

Complaint Report

Complaint Number: 749102195

Customer Information

Customer Name: Sessions, W. Michael

Account Number: [REDACTED]

Phone Number: 2095879330

Email Address: wmsessions@aol.com

Service Address: 4587 South 1150 West Riverdale , UT
84405
Roy, UT 84067

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 3/28/2018

Type of Call: Complaint

Complaint Received By: Cynthia Dumas

Gone Formal: NO

Date Resolved: 4/3/2018

Complaint Type: Additional Charges

Utility Company Analyst: Charity Spires/ Autumn B.

Complaint Description:

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

From: DPU Web Server
Date: Wed, Mar 28, 2018 at 9:42 PM
Subject: Online Complaint Submission
To: utilcomp@utah.gov

DPU ONLINE COMPLAINT

UTILITY CUSTOMER

FROM: W. Michael Sessions
PHONE: 209-587-9330
EMAIL: wmsessions@aol.com
SERVICE ADDRESS:
4587 South 1150 West Riverdale , UT 84405
MAILING ADDRESS:
3800 South 1900 West #121 Roy, UT 84067

INCIDENT DETAILS

UTILITY: Rocky Mountain Power
ACCOUNT NUMBER: [REDACTED]
COMPLAINT TYPE: Additional Charges

COMPLAINT:

My wife and I are living on Social Security and a part-time job. We bought an old house and are remodeling it to have a rental unit in addition to the home so a tenant will help with the mortgage payment. We called Rocky Mountain back in November to have the overhead service disconnected while we did the demolition work. We called to have the service hooked back up once we passed the City inspection. When the field person came out to preview the site, he said that our electrician had the service in a place that would have more than 6 feet of wire over the roof area. He suggested that our best approach would be to go underground. I paid to have a trench dug and PVC pipe installed with a pull rope, as required. We had Rocky Mountain inspect it and closed up the trench. When I asked the previewer what the cost would be to hook up the service, he said that might be a wash since the company gives a credit of \$1,100 for each meter set. Within a few days I got a quote for \$6,050 after the \$2,200 credit to hook up the service. I called Landon Lucero right away to see if there was a mistake. We are approximately 50 feet from the existing pole to our service. I explained that I do not have a way to come up with \$6,050 and I do not feel I should have to do it. Landon referred me to Carl, his supervisor. Carl agreed to look into the problem and we talked several times. I cannot have a home with no power nor can I afford \$6,050. I met Landon at the site today and here are the facts we discussed: 1. The problem is the transformer is not of sufficient size to handle the new service. 2. The current one is a 10 KVA and is over 50 years old and is only a 60 amp transformer, a size they no longer use. 3. The one they are proposing is a 25 KVA, their minimum size on new installations. 4. When asked what trade-in value I would get for the

existing transformer, I was told that they could not reuse it because it contains PCB's and when it is inspected it would be thrown away. 5. I was also told that the wire for the underground service is 3 times as expensive as the overhead wire. 6. I was also told today that they plan on replacing the pole since it is failing. They will be paying for the new pole. 7. With the new pole going in, the overhead service would no longer be a problem. I told them that I would rather abandon the trench and conduit to save expense.

SUGGESTED RESOLUTION: I think the utility has gotten more than their money's worth for the 50+ years of use from the transformer. I think they should put a new transformer on the pole while it is down and use the \$2,200 credit to cover the cost of hooking up the new service. I do not have any way to pay \$6,050 to hook up the service to my house. We will be customers from now on at the new location and the new transformer cost will certainly be recouped over the next 50 years. Thank you

From: Mike Sessions
Date: Fri, Mar 30, 2018 at 7:33 AM
Subject: Re: Online Complaint Submission
To: utilcomp@utah.gov

I received a call yesterday from Landon saying that my request to stay with overhead service and abandoning the underground trench and conduit that I have already paid to have installed would save me about \$1,500. I would not have dug the trench or put in the conduit if they had not told me I had to do it that way. I am sure if their field person was aware that the pole was being replaced he would have not suggested that we go underground. The price is now just over \$4,600 after the \$2,200 credit.

