

Informal Complaint Report

Index Number: 1500570960 **Company Name:** Rocky Mountain Power

CUSTOMER INFORMATION

Customer Name: Russell, Wendi **Account Number:**
Other Contact Info: **Phone Number:** (801) 897-0108
Customer Address: 7779 W2820 S **Other Phone:**
Customer Address: **Email Address:**
City: Magna **State:** UT **Zip Code:** 84044

COMPLAINT INFORMATION

Type of Call: Complaint **Complaint Type:** Shut Off or Notice
Date Received: 7/20/2017 **Date Resolved:** 7/21/2017
Complaint Received By: Cynthia Dumas **DPU Analyst Assigned:** 0
Utility Company Analyst: Autumn Braithwaite
Company at Fault: **Actual Slamming Case:** **Actual Cramming Case:**

Complaint Description:

The Division received a call from The Governors Office regarding Wendi Russell. I instructed them that it would be best if the customer was to call in. Wendi called us regarding having her power shut off 5 days ago due to a tree falling on an active power line. Instead of calling RMP to come and fix the line she called an Electrician with the city of Magna to come and restore her power. The electrician placed her power box underneath her roof. Yesterday when a RMP technician went out to her property to inspect the box he mentioned to her that it would not pass inspection. She has been trying to get a hold of Salt Lake City's County office but hasn't been able to reach anyone. Her resolution would be for her power to get turned ASAP and then deal with everything else afterwards. She's upset that all her food has gone to waste and feels that RMP should be held liable and pay for the food that has gone bad. If someone could please call this customer ASAP and help her out she would desperately appreciate it.

Complaint Response:

From: Braithwaite, Autumn <Autumn.Braithwaite@pacificorp.com>
Date: Fri, Jul 21, 2017 at 10:51 AM
Subject: Response: Wendi Russell
To: Cynthia Dumas <cdumas@utah.gov>

Good morning Cynthia,

Wendi Russell
7779 W 2820 S
Magna, UT

Background:

On Monday July 17, 2017, Rocky Mountain Power received a request to disconnect the electric service at the above mentioned address. A tree had fallen, bringing electric lines down as well as damaging Ms. Russell's equipment.

On Tuesday July 18, Rocky Mountain Power received three separate requests (6:51 PM, 10:30 PM, and 11:30 PM) from the customer advising the repairs had been made and that they were ready for reconnect. Rocky Mountain Power responded to all three requests and each time the customer was advised we would be unable to reconnect until an inspection was done and the site was given the green tag for reconnect.

On Wednesday July 19, Rocky Mountain Power received another request to restore power. Rocky Mountain Power visited the location again and found no inspection had been done. The power was not reconnected.

Customer Contact:

Informal Complaint Report

The customer filed a complaint with the Division of Public Utilities on Thursday, July 20th. I attempted to reach Ms. Russell at 801-897-0108 but without success. In her complaint she requests her power be restored as quickly as possible. Since the inspection had yet to be done, I contacted Salt Lake County and spoke to Patricia with the Building and Inspection Department. Patricia advised an inspector was on their way to the property.

On July 20, 2017, an inspector for Salt Lake County visited the location and advised the customer they did not pass inspection. According to the inspector, the customer said they did not have the money for an electrician to make the repairs and the inspector provided them the information for Habitat for Humanity. Apparently Habitat for Humanity said they would be able to help the customer so Rocky Mountain Power provided the inspector with our direct line and told him he could call us any time once the site had passed inspection and we would reconnect the power.

Later that same evening, the site passed inspection and Rocky Mountain Power restored electric service. One issue discovered at the time of reconnection is the customer has several buildings on the property and power only came on to two of the three buildings. After investigating the situation it was determined the issue was on the customer's side and an electrician would be needed for the repairs. The main breaker was left off so the electrician could safely perform the work and once the electrician is done, the main breaker can be turned back on.

I have also issued a request for a damage claim to be mailed to Ms. Russell regarding her concerns with the spoiled food.

Please let me know if you have any questions, otherwise I will consider the case as closed.

Thank you,

Autumn Braithwaite
Regulatory Analyst
(801) 955-2434

Additional Information:

From: Cynthia Dumas <cdumas@utah.gov>
Date: Fri, Jul 21, 2017 at 11:24 AM
Subject: Re: Response: Wendi Russell
To: "Braithwaite, Autumn" <Autumn.Braithwaite@pacificcorp.com>

Autumn, You're seriously the best ever! When I called the customer she started to cry and thanking me for everything that I've done. I totally couldn't take the credit since it was you that did all the work. Mrs. Russell was super happy and thankful that there's people like you that care for their customers.

I will add this information to the complaint and will mark it as resolved. Once again thank you for going above and beyond!

Have a wonderful Holiday Weekend. :)

Cynthia Dumas
Office Specialist
Division of Public Utilities

Mrs. Russell called the Division stating that she hadn't received RMP's Damage Claim Form. I advised to her they should've sent it on Friday July 21 & I would call to double check. Also, she stated that RMP should be liable for all the food that went to waste while her power was out. I explained that DPU takes the complaint and once it has been resolved that the PSC Formal Complaint would be the next step. She wanted the formal complaint instructions mailed to her, which I have.

I've called RMP & left a voicemail to see if the damage claim form had been sent.

8/14/2017

Ms. Russell called our office very upset about the loss of power to her home resulting in the loss of over \$1,000 of food in her refrigerator. Ms. Russell states that she wants the power pole relocated, to be compensated for the loss of food from her refrigerator, and for the trees to be properly trimmed to avoid future outages. Ms. Russell advised that she wanted to speak with either Cynthia Dumas or Gary Widerburg, Gary was not in his office, Ms. Russell asked for Cynthia's voicemail.

S Liebert
