

# Complaint Report

**Complaint Number:** C19-0044

## Customer Information

**Customer Name:** Sundial Lodge Homeowners  
Association

**Other Contact Info:** Alan Finnegan

**Email Address:** allseasonsresortlodging.com

**Service:** 1794 Olympic Parkway, Ste 200

**Address:** Park City, UT 84098

**Account Number:**

**Phone Number:** 435-645-9579

## Complaint Information

**Company Name:** Rocky Mountain Power

**Date Received:** 2/19/2019

**Type of Call:** Inquiry

**Complaint Received By:** Cynthia Dumas

**Gone Formal:** NO

**Date Resolved:**

**Complaint Type:** Shut Off or Notice

**Utility Company Analyst:** Autumn Braithwaite

**Complaint Description:**

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

From: Alan Finnegan

Date: Tue, Feb 19, 2019 at 8:35 AM

Subject: Rocky Mountain Power

To: Marialie Wright , Cynthia Dumas

Cc: Lisa Romney , travis.tanner@rockymountainpower.net , David Scher , Brian Madacsi , Robert Flaig

Dear Ms. Wright

I am attaching a letter from a group of very concerned owners and business partners about Rocky Mountain Power's lack of concern and safety for hundreds of guests and business owners at the base of Canyon's Resort.

I will following up later today to discuss our options

Sincerely,

Alan Finnegan, President

phone: (435) 645-9579 | fax: (435) 645-9602

1794 Olympic Parkway, Ste 200 | PC, UT 84098

allseasonsresortlodging.com

\*\*\* ATTACHED LETTER TO EMAIL \*\*\*

February 19, 2019

Public Utilities Commission

To whom it may concern;

I represent the Sundial Lodging located in Park City, Utah at the base of Canyon's resort. We have recently been given notice by Rocky Mountain Power that they will be turning our power off for approximately 6 hours on February 28th, 2019 to bring adjacent property under development online for power service.

We find this outage unacceptable for many reasons, however most significantly we have guests who may have medical conditions that require electricity that would be vulnerable and we have day time temperatures in the 20's with over 500 guests in-house who have paid thousands of dollars to stay in our property.

We have Mike Owens, the Park City Fire Marshall, on record telling us he is very concerned for guests who might have any medical emergency or need for electricity to run medical equipment. He has also asked us to reach out to Health Department for their input.

We have commercial businesses that will be shut down all day, unable to sell hand warmers, gloves and boot or do any other business that day, costing these businesses thousands of dollars in revenue.

We will also have to shut down restrooms that service kids ski school and 100's of day skiers.

On the lodging side, we can anticipate over 149 condominium units with no heat for 6 hours or more when temperatures will be 5 degrees in the morning with highs in the twenties in the afternoon. This will result in 100's of guest complaints, negative reviews on line and refunds that could total in the tens of thousands of dollars.

This simply has not been well thought out. When we have asked Rocky Mountain Power for solutions to like moving this outage to April when guest occupancy is low and temperatures would be better or to have temporary power brought in at Rocky Mountain Power's expense we we're told it is our problem. This certainly could turn into a PR nightmare for all of us if not rectified immediately.

We are requesting you help us find a more safe and equitable solution to this issue.

David Scher

HOA President

Sundial Lodge Home Owners Association - Board of Trustees

cc. All Seasons Resort Management

**Complaint Response:**

From: Autumn Braithwaite

Date: Tue, Feb 19, 2019 at 10:15 AM

Subject: FW: SUNDIAL LODGE HOA - URGENT CONFERENCE CALL - Monday, February 18

To: Cynthia Dumas

Good morning Cynthia,

Below is an email Lisa Romney (Regional Business Manager, Rocky Mountain Power) just provided to the Sundial Lodge HOA this morning.

Ms. Romney was out of the office yesterday but has been working with the customer regarding the planned interruptions and offered to have the planned interruption re-scheduled for April.

Would it be okay if we track this as an inquiry as well?

Thank you,

Autumn Braithwaite

Regulatory Analyst

(801) 955-2434

\*\*\*\* Email Autumn Forward \*\*\*\*

From: Romney, Lisa

Sent: Tuesday, February 19, 2019 10:01 AM

To: Alan Finnegan ; Jim Simmons

Cc: Tanner, Travis ; mowens@pcfd.org; Brian Madacsi ; David Guyer ; David Scher ; Christoffersen, Cindy ; Braithwaite, Autumn ; Brian Suhadolc

Subject: RE: SUNDIAL LODGE HOA - URGENT CONFERENCE CALL - Monday, February 18

Alan:

I just left you a voicemail and I am available today to discuss.

Rocky Mountain Power understands that electric service is important for residents and businesses in the communities we service. We work every day to maintain the existing system and meet the growing demand for power with minimal disruption to our existing customers. While power service is intended to be continuous, it is inherent that there will be at times failure, interruption, suspension, curtailment or fluctuations. If the Sundial Lodge cannot be without service for any duration, back-up service may be a necessary investment for the lodge.

This outage is required in order to allow a new development to complete construction, and to create a loop feed to the Sundial Lodge. Rocky Mountain Power designs our system on loops in order to reduce your risk to extended outages. This work must be completed. We do understand that ski season is a difficult time and given your bookings, you may require additional planning.

As you know, I was able to move this outage date from when it was originally scheduled for February 15th, which I believe was good for your business. Please discuss the six hour outage and let Rocky Mountain Power know a more preferable weekday between April 3rd and April 12th. The preferred hours are 9:00 a.m. - 3:00 p.m., but we may be able to accommodate otherwise.

Please understand that due to construction the Sundial Lodge is currently radially fed and your risk of extended unplanned outages is greater at this time. I'm more than happy to visit with you over the phone too.

Sincerely,

Lisa Romney

PacifiCorp

Regional Business Manager

CCm - Salt Lake Vlle / Tooele

801-220-4425

8-801-220-4425

801-875-2961

801-493-9374

Lisa.Romney@rockymountainpower.net