

# Informal Complaint Report

**Index Number:** 5998      **Company Name:** Rocky Mountain Power

## CUSTOMER INFORMATION

**Customer Name:** Drews, Frank      **Account Number:**  
**Other Contact Info:**      **Phone Number:** (801) 940-6218  
**Customer Address:** 3432 Crestwood Drive      **Other Phone:**  
**Customer Address:**      **Email Address:**  
**City:** Salt Lake City      **State:** UT      **Zip Code:** 84109

## COMPLAINT INFORMATION

**Type of Call:** Inquiry      **Complaint Type:** Line Extension  
**Date Received:** 6/9/2016      **Date Resolved:** 6/28/2016  
**Complaint Received By:** Erika Tedder      **DPU Analyst Assigned:** 0  
**Utility Company Analyst:** Autumn Braithwaite  
**Company at Fault:**       **Actual Slamming Case:**       **Actual Cramming Case:**

### Complaint Description:

Mr. Frank Drews called our agency today because he is concerned about a line relocation in his yard. Mr. Drews claims that he encountered an individual today who was taking pictures and evaluating his property for Rocky Mountain Power. Mr. Drews stated that his neighbor is paying to have a power line relocated, but Mr. Drews feels that the new pole and the proximity of the line from his tree is problem. Mr. Drews claims that part of the reason they purchased their home 16 years ago was because of the view and the big, old tree in their yard. He is concerned that the pole will obstruct his view, and that the line will be too close to his tree which could cause it to be a safety hazard. Mr. Drews does not want his tree to be trimmed either.

### Complaint Response:

From: Braithwaite, Autumn <Autumn.Braithwaite@pacificorp.com>  
Date: Mon, Jun 13, 2016 at 4:36 PM  
Subject: Update: Mr. Frank Drews  
To: "Erika Tedder (etedder@utah.gov)" <etedder@utah.gov>

Good afternoon Erika,

Frank Drews  
3432 S Crestwood Dr.  
Salt Lake City, UT 84109

Background:

Mr. Drews service line crosses his neighbors back yard. His neighbor is building an addition onto their home and has requested the service line for Mr. Drews home be relocated so that they can build the addition. I have attached a picture for your reference.

According to Rocky Mountain Power's Electric Service Regulation No. 12 Section 6 states:

#### "RELOCATIONS AND CONVERSIONS OF FACILITIES

If requested by an Applicant or Customer, and performance of the request is feasible, the Company will: relocate distribution voltage facilities on to, or adjacent to, the Customer's premises; and/or, replace existing overhead distribution facilities with comparable underground (overhead to underground conversion). If existing easements are insufficient for the new facilities, the Applicant or Customer is responsible for obtaining new easements. Substation facilities and transmission voltage facilities will be relocated at the discretion of the Company.

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Mr. Drews neighbor wishes to proceed with the building of the addition and is willing to pay the costs involved to relocate the facilities.”

Customer Contact:

I was able to speak with Mr. Drews and listen to his concerns. According to Mr. Drews, the reason he purchased the property was because of the view from his backyard as well as the large tree located between the two properties. Mr. Drews is concerned with the relocation of his service line and that it will cause a safety issue with the tree. I let Mr. Drews know Rocky Mountain Power feels by relocating the service line to the opposite side of the tree (onto his side of the fence), the distance would be pretty close to equal.

Mr. Drews went on to say he does not want a power pole installed that will block his view. I explained to Mr. Drews that Rocky Mountain Power planned to place the new pole within the public utility easement and that a public utility easement is the area on his property dedicated to the use and installation of public utility facilities.

Mr. Drews requested a copy of the Public Utility Easement for his property which I let him know we could provide. Mr. Drews also advised he had retained an attorney so I let him know he could provide my name and telephone number to his attorney and I could forward to our legal department.

I will provide an additional update shortly.

Thank you,

Autumn Braithwaite

From: Braithwaite, Autumn <Autumn.Braithwaite@pacificorp.com>  
Date: Tue, Jun 28, 2016 at 9:47 AM  
Subject: Rocky Mountain Power  
To: "drews@psych.utah.edu" <drews@psych.utah.edu>  
Cc: "Erika Tedder (etedder@utah.gov)" <etedder@utah.gov>

Good morning Mr. Drews,

Attached is a copy of the County Surveyor's certificate for your home and neighborhood.

As you can see, a public utility easement (PUE) exists along the back lot line of your property. As we discussed, the PUE is the area on your property dedicated to the use and installation of public utility facilities.

The project designed by Rocky Mountain Power to accommodate the relocation of your service wire off of your neighbor's property includes the installation of a power pole within the PUE along your back lot line, and moving your service wire to the other side of the tree which would place the service wire on your property. Rocky Mountain Power feels the proposed new location of your service wire will not jeopardize the tree and the installation of the power pole will have the least impact to your view. Other alternatives, such as undergrounding your electric service, would more than likely put your tree in jeopardy due to the location of your meter base and that undergrounding requires trenching to be dug which would go through the tree's root system.

