

Complaint Report

Complaint Number: C20-0053

Customer Information

Customer Name: Macdonald, Scott

Account Number: [REDACTED]

Phone Number: 801-615-9167

Email Address: bones3mac@gmail.com

Service: 80 N 470 E

Address: Millville, UT 08332

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 4/24/2020

Type of Call: Complaint

Complaint Received By: Maria Martinez

Gone Formal: NO

Date Resolved: 4/30/2020

Complaint Type: Repair

Utility Company Analyst: Autumn Braithwaite

Complaint Description:

----- Forwarded message -----

From: PublicService Commission
Date: Thu, Apr 23, 2020 at 4:22 PM
Subject: Fwd: Dirty Power - Lights flickering
To: Scott Macdonald
Cc: Utility Complaints

Hello Mr. Macdonald,

I just called you and left you voice message.

As I mentioned in my voice mail, I am forwarding your email to the Division of Public Utilities to start the informal complaint process.

For your convenience here is the Division phone number 801-530-7622.

Thank you and have a great day.

----- Forwarded message -----

From: Scott Macdonald
Date: Thu, Apr 23, 2020 at 3:02 PM
Subject: Dirty Power - Lights flickering
To:

Hi,

My wife and I are in need of assistance with our continued problem with Rocky Mountain Power. We moved into a new home in Millville Cache county 12 months ago. After months of talking with the contractor, electricians, and switching out light fixtures to try to correct the flickering LED lights it was discovered that this is a common problem with Rocky Mountain Power here in the area. We have been in communications with them frequently over the last 6-9 months. They have told us they know there is a problem and they know which single customer in the area that is causing the problem. They have said that they are talking to this customer to fix the problem but they have no legal means of forcing him to do so. This elusive fix continues to not occur and in the meantime certain parts of our home are at times very bothersome to be in due to the flickering.

There are no other options in the marketplace for power. They have been kind at Rocky Mountain power but seem to have no options to fix the problem even though they admit the problem is on their end and not with our home. Generally one can just switch to another provider when service is poor but with no other options we are stuck in a brand new home with dirty power and very bothersome lights.

I have been told the Public Service Commission governs power companies in the state and I am hoping that you can intervene on our behalf.

Please contact me at this email or at 8016159167.

Scott Macdonald

Complaint Response:

Good morning Mr. Macdonald,

As you are aware, your home has been experiencing power quality issues or flicker events for several months now. We would like to apologize for the inconvenience you have experienced and provide a quick summary of our current investigation.

I understand you have been in communication with our local Regional Business Manager, Mr. Steven Leichty who may have shared these findings with you already. Rocky Mountain Power is able to confirm equipment belonging to a transmission customer near your area as the cause of the flicker.

Rocky Mountain Power has provided official notice to this transmission customer verifying their equipment as the cause of the flicker events and have requested their strategy and timeline in order for them to bring their equipment into compliance. Once Rocky Mountain Power has received this information and completed our own review of their strategy and timeline, I will provide you with an additional update.

I can assure you that we take seriously our obligation to serve our customers. Should you have any additional questions or concerns, please feel free to contact myself at (801) 955-2434, Monday through Friday from 8:00 am to 5:00 pm, or you may respond directly to this e-mail.

Kindest Regards,

Autumn Braithwaite

Regulatory Analyst

Cc: Maria Wright - Utah Division of Public Utilities

Additional Info:

4-30-2020

Scott Macdonald

11:08 AM (32 minutes ago)

to Autumn, me

Thanks for the response.

As you have mentioned we have been in communications with you guys for months. This is not to mention the months prior to that of replacing lights and trying to figure out what the problem was. Since we have determined the problem we have heard repeatedly that the problem's cause is known yet it continues to not change. When at its worst the flicker makes certain parts of our home nearly intolerable to be in. We continue to get a bill to pay for this power that is known to be sub par and below the levels that Rocky Mountain Power is contractually responsible to meet. We want this problem to be changed soon, but in the mean time I believe we shouldn't be required to pay for this power. I also believe that we should be recouped all power costs that we have paid.

If this fix doesn't occur soon then I will look into options of a formal form of redress with the Public Service Commission of Utah.

Scott Macdonald

On Sun, May 17, 2020 at 10:22 PM Scott Macdonald wrote:

Hello,

About a month ago, my wife and I sent an email about our flickering lights. We started an informal complaint that we wanted to follow up on. After our last email, a representative from Rocky Mountain Power reached out to us about the issue. However, we have already been in contact with a representative from the power company for months. This latest email from Rocky Mountain Power provided no new information on resolving the issue.

As I wrote in my last email, they know the cause of the dirty power. It is a large customer, likely a local manufacturer. (Although, they won't tell us who.) I asked our contact at Rocky Mountain Power (Steve) if they are required to supply power within a certain range and was told the customer does have a contractual agreement to meet a certain quality of power. He admits that they are frequently outside the parameter they are supposed to meet. He showed us graphs of the power being measured outside the range multiple times a day. He explained that when they are above this threshold that LED lights will flicker noticeably to humans.

Currently we have been told to wait while Rocky Mountain Power meets with the customer and figures out a "measurable plan to improve the flicker". The customer already made capital improvements in February which did nothing to improve our power. Steve has explained that in order to fix the dirty power the customer will need to spend 6-8

million dollars in improvements. He also explained that Rocky Mountain Power has little to no legal power to force the customer to make those changes. I am concerned that the customer will not be willing to take the steps needed to actually fix the power because it is so costly and there will be no repercussions from Rocky Mountain Power if they do not comply. We are tired of vague promises of possible improvements in the future. We have been dealing with this issue for OVER A YEAR. We do not believe the current measures being taken are enough.

As I have said before, we are frustrated there is no other option for power supply when our flickering lights continue to be a problem. It seems inequitable to have no other options for a service so vital as powering your home. We continue to receive sub par power and have been told to wait for months with no end in sight. The flickering of our lights is so bad it gives us headaches and makes being in areas of our home such as the basement very bothersome. Our goal is to fix our power and not necessarily looking for money back or a reduction in cost, but it is frustrating to have to keep paying for this power that is admittedly and consistently out of contractually designated limits.

I was told the Division of Public Utilities oversees the quality of Rocky Mountain Power. If you can please aid us in this pursuit it would be appreciated.

Scott Macdonald

Marialie Wright

Attachments

12:42 PM (3 minutes ago)

to Scott, Fred

Hi Mr. Macdonald,

Thank you for your follow-up and I can certainly sympathize with your frustrations. I will make sure to add this email to your Informal Complaint report.

However, the Division of Public Utilities (Division) can only facilitate the informal complaint process. The Division does not have the authority to enforce any of the rules set by the Public Service Commission.

The Informal Complaint you filed on April 24th has been responded to by Rocky Mountain Power (Company) and was closed April 30th. Because you're not satisfied with the Company's response, you can certainly move forward with a Formal Complaint with the Public Service Commission. Attached to this email is the Formal Complaint Form. Please fill it out and file it accordingly.

Thank you,
Maria