Mike Sessions
wmsessions@aol.com
209-587-9330

Complaint Response:

From: Charity Spires
Date: Tue, Apr 3, 2018 at 7:11 AM
Subject: Cost for a Transformer Upgrade
To: W. Michael Sessions
Cc: Cynthia Dumas

Hello Mr. Sessions,

I am responding to your complaint received from the Public Service Commission regarding the cost to upgrade your transformer. I have investigated the circumstances described in your complaint and provide the response below. Please note, I copied Cynthia Dumas with the Division of Public Utilities on this response.

Rocky Mountain Power received your request on August 28, 2017 to have the service disconnected and meter pulled as you were preparing to demolish the home located at 4587 S 1150 W in Riverdale. A request for temporary service was initiated the same day you placed your request for service removal. The service was disconnected and meter was pulled on November 3, 2017; and at that time you were not ready for temporary service. The service that was feeding the house was an old 60 amp meter base and was served from a 10 kva transformer.

On February 28, 2018, the company received your requests for permanent service. The company was not aware of your specific plans for your project and an estimator had not met with you to discuss your project plans. A serviceman did a site check following your request for new service and found that you had built a duplex, in place of the single home, with 200 amp service (100 amps for each unit). The location of the meter base did not meet Rocky Mountain Power electric requirements with the overhead service crossing over the roof. The serviceman did mention the option to install an underground conduit to meet the requirements for service and the allowance of \$1100.00 for each meter might to cover the cost of the underground service; however, the serviceman explained that an estimator will need to look at the service to determine cost.

It is the customer's responsibility to initiate a request to discuss project details with an estimator prior to starting a project. The company was not aware of the specifics of your duplex project until you initiated request for permanent service after construction of the duplex was completed. The estimator reviewed the site and determined that the added load will require a transformer upgrade.

As stated in Electric Service Regulations Rule 12, facilities upgrade will be treated as a standard line extension if an existing customer adds load and the demand exceeds the capacity of the existing facility. The existing 10 kva transformer that served the 60 amp meter does not have the capacity to handle the 200 amp service for the duplex. The transformer needs to be upgraded to 25 kva to meet the demand for the two units. The cost for the transformer upgrade is the customer's responsibility. The \$1100.00 allowance for each meter will be applied and the estimated cost for each of the options are as follows:

- 1) Overhead service - \$4600.00 after the \$2200.00 allowance.
- 2) Underground service - \$6050.00 after the \$2200.00 allowance.

The transformer upgrade cost is calculated using current material costs, labor costs, and the time to complete the work by using FERC (Federal Electric Regulation Commission) accounting methodology which is the industry standard. The estimated cost is also in compliance with the line extension tariff. With that, I respectfully decline your request to negotiate the cost associated with the transformer upgrade. Should you have additional questions, please contact Customer Advocacy at 1-800-532-1626 for further assistance.

Regards,

Charity Spires

Regulatory Analyst

Cc: Cynthia Dumas, cdumas@utah.gov ♦ Division of Public Utilities

Additional Info:

4/3/2018 - I thanked Charity for her investigation and response. The complaint has been resolved, customer happy. -Cynthia D.

?** MR. SESSIONS REPLY EMAIL TO RMP RESPONSE**

From: Mike Sessions
Date: Tue, Apr 3, 2018 at 2:13 PM
Subject: Cost for a Transformer Upgrade
To: Cynthia Dumas
Cc: Charity Spires

Thank you for getting back to me. We are still faced with a problem for which only two unacceptable solutions are being offered. The options are to either write a check for over \$4,500 or have no electricity to my new house. I do not have \$4,500 and I cannot live without electricity.

I paid nearly \$900 for the gas service and I have about the same set aside for electricity. I spent about \$250 digging the trench and putting in the conduit only to find that it now has to be abandoned since the wire is 3 times the cost of overhead wire. I recognize that the \$650 I have remaining leaves me about \$4,000 short. Since no alternative method of payment was offered, I can only continue to try to find ways to reduce costs.

With that in mind, I have several questions/options for consideration:

1. Since the existing transformer is working, I did not see a credit being offered for it. The upgrade should be the difference in the cost of a new KVA 25 and a new KVA10. The fact that they would not reuse it due to age and PCB's is a choice they are making.
2. Do they have a used KVA 25 in their yard? I certainly do not need a new one since the one I have is over 50 years old and still working. If not, do they have a used one that is a larger size and just sitting in the yard?
3. Could they put 2 additional KVA10's that they might have in the yard on the pole to get the amperage needed? There is room on the pole since it only serves my house and a streetlight.
4. Could I supply the wire rather than having them do it? If so, I would like the requirements for both overhead and underground and the quantity for each.
5. Could I supply the transformer, again with their specs? Just a cursory look says that one might be purchased for less than the \$2500 they are using in their calculations. If I can find a used one, it will be even less.
6. Does the transformer need to be on the pole or could it be on the ground since the

trench is in place? Maybe a line running down the pole to the underground conduit could make a transformer located near my service a viable option.

