

Utah Public Service Commission

Heber M. Wells Building, 4th Floor 160 East 300 South
Salt Lake City, UT 84114

Attention: Gary Widerburg Commission Administrator

RE: Docket No. 20-035-24
Customer Response to RMP request for dismissal

Dear Mr. Widerburg,

Below I will put forth a few of the reasons why I believe the case should not be dismissed and ought to be looked into by the Utah Public Service Commission.

A. In Mr. McDermmott's letter he states they admit "increased flicker measurements on its distribution system in the vicinity of Mr. MacDonald's home" but states regarding whether it is their power supply causing the flicker "it is impossible to determine whether those measurements are directly responsible for the flickering lights alleged". We have been in communications with Steven Liechty who is Rocky Mountain Power's representative for a year as we have tried to figure how to fix this issue. During this time we have at Steve's request sent him time intervals when our lights aren't flickering at all and he has compared these to the times when their flicker measurements are within range. He stated that the times correlate well. Is this not proof that the flicker isn't related to the wiring or lights but is directly related to their power measurements? Steve came to our home and showed us the graphs and explained that there is a "big customer" in the area who they have known for years is out of compliance and is making the flicker measurements in the area what they are. He explained that they have tried to get the customer to make changes but that it would take a 6-8 million dollar installment the customer would have to pay to make the changes needed for a permanent fix to the area's power problem. We fear that without a monitoring agency to enforce this fix to occur that it will never happen.

B. Mr. McDermmott states the case should be dismissed because "there is no provision of Utah law, Commission order or Rule, or Company tariff that addresses flicker levels". Whether Rocky Mountain Power is legally required or just ethically required to meet a certain power requirement I do not know. When Steve was at my home and showing be the graphs of the power readings I asked him if Rocky Mountain Power has a contractual responsibility to meet a certain quality of power. He stated that they are supposed to be under a measurement of 1. He stated that above 1 is when flicker is visible to the human eye. Whether the under 1 requirement was in a contract as Steve stated in our visit, or is an industry standard I do not currently know. I do feel that if it is not contractual then it is at least ethical as the sole provider of power to our area to provide a quality product that delivers consistent power in levels that don't produce a flicker.

C. Mr. McDermmott points out that the Public Service Commission's primary role is to regulate the rates for the customer, but he also states that the commission has broad jurisdiction, granted to it by Utah Code Ann. §54-4-1 "to supervise and regulate every public utility in this state and to supervise all of the business of every such public utility". If the Public Service Commission doesn