

# Informal Complaint Report

**Index Number:** 1499468185      **Company Name:** Rocky Mountain Power

## CUSTOMER INFORMATION

**Customer Name:** Commercial Lighting Supply, Inc.      **Account Number:** 18561446-002  
**Other Contact Info:** Mark Barton      **Phone Number:** (801) 972-3060  
**Customer Address:** 2440 South 900 West      **Other Phone:** (801) 262-0888  
**Customer Address:**      **Email Address:** mark@commerciallightingin.com  
**City:** Salt Lake City      **State:** UT      **Zip Code:** 84119

## COMPLAINT INFORMATION

**Type of Call:** Complaint      **Complaint Type:** Customer Service  
**Date Received:** 7/7/2017      **Date Resolved:** 7/17/2017  
**Complaint Received By:** Cynthia Dumas      **DPU Analyst Assigned:** 0  
**Utility Company Analyst:** James Ingram

**Company at Fault:**       **Actual Slamming Case:**       **Actual Cramming Case:**

### Complaint Description:

The following complaint was received via e-mail and has been copied and sent exactly as received.

From: DPU Web Server <utilcomp@utah.gov>  
Date: Fri, Jul 7, 2017 at 4:34 PM  
Subject: Online Complaint Submission  
To: utilcomp@utah.gov

DPU ONLINE COMPLAINT  
UTILITY CUSTOMER  
FROM: Commercial Lighting Supply, Inc.  
CONTACT: Mark Barton  
PHONE: 801-972-3060  
OTHER PHONE: 8012620888  
EMAIL: mark@commerciallightinginc.com  
SERVICE ADDRESS:  
2440 South 900 West salt lake city, UT 84119

INCIDENT DETAILS  
UTILITY: Rocky Mountain Power  
ACCOUNT NUMBER: 18561446-002  
COMPLAINT TYPE: Other

### COMPLAINT:

My complaint is in regards to RMP Non-Residential Energy Efficiency Program. Specifically, the Small Business Direct Install Program. I have talked with Clay Monroe and Michael Snow of RMP was not able to get this resolved. They suggested I file an informal complaint to go to the next step.

### Complaint Response:

From: James Ingram  
Date: Fri, Jul 14, 2017 at 3:26 PM  
Subject: UT - COMMERCIAL LIGHTING SUPPLY, INC  
To: Cynthia Dumas, \_Tariff Policy <TariffPolicy@pacificorp.com>

# Informal Complaint Report

Hello Cynthia,

I spoke with Mr. Barton on July 11th about his concerns regarding the Small Business Direct incentive program. Commercial Lighting Supply Inc. Mr. Barton's Business, is currently a Wattsmart trade ally lighting vendor with Rocky Mountain Power, and his business is listed as such through our website: <https://rockymountain-ta.tradeably.com/tradeably/public/find.do> His business has benefited from this relationship, but he feels that, since he does not participate in the Small Business Direct incentive program as a vendor, the program is hurting his business.

Rocky Mountain Power has operated the Small Business Direct incentive program in good faith for the benefit of our customers. Qualifying customers receive on-site energy efficiency assessments, and are eligible for incentives up to 75% of the cost of recommended energy efficiency upgrades for their businesses. We target the program to small businesses with services on schedules 6, 6A, 6B and 23 with monthly demand less than 200 KW in the last 12 months. This has traditionally been an underserved class of customers, and we have had great success reaching out to them through this program.

To serve the broadest selection of our customers, the Small Business Direct incentive program targets specific communities for a period of time, allowing all qualified customers to sign up for an on-site energy assessment conducted by our approved vendor, Willdan Energy Solutions. Once the enrollment window has passed for a given community, we ask customers from that area to sign up for the next available targeted period for their community. This has allowed us to market the program and focus on improvements at the local level, instead of only providing a state-wide focus. This approach has been very popular with the local leaders in the communities we serve, and many businesses have benefited from the program.

Mr. Barton does not like this program because he does not feel that it benefits his business. He is not interested in being an approved vendor for the Small Business Direct incentive program, and his business does not provide installation services or have the state-wide ability to serve our customers at the same level and price that Willdan Energy Solutions, our approved Small Business Direct incentive program vendor. Therefore, while we understand that Mr. Barton perceives that our Small Business Direct incentive program has a negative impact on his business, we would like to point out that our Small Business Direct incentive program is designed to assist our customers with cost-effective energy efficiency upgrades, not to enrich our trade ally partners. If we reduced the benefits provided through the Small Business Direct incentive program to benefit local lighting supply businesses, we would harm our customers, who often need these incentives to perform the desired energy efficiency upgrades to their businesses.

At this time, we are not planning to request modifications to the Small Business Direct incentive program, which greatly benefits eligible customers.

Please let me know if you need further information.

Regards,

James Ingram  
Sr. Business Analyst, Customer Advocacy  
Toll Free # 1-800-532-1626 ext. 7431

## **Additional Information:**

From: Cynthia Dumas  
Date: Mon, Jul 17, 2017 at 8:39 AM  
Subject: Re: UT - COMMERCIAL LIGHTING SUPPLY, INC  
To: James Ingram

Good Morning James,

I hope you're having a good start to your day so far. Sorry for the delay response, I had last Friday off. I appreciate you giving Mr. Barton a call and explaining him how the Small Business Direct Incentive works. I will add this information to the complaint and mark it as resolved.

Have a great day.

Thank you,  
Cynthia Dumas  
Office Specialist  
Division of Public Utilities