7. Could the installation cost be adjusted since they are replacing the pole. When they replace the pole they will need to re-install the transformer to the new pole along with the street light and reconnect the wire to my house.

If I can supply the wire and a used transformer and they cover the installation in conjunction with the installation of the new pole, then with the \$2200 credit, I could come pretty close to covering things. I was told that \$7,000 was in their budget for replacing the pole and that the \$7,000 will cover the transfer of the equipment to the new pole and reconnection of my service.

Will any of these options be a viable way for me to get service?

Mike Sessions
wmsessions@aol.com
209-587-9330

*** RMP RESPONSE TO MR. SESSION'S QUESTION ***

?

From: Autumn Braithwaite
Date: Mon, Apr 9, 2018 at 4:09 PM
Subject: Cost for a Transformer Upgrade
To: Michael Sessions
Cc: Cynthia Dumas

Good afternoon Mr. Sessions,

My co-worker, Charity Spires, will be out of the office for an extended period of time and she asked that I respond to your additional questions during her absence. I have reviewed your questions with Mr. Karl Sewell, Distribution Manager for Rocky Mountain Power and the answers are below:

Q1. Since the existing transformer is working, I did not see a credit being offered for it. The upgrade should be the difference in the cost of a new KVA 25 and a new KVA10. The fact that they would not reuse it due to age and PCB's is a choice they are making.
A1. Salvage Value for the existing transformer has already been included in your estimated quotes.

Q2. Do they have a used KVA 25 in their yard? I certainly do not need a new one since the one I have is over 50 years old and still working. If not, do they have a used one that is a larger size and just sitting in the yard?

A2. No, Rocky Mountain Power does not have a used transformer that could be installed for your request to reduce the cost.

Q3. Could they put 2 additional KVA10's that they might have in the yard on the pole to get the amperage needed? There is room on the pole since it only serves my house and a streetlight.

A3. No, with two transformers the cost would be more than what has already been quoted.

Q4. Could I supply the wire rather than having them do it? If so, I would like the requirements for both overhead and underground and the quantity for each.

A4. No, the wire belongs to Rocky Mountain Power as we will maintain it.

Q5. Could I supply the transformer, again with their specs? Just a cursory look says that one might be purchased for less than the \$2500 they are using in their calculations. If I can find a used one, it will be even less.

A5. No, the transformer belongs to Rocky Mountain Power as we will maintain it. The quotes you have been provided include the cost for a transformer but also for labor as the transformer in place will have to be removed and a new transformer installed.

Q6. Does the transformer need to be on the pole or could it be on the ground since the trench is in place? Maybe a line running down the pole to the underground conduit could make a transformer located near my service a viable option.

A6. A padmount transformer, or a transformer installed on the ground costs more which would increase your quotes.

Q7. Could the installation cost be adjusted since they are replacing the pole. When they replace the pole they will need to re-install the transformer to the new pole along with the street light and reconnect the wire to my house.

A7. Your quotes do not include any pole replacement as Rocky Mountain Power is responsible for this cost.

Q8. If I can supply the wire and a used transformer and they cover the installation in conjunction with the installation of the new pole, then with the \$2200 credit, I could come pretty close to covering things. I was told that \$7,000 was in their budget for replacing the pole and that the \$7,000 will cover the transfer of the equipment to the new pole and reconnection of my service.

A8. Please refer to A4. And A5.

Please let me know if you have any additional questions.

Thank you,

Autumn Braithwaite

Regulatory Analyst

(801) 955-2434

CC: - Cynthia Dumas  Utah Division of Public Utilities

*** MR. SESSIONS RESPONSE TO RMP ***

?

