The key difference in these situations is that the customer has initiated the call and therefore knows who they are talking with. The danger for customers is when individuals call or visit them and are unable to prove they're with Rocky Mountain Power.
- Please call us immediately to report an attempted scam at 1-888-221-7070, and contact the Consumer Protection Agency in your state.
- If you are in doubt that the caller or visitor represents Rocky Mountain Power, please call us at 1-888-221-7070 to confirm the person's identity and role with the company before proceeding with any transaction.
- Call 1-888-221-7070 to add a password to further protect your account.

Ultimately, the recent scams can have two significantly negative impacts. One is the obvious and often immediate monetary impact for the victim. The second is more far-reaching as it may lead to the theft of one's identity. Following are some steps to take if you believe more than just money has been stolen:

- Report to law enforcement. Provide as much documentation as you can and request a copy of the police report to give to creditors.
- Place a fraud alert on your credit report. Call the toll-free numbers of the three major credit bureaus to place the alert: Equifax, 1-800-525-6285 (to report fraud) or 1-800-685-1111 (to request your credit report), Experian, 1-888-397-3742, TransUnion, 1-800-680-7289 (to report fraud) or 1-800-888-4213 (to request your credit report)