You had also mentioned retaining an attorney for this matter but as of today, I have not received any contact. If you would like to give your attorney my contact information, I would be more than happy to get them in contact with our legal department as well.

Please let me know if you have any questions.

Thank you,

Autumn Braithwaite  
Regulatory Analyst  
(801) 955-2434

C: - Erika Tedder - Utah Division of Public Utilities

From: Braithwaite, Autumn <Autumn.Braithwaite@pacificorp.com>  
Date: Tue, Jun 28, 2016 at 9:44 AM  
Subject: FW: Rocky Mountain Power  
To: "Erika Tedder (etedder@utah.gov)" <etedder@utah.gov>

Good morning Erika,

My apologies, I just realized the certificate does not include site addresses.

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Mr. Drews property is lot 50.

Thank you,  
Autumn

From: Frank Drews <frank.drews@psych.utah.edu>  
Date: Tue, Jun 28, 2016 at 12:12 PM  
Subject: Re: Rocky Mountain Power  
To: "Braithwaite, Autumn" <Autumn.Braithwaite@pacificorp.com>  
Cc: Frank Drews <frank.drews@psych.utah.edu>, "Erika Tedder (etedder@utah.gov)" <etedder@utah.gov>

Autumn,  
Thank you for your reply. When talking to Erika I was under the impression that RMP would provide us with a report about the issue. Are you still working on this?

Our lawyer is currently on vacation but returning next week. We will update her and then she will contact you and the legal department.

Let me know if I misunderstood the process.

Thanks,  
Frank Drews

From: Braithwaite, Autumn <Autumn.Braithwaite@pacificorp.com>  
Date: Tue, Jun 28, 2016 at 4:31 PM  
Subject: Response: Rocky Mountain Power  
To: "frank.drews@psych.utah.edu" <frank.drews@psych.utah.edu>  
Cc: "Erika Tedder (etedder@utah.gov)" <etedder@utah.gov>

Good afternoon Mr. Drews,

Report

To summarize, the service wire for your home crosses your neighbor's back yard. Your neighbor is building an addition and your service line is preventing them from building the addition. Your neighbor contacted Rocky Mountain Power requesting the service line for your home be relocated so that they may build the addition. (I have attached a picture for reference.)

According to Rocky Mountain Power's Electric Service Regulation No. 12, section 6 it states:

## "RELOCATIONS AND CONVERSIONS OF FACILITIES

If requested by an Applicant or Customer, and performance of the request is feasible, the Company will: relocate distribution voltage facilities on to, or adjacent to, the Customer's premises; and/or, replace existing overhead distribution facilities with comparable underground (overhead to underground conversion). ..."

Section 6 goes on to state the Applicant requesting the relocation is responsible for the cost of the relocation.

I am also including a copy of the Public Utility Easement (PUE) for your lot which identifies the area dedicated for the use and installation of public utility facilities. Regarding this particular relocation request, Rocky Mountain Power is able to install a power pole within the Public Utility Easement, that is along your back lot line.

We understand your concerns filed with the Utah Public Service Commission in regards to the pole obstructing your view and that the new location of the service wire will be too close to the tree which would be a safety hazard.

By relocating your service wire to the opposite side of the tree (onto your side of the fence), the distance would be close to equal (relative to the tree) as to what is now in place and there would be no need to prune or remove the tree. Placement of the pole will be within the recorded PUE and will align with the existing power line.

Rocky Mountain Power's position is to proceed with your neighbor's request to relocate the facilities. Erika Tedder with the Division of Public Utilities has been copied on this summary.

Please let me know if you have any further questions.

Thank you,

# Informal Complaint Report

Autumn Braithwaite  
Regulatory Analyst  
(801) 955-2434

C: - Erika Tedder – Utah Division of Public Utilities

**Additional Information:**

06/14/2016:  
I thanked Autumn / RMP and told her I looked forward to the follow-up and resolution.  
E.Tedder

From: Frank Drews <frank.drews@psych.utah.edu>  
Date: Thu, Jun 30, 2016 at 1:01 PM  
Subject: Re: Rocky Mountain Power  
To: "Braithwaite, Autumn" <Autumn.Braithwaite@pacificorp.com>, Frank Drews <frank.drews@psych.utah.edu>  
Cc: "Erika Tedder (etedder@utah.gov)" <etedder@utah.gov>, "Sara E. Bouley" <sara@actionlawutah.com>

Good afternoon Ms. Braithwaite,  
Thanks you for sending the report. I c'ed Sara Bouley on this e-mail since she will represent us legally. Her contact information is

Sara E. Bouley | Attorney | Action Law LLC  
2825 E. Cottonwood Pkwy., Suite 500, Salt Lake City, UT 84121  
T: (801) 990-3262 | Fax: (866) 949-6489 | Cell: (801) 309-0915  
email: sara@actionlawutah.com | <http://www.actionlawutah.com>

Thanks,  
Frank Drews