From: Mike Sessions

Date: Tue, Apr 10, 2018 at 8:03 AM
Subject: Cost for a Transformer Upgrade
To: Autumn.Braithwaite
Cc: Cynthia Dumas

Autumn,

Let me see if I understand this correctly. Here is what I got from your message about the existing 50 year old transformer on a failing pole in my front yard at 4587 South 1150 West in Riverdale:

1. The transformer has to be upgraded to a KVA 25 and I can only buy the KVA 25 from your company.
2. The KVA 25 cannot be a rebuilt one. It has to be new even though the current KVA 10 is over 50 yrs old and would have been hooked back up if the upgrade was not needed. I cannot supply a rebuilt one from a reputable company that I would let you approve. I have to buy a new one from your company at a higher price instead.
3. I cannot supply the wire because I have to buy it from your company even though it costs more for the same wire. I have to pay for it, but I can only buy it from you.
4. There is wire coiled up on the pole that serviced the house we are remodeling, but apparently we cannot use it and we receive no credit for it.
5. I have to pay for installation even though you are going to take down the pole and replace it and uninstall everything that I will have paid to install.
6. The new pole location has been marked and it will allow for overhead service as I previously planned. The replacement is budgeted for doing it now.
7. I told your people previously that I will wait until the new pole is put in to hook up power to my house so they are not out there twice.
8. I do not get reimbursed for the trench your company had me dig for underground wire nor for the conduit and rope placed in the trench, nor for renting the equipment again to cover up the trench.

Have I got the facts correct?

I would like to offer two options as ways to resolve this issue:

Option 1

1. You submit your specs on a KVA 25 to me and I will get a quote on a rebuilt one that will meet the need. You can match the price with one you supply, new or rebuilt, or we will use the one I find.
2. I will submit it to you for your approval prior to purchase and I will have it at the location prior to your replacement of the existing pole.
3. You explain why the existing wire will not work and I will provide new wire with a credit for the existing wire we already had in place. We are only servicing our remodeled house and a streetlight with the wire, so I hope the existing wire will work.
4. You reimburse me \$500 for renting a skid-steer twice with a driver (digging and

covering after your inspection) and conduit with 3 long sweep elbows and a pull rope.
5. You put the KVA 25 transformer on the new pole while it is down and we will split the cost of connecting it to my house. I would have to pay for it and then you would have to pay to disconnect it and reconnect it. It will be done at the time of pole replacement saving us both some money.
6. You apply the \$2200 credit to my account so I am reimbursed for the cost of the transformer

Option 2

1. You supply the new KVA 25 for the quoted price of \$2,500
2. You hook it up as part of the pole replacement process
3. You credit me \$2,200 plus \$500 for having me dig a trench that will not be used
4. I will credit you \$200 to reconnect the service to my house and it will be done. You may do the work whenever you are ready.

Either will work for me. If neither will work for you, then let me know so I can place a formal complaint. I am not in a position to pay you over \$4,500 and I think it is terrible service for you not to offer to reduce the pricesince you plan to replace the pole. It should have been your idea to save your present and future customer some money by doing the work in one work order rather than two.

I will wait to hear from you.

Mike Sessions
wmsessions@aol.com
209-587-9330

RMP REPLY TO MR. SESSIONS EMAIL
?From: Braithwaite, Autumn
Date: Wed, Apr 11, 2018 at 9:06 AM
Subject: Cost for a Transformer Upgrade
To: Mike Sessions
Cc: Cynthia Dumas

Good morning Mr. Sessions,

I have reviewed your email with Mr. Sewell and Rocky Mountain Power respectfully declines the options you have described below in your email.

Rocky Mountain Power is responsible for maintaining the current transformer in place; however, since you are requesting additional load that exceeds the current transformers capacity, you would be responsible for the cost to upgrade the facilities.

The cost estimates Rocky Mountain Power has provided you have also been reviewed and nothing further can be found to reduce either estimate. I understand you would like to

purchase equipment for Rocky Mountain Power to use and maintain, however this is not part of the current tariff, regulations, or internal process.

As Charity mentioned in her email, (which was also reviewed by the Utah Division of Public Utilities), your request for additional load is treated as a standard line extension request which can be found in Rocky Mountain Power's Electric Service Regulation No. 12. I have attached a copy of Regulation No. 12 for your review. The transformer upgrade cost is calculated using current material costs, labor costs, and the time to complete the work by using FERC (Federal Electric Regulation Commission) accounting methodology which is the industry standard.

If you have any additional questions, please let me know.

