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## MEMORANDUM

**To:** Public Service Commission

**From:** Division of Public Utilities  
Chris Parker, Division Director  
Marialie Wright, Customer Service Manager  
Stefanie Liebert, Office Specialist

**Date:** September 25, 2017

**Re:** Docket No. 17-035-46 In the matter of Formal Complaint of Steven Seftel vs. Rocky Mountain Power

**Recommendation: Schedule a Hearing**

**Complaint Analysis:**

On August 10, 2017, Mr. Steven Seftel (Complainant) submitted an online informal complaint to the Division of Public Utilities (Division) against Rocky Mountain Power (Company) regarding unreliable equipment he believes to have been the cause of numerous outages in his home.

Complainant states that in the last 10 years, his home has experienced consistent power outages. He adds that there have been instances when his power was out but his surrounding neighbors had service. Complainant contacted the Company to inquire about the cause of the outages and was told that the equipment in his home was old and would not be replaced.

On June 12, 2017, Complainant experienced another power outage, which he believed to be out of the ordinary because his lights were dimming and flickering compared to previous outages. Complainant suspected that this outage was the cause of damage his furnace and fluorescent lights have sustained. Complainant has filed a damage claim with the Company for his furnace and lighting, which included documentation from a third party electric company (ESCO). The Company has denied Complainant's claim for compensation.

**Company Response:**

Eric Holje, the Company's Sr. Customer Regulatory Analyst responded to Complainant's informal complaint. Mr. Holje explained that while the Company strives to maintain reliability and limit interruptions in service, there are circumstances that are outside the control of the utility, such as weather. Mr. Holje further explained that high winds were responsible for the power outage to the Complainant and over 1500 other customers after a substation fuse operated. According to Mr. Holje, equipment operated as designed and standard activities were conducted to restore electric service.

Mr. Holje reaffirmed the Company's claim denial letter dated July 20, 2017.

**Division Review and Recommendation:**

Based on Complainant's claims of a history of unreliable power quality and above average frequency of power outages and the lack of evidence about whether customer or utility equipment might be responsible, the Division recommends that a hearing be scheduled for further evaluation of Complainant's service per Public Service Commission (Commission) rules.