

# Complaint Report

---

**Complaint Number:** C19-0170

## Customer Information

**Customer Name:** Francis, Ann

**Account Number:**

**Phone Number:** 435 753 4925

**Email Address:** annefrancis82@gmail.com

**Service:** 450 S 400 E

**Address:** River Heights , UT 84321

## Complaint Information

**Company Name:** Rocky Mountain Power

**Date Received:** 8/5/2019

**Type of Call:** Complaint

**Complaint Received By:** Cynthia Dumas

**Gone Formal:** NO

**Date Resolved:** 8/12/2019

**Complaint Type:** Line Extension

**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: DPU Web Server  
Date: Fri, Aug 2, 2019 at 10:56 PM  
Subject: Online Complaint Submission  
To:

DPU ONLINE COMPLAINT

UTILITY CUSTOMER

FROM: Anne Francis

PHONE: 435 753 4925

EMAIL: anefrancis82@gmail.com

SERVICE ADDRESS:

450 S 400 E River Heights , UT 84321

INCIDENT DETAILS

UTILITY: Rocky Mountain Power

ACCOUNT NUMBER: I don't know

COMPLAINT TYPE: Other

COMPLAINT:

Present History: An electrician came to my house for a repair; when he went outside he saw the power line running over my house in close proximity to the roof and the other utility lines laying on my house and told me I needed to get all of the lines moved. I called River Heights City and they told me to contact the individual utility companies. So I called at least 3 utility companies. One utility company came and I was told he couldn't move his line and that his line was already stretched tighter than normal standards and that the line would just have to lay on my roof. He said when the power company moved the power line then he could move his line off of my roof. I called the mayor of River Heights and asked him if he could ask the power company to reroute the power line for safety concerns. He said he would get back with me by the end of the week. It has been two weeks and I am still waiting for a reply. Rocky Mountain Power called me on the phone and told me that I had built my home illegally under their line and that I would have to personally pay to have the line moved. There is no record at the Cache County Courthouse of any easements on my property. I have also checked the title: no easements are recorded. Past History: We moved into this house in 1990. We had utility

lines running low and crossing all over the back yard; we could play volleyball over the low hanging lines. I called many different utility companies to get many of the lines moved. In 2002 we got a building permit from River Heights City office. The City, the contractor, and the electrician never told us that we were putting ourselves in harm's way. We relied and followed procedures to protect us but that system of having a building permit and inspection obviously failed. A homeowner does not know all of the codes and relies on the city, contractors and inspectors to inform the consumer.

SUGGESTED RESOLUTION: I would like the power line rerouted so my neighbors power line does not go over my house.. I would also like the very large power pole and line moved to my neighbors yard which is used for storage and not inhabited.

**Complaint Response:**

From: Braithwaite, Autumn  
Date: Fri, Aug 9, 2019 at 9:19 AM  
Subject: RE: UT - Francis, Ann Informal Complaint  
To: Cynthia Dumas

Good morning Cynthia,

Jed Francis  
450 S 400 E  
River Heights, UT

To provide some background, the Francis's signed for electric service at the above mentioned address in August 1990. The existing overhead power line was installed in the 1950's and Rocky Mountain Power has a prescriptive right of way with how long the line has been there. Roughly nine or ten years ago, the Francis's built an addition onto their home directly under the electric service.

Mrs. Francis contacted Rocky Mountain Power on July 22, 2019 to inquire about options to re-route our electric service. An estimator for Rocky Mountain Power reviewed her request and found the electric service to be about four feet above the roof line with three communications cables attached below our service, and with one communication cable to be touching the roof. A ballpark estimate of \$8,000.00 was provided to Mrs. Francis on July 29, 2019 to move the facilities.

I was able to speak with Mrs. Francis earlier this morning and review with her the above information. I confirmed for her since Rocky Mountain Power has a prescriptive easement, Rocky Mountain Power would not be able to relocate the electric service unless someone was willing to pay for the costs. Mrs. Francis advised she feels that the height of our line violates NESC requirements. I did let her know I would ask for the height measurement of our line and email it to her. I also confirmed Rocky Mountain Power would be unable to perform any work on any of the communication cables located below our line.

Please let me know if you have any questions. I will be sure to include you in the email to Mrs. Francis regarding the height of our line.

Thank you,  
Autumn Braithwaite  
Regulatory Analyst  
(801) 955-2434

-----  
-----  
-----  
-----

From: Braithwaite, Autumn  
Date: Fri, Aug 9, 2019 at 4:30 PM

Subject: Rocky Mountain Power  
To: annefrancis82@gmail.com  
Cc: Cynthia Dumas

Good afternoon Mrs. Francis,

It was a pleasure to speak with you earlier this morning regarding your concerns with the NESC height requirements for Rocky Mountain Power's electric line.

Our local manager was able to visit your location this afternoon to confirm the height measurements. I understand Mr. Francis was present while the measurements were taken so he may have shared this information with you already.

The current NESC requirements for Service Drops and Drip Loops, 750 Volts and Below states:

Clearances from building for service drops not attached to the building

- Not accessible to pedestrians, if cabled with a grounded bare neutral shall have a minimum clearance of 3.5 feet or 42 inches.

After climbing on the roof, Rocky Mountain Power measured from the peak of the roof to the conductor and the measurement was 5.1 feet or 61 inches which is well within NESC requirements.

Please let me know if you have any additional questions.

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

**Additional Info:**

8/12/19 - I thanked Elia for her response and marked the complaint as resolved. - C. Dumas