Thank you,

Autumn Braithwaite

Regulatory Analyst

(801) 955-2434

C: Cynthia Dumas ♦ Utah Division of Public Utilities

ATTACHED RMP ELECTRIC SERVICE REGULATION NO. 12 STATE OF UTAH - LINE EXTENSIONS (12R.1)

*** MR. SESSION'S REPLY TO RMP ***

?From: Mike Sessions

Date: Wed, Apr 11, 2018 at 9:29 AM

Subject:Cost for a Transformer Upgrade

To: Autumn.Braithwaite

Cc: Cynthia Dumas

Just to be clear, are you:

1. Denying that your people had me did a trench and put in conduit that is now not needed at a cost of over \$500 to me?
2. Saying that if I agree to pay the \$2,500 cost quoted by Landon for the new KVA 25 transformer that you will not waive the installation cost since you are replacing the pole and any installation I did would have to be undone when the pole is replaced?

I just want to understand why my second option does not meet with your approval. It gives you a new KVA 25 that you supply, reimburses me for your mistake in having me dig an unnecessary trench and has the installation done in conjunction with a pole replacement. The wire is on the current pole ready to be connected to my house. I also agreed to pay for the portion of the work order that was for connecting the wire. It took 1/2 hour to disconnect it and I figured an hour to connect it at \$200 would be more than adequate. If I am reimbursed for the unnecessary trench and adding the \$2,200 credit for 2 meters gives me \$2,700 to cover the new transformer and the connection.

If you are suggesting that we need two work orders, it makes no sense. You have already

set a marker where you are placing the new pole. It is in process. To have me pay you to put up a new transformer on the existing pole and connect it to the house so you can come back in a few days and undo it and then do it again makes no sense.

If my proposal will work, then I am ready to proceed. If not, I want to understand why.

Mike Sessions
wmsessions@aol.com
209-587-9330

*** RMP Response to Mr. Sessions ***

?From: Braithwaite, Autumn
Date: Fri, Apr 13, 2018 at 3:34 PM
Subject: Cost for a Transformer Upgrade
To: Mike Sessions
Cc: Cynthia Dumas

Good afternoon Mr. Sessions,

At this time, Rocky Mountain Power has not received an agreement from you regarding the location of the meter base. When Rocky Mountain Power visited your location on February 28, 2018, it was discovered the current location of the meter base did not meet Rocky Mountain Power's electric requirements for overhead service crossing the roof. The serviceman advised the location of the meter base would either need to be moved or you could receive service underground. Either way, the serviceman advised you to call and make an appointment with an estimator. Rocky Mountain Power will not reimburse you for your choice in having the trench dug before confirming for Rocky Mountain Power your plans to receive electric service.

The estimates you have been provided are as follows:

- 1) Overhead service - \$6,800.00 minus \$2,200.00 allowance (\$1,100.00 for each meter) = \$4,600.00
- 2) Underground service - \$8,250.00 minus \$2,200.00 allowance (\$1,100.00 for each meter) = \$6,050.00

Rocky Mountain Power would like to complete the pole replacement at the same time as your request. The pole replacement is at no cost to you. The labor costs for a transformer upgrade include time to remove the 10 kva transformer and time to install the 25 kva transformer.

Regards,

Autumn Braithwaite
Regulatory Analyst
(801) 955-2434

C: Cynthia Dumas ♦ Utah Division of Public Utilities

***Mr. Sessions reply to RMP ***

?From: Mike Sessions

Date: Sat, Apr 14, 2018 at 9:50 AM

Subject: Cost for a Transformer Upgrade

To: Autumn.Braithwaite

Cc:Cynthia Dumas

Autumn,

Let me recount for you how we got to where we are today:

