

Aug.23, 2017

FORMAL COMPLAINT TO PUBLIC SERVICE COMMISSION

I am taking this opportunity to present this Formal Complaint in the same numerical sequence as the Commission's Sample Form.

1- I am the Complainant and my name is Steven Seftel.

My address is: 2500 S. 600 E.

S.L.C., Ut, 84106

Phone # is: 801-860-4358

As of today I have no legal council to list.

2- My complaint is against Rocky Mountain Power

3- I believe Rocky Mountain Power was improper or negligent in its failure to provide reliable power quality to my home, despite an excessive history of power loss and fluctuations at this address. Prolonged irregular power on June 12, 2017 caused my dormant furnace to suffer an electrical meltdown. The date and severity of the furnace damage were documented by a professional HVAC/Electrical company.

4- I believe this failure and subsequent property damage is unjust because...

A- The history of unreliable power quality and above-average frequency of power outages dates back at least 10 years. On Nov.23, 2010 I spoke with Luke Hoffman, Field Engineer for R.M.P. and he confirmed that 8 outages at my address occurred that year, and noted that this number was excessive. He expressed concern for the reliability and power quality that was being delivered to my home.

B- Some years ago I was told on the phone by a R.M.P. representative that their equipment delivering power to my home was old and worn (I don't recall the name of the equipment in question), but not yet to the point where R.M.P. would justify replacement due to high cost of this equipment.

B- R.M.P. took no action, and the problems continued and/or worsened until my furnace was drastically damaged on June 12. The furnace had not even been in use for approximately two months prior to this event due to warm weather. Simultaneously the fluorescent kitchen ceiling light began flickering and continues to perform inconsistently since June 12.

C- On June 12, my home had prolonged reduced power to it, despite R.M.P. claims that my house and my neighborhood were completely without power. My incandescent lights were glowing dimly for quite a while until I turned the switches off. Hours later I received an automated call that "Power has been restored in your area", though my home endured the low-power conditions instead.

5- The relief I request is that.....

A- Rocky Mountain Power take accountability for the strange and inconsistent power issues that broke my furnace and damaged my ceiling light so I can pursue compensation for damaged property, and

B- that R.M.P. update their power delivery equipment which provides service to my house to prevent future issues.

6- Signed- Steven Seltt Date- 8/23/17