1. I called both Rocky Mountain and Dominion Energy to come hook up service after we passed the City inspection.
2. Dominion came out with 4 workers, a backhoe and spent 3 hours locating their service, digging a trench, running in new service. Preparing the house for the meters to be set and covering the trench all at a cost to me of \$880.
3. Rocky Mountain sent someone to assess the property and he discovered the problem of the line running across more than 6 feet of roof. He took me across the street and showed me how the pole leaned to the south making the problem worse than if it were a straight pole. He recommended going underground since the walls inside the house were all finished and painted. I told him that I would follow his suggestion and prepare the property for underground service. He told me that someone would be sending me a cost for the service, but that since we were getting two meters, it might be a wash or close to it. He also told me that I was only allowed 270 degrees of turns between the service and the pole. He helped me determine where to dig to use no more than the allowed three 90 degree elbows and at the same time staying away from the gas service lines. One elbow was at the service, one making a turn to allow the line to run directly to the pole and the third one at the pole.
4. I rented a backhoe and paid someone to dig the trench while waiting for the estimate.
5. I got the PVC and pull rope installed and when it was inspected by Rocky Mountain, I was told that we had used the wrong 90 degree elbows. I used 90 degree sweep elbows, but they needed to be "long sweep" elbows. I replaced them and installed the rope. I could not get someone to come do the re-inspection, so I took pictures and sent them to the inspector. He approved them and said it was ok to cover the trench.
6. I rented a skid-steer and paid a driver to cover the trench, still waiting for the estimate.
7. I received the estimate of \$6,050 in the mail from Landon.
8. I called him in disbelief, thinking there was some mistake since it was only about 50 feet from the service to the pole. He explained about the needed transformer upgrade and after no workable solution could be found, I asked to speak to a supervisor.
9. Karl went over the same things and said he would look into it and have Landon give me a call.
10. Landon explained that the underground wire was 3 times the cost of the overhead and that the pole was going to be replaced anyway, since it was failing. I asked if putting

in the new pole might allow the cheaper overhead option to be reconsidered? He said he would come out and look at things before he could say for sure.

11. Landon and a co-worker came out and determine that a new pole location just to the north of the existing one would work and he place a stake in the ground with a red flag on it. I asked that if the pole is not straight (which none are) if they could make sure it leans to the north to give us as much clearance as possible. Landon and the co-worker both assured me it would work with the overhead service.

12. I received a new contract with the overhead option at \$4,600. I called him back to tell him that it was still more than I could afford since I had already spent over \$500 on a trench that will not be used.

13. I asked for the cost of the transformer and he stated that it was \$2,500. I asked what credit I would get for the existing one and he said that it would probably be found to have PCB's and would need to be discarded. I was to be given no value for a working transformer in the calculation.

14. I explored other options and ran several scenarios by your staff to try to get the cost down. I found new transformers online for under \$2,000 and rebuilt ones for less than \$1,500. I was told that Rocky Mountain had to supply the transformer and that it had to be new.

15. I then proposed that the installation cost be taken out of the \$4,600 contract since it made no sense to pay to take down the existing transformer, have the new one put on the existing pole and have it be connected to the house when the pole would be replaced shortly thereafter with all that work being undone. I proposed that I be charged only for the new transformer and the re-connection of the existing wire to my house.

That is how we got here and why I think my proposal is more than fair.

My proposal is that I get a contract from Rocky Mountain with me paying \$2,500 for a new KVA 25 transformer that you will supply to your pole-replacement crew. I will agree to wait for hook-up until the pole is replaced, which needs to be by the middle of May. I will also pay for the connection to my house at a maximum cost of \$200. I will not ask for a credit for the existing, working transformer. As part of the agreement, I am to receive credit for 2 meters (\$2,200) and for an unneeded trench (\$500). If that is agreeable, I will come to your office and sign it as soon as it is ready.

Thank you.

Mike Sessions
wmsessions@aol.com
209-587-9330

*** RMP Response to Mr. Sessions ***

?From: Braithwaite, Autumn
Date: Wed, Apr 18, 2018 at 8:46 AM
Subject: Cost for a Transformer Upgrade
To: Mike Sessions

Cc: Cynthia Dumas

Good morning Mr. Sessions,

The costs of the job are the costs based on the design as necessary to serve your duplex. The amount you pay are the job costs, less the allowance set by our tariff. The cost of replacing the pole is already excluded from the job as the pole replacement is a maintenance cost of Rocky Mountain Power's. The point of delivery, which is the point of interconnection between your duplex and Rocky Mountain Power's equipment is at the drip loop if overhead, or the meter base if underground. Rocky Mountain Power owns and maintains their facilities, you own and maintain yours. Since the facilities are and remain Rocky Mountain Power's we supply them. However, as per the state regulations that we operate under (the tariff mentioned above), you pay for the total cost of the work and material in excess of your allowance for Rocky Mountain Power's facilities. This is the case for all regulated utilities in Utah.

As mentioned below, the estimates are as follows:

- 1) Overhead service - \$6,800.00 minus \$2,200.00 allowance (\$1,100.00 for each meter) = \$4,600.00
- 2) Underground service - \$8,250.00 minus \$2,200.00 allowance (\$1,100.00 for each meter) = \$6,050.00

Thank you,

Autumn Braithwaite
Regulatory Analyst
(801) 955-2434

C: Cynthia Dumas ♦ Utah Division of Public Utilities

*** Mr. Sessions reply to RMP ***

?From: Mike Sessions
Date: Wed, Apr 18, 2018 at 10:07 AM
Subject: Cost for a Transformer Upgrade
To: Autumn.Braithwaite
Cc:Cynthia Dumas

Autumn,

I spoke to Cynthia Dumas this morning in an attempt to see what steps are available to me to get resolution to this issue. Before we go to the next step, mediation or a formal complaint, I would like to try one more time to see if we cannot resolve this issue between us.

Can I get a breakdown of the \$4,300 in additional cost above the \$2,500 for the new KVA

25 transformer? The total cost is quoted as \$6,800 less the \$2,500 Landon quoted me for the new transformer. Can I also get the anticipated date for the installation of the new pole?

I believe it is essential to have all the facts so we are both basing our position on the same information. Once I have that information, I will get right back to you and we will see if there is a solution that will be mutually beneficial.

Thank you,
Mike Sessions
wmsessions@aol.com
209-587-9330

*** Mr. Session's email to RMP ***

?From: Mike Sessions
Date: Thu, Apr 19, 2018 at 9:09 AM
Subject: Cost for a Transformer Upgrade
To: Autumn.Braithwaite
Cc: Cynthia Dumas

Autumn,

I was able to speak to Landon and get the information I needed. I am struggling with the fact that this is not an area of new development, but one where a home is being renovated that had existing service. I cannot pass along these costs to anyone else like a new development could. If I was requiring you to bring in new service or if I was a long distance from your equipment, that would be one thing, but I am neither.

I simply called to have the service you disconnected from my house reconnected as I am nearing completion of the renovation.

Landon is taking the position that my request for power is triggering several things happening, namely the need to replace the pole, the existing transformer and the wire to my house. While I can certainly get it done for less than the \$6,800 I am being quoted, your rules do not allow me to supply the equipment or wire. I also find out that I am required to buy the new equipment, it is not then mine, but yours. I just worked with PG&E on an apartment project in California where we were to supply the transformer for the project, so I know there is precedent for that happening. While I am of a mind to complain that the whole system is wrong, I also will need power before I can get through that complaint process.

So, here is my proposal:

I will pay the \$4,600 you have requested, but I would like the following adjustments:

1. \$500 for the trench and conduit your company had me dig and install that will not be used.
2. There is no need to replace the existing transformer since it is handling the streetlight. Let's leave it in place and use the new KVA 25 just for my house and future electrical needs I may have. I plan to build a shop and I have a camp trailer that will need power. If you feel that the new one will supply my needs and still have sufficient capacity to handle the streetlight, then that would be fine by me, but I would like a credit for the one being replaced. Since 10 is 40% of 25, I would like a credit of 40% of the \$2500 cost of the KVA 25 or \$1,000 for the trade-in of the KVA 10. Of course, if you leave it on the pole for the streetlight, the credit would not apply. The trade-in is justified because it is still working, has capacity and is legal. I am doing an upgrade, not new service.
3. Since Landon said his quote had 40% for material and 60% for labor, the material would be the transformer and wire. The 40% of the \$6,800 would represent \$2,720 of which \$2,500 is the transformer. That leaves \$220 for wire. Assuming the new wire would be more than the existing wire because of load-carrying ability and length, I would like a credit for \$100 for the existing 50-plus feet of wire that will no longer be used. Again, it is usable and was planned to be reconnected until the transformer issue surfaced. Since it is a trade-in, you can leave it on the pole or remove it as you choose. Certainly, it is reusable since that was your intent when it was coiled and left on the pole.
4. Regarding the cost of installation, Landon tells me that he did not figure any equipment handling cost in his budget for the pole replacement. He just figured a clean pole going out and coming back in. Since I should only pay for the installation of the new transformer and new wire, I should only be charged for putting the new items on the new pole. You should pay for taking everything off the existing pole and I will pay for putting the new KVA 25 and the connection to my house on the new pole. My posture is that I do not need the old transformer removed. It can stay to operate the streetlight as it is currently doing. I am not sure who you are billing for the removal and replacement of the streetlight, but that should not be me. Landon said that 60% of the \$6,800 was labor, so that is \$4,080. The labor to remove the existing transformer, wire and streetlight from the pole and the replacement of the streetlight and potentially the old transformer on the new pole (for the streetlight) would be your responsibility. Putting the new KVA 25 transformer and new wire to my house on the new pole would be my responsibility. If you decide to do the trade-in for the existing transformer, then I will pay \$150 for its removal from the existing pole. I see my cost being about 50% of the \$4,080 or \$2,040 and the other \$2,040 being your cost. Since Landon's quote had me paying for everything, I would like a credit of \$2,040.

If you feel the new KVA25 will be sufficient to handle my needs and the streetlight and do the trade-in, then the total adjustments would be \$500 for the unnecessary trench plus \$850 (\$1,000 trade-in less \$150 for removal) for the trade-in transformer plus \$100 for the wire and \$2,040 for the installation for a total of \$3,490 off of the \$4,600 or a net

of \$1,110 that I would owe.

If you keep the existing transformer for the streetlight and put it back he new pole and add the KVA 25 just for me, then the adjustments would be less \$850 less or \$2,640 and I would owe a net of \$1,960. Either way is fine with me and I am ready to proceed with either.

Let me know where we go from here.

Thank you,

Mike Sessions
wmsessions@aol.com
209-587-9330

*** RMP Response to Mr. Sessions ***

?From: Braithwaite, Autumn
Date: Mon, Apr 23, 2018 at 4:46 PM
Subject: Cost for a Transformer Upgrade
To: Mike Sessions
Cc: Cynthia Dumas

Good afternoon Mr. Sessions,

Please see the attached pdf for a breakdown of the job costs by FERC account number, with their FERC descriptions. This is how our accounting works which is necessary for regulatory accounting.

Whether an area of new development or just a new building, the process is the same. The job is designed, which gives the costs of the job. In this case the costs included some maintenance costs which were not charged to you. All other costs are part of your job costs. Then you are given a full residential allowance for both of your apartments (\$1100 x 2), and you would be required to pay the remaining balance.

Thank you,
Autumn Braithwaite
Regulatory Analyst
(801) 955-2434
C: Cynthia Dumas ♦ Utah Division of Public Utilities

ATTACHED LETTER #1 - Fee Breakdown

Mike Sessions, 2 lot res, W0 06492129, overhead

JOB COSTS
LABOR, VEHICLE, CNTRCT, & OTHER

MATERIAL,

FERC

Account	Major item and associated hardware	
108.2	Material Salvage	
-\$210		
108.36	Removal Labor - Distribution	\$2,373
364	Poles, Towers & Fixtures 'Contract'	\$2,326
365	Overhead Conductors & Devices	\$5,198
368	Line Transformers - Blanket	
\$1,377		
369.1	Services - Overhead	
\$116		
370	Meters	
\$262		
373	Street Lights & Signal Systems	\$439
TOTAL:	\$11,881	
less allowence and credit(s)		
	Line Extentions Allowance	
\$2,200		
	Company Cost: Pole and cross arm	\$5,044
total: cost to customer		
	Customer Advance	
\$4,637		

*** Mr. Session's Reply to RMP ***

?From: Mike Sessions

Date: Fri, Apr 27, 2018 at 8:28 AM

Subject: Re: Cost for a Transformer Upgrade

To: Autumn.Braithwaite

Cc: Cynthia Dumas

Autumn,

I only made contact with Cynthia because your people gave me two options, pay \$4,600 or have no service. Since neither will work for me, I sought help. I first sought help within Rocky Mountain and got a supervisor that told me the response of pay \$4,600 or no service. Since I do not know the chain of command or have any contacts at Rocky Mountain, I looked to see if there would be outside help. Cynthia offered an option for an informal complaint that might open the door to finding a workable solution.

I just want to get service for our home. I do not want a fight. I do not want anew pole. I do not want to go underground. And, I do not have \$4,600. What I do have is an unnecessary trench that cost me \$500, a failing pole, a working transformer, coiled up wire and a streetlight on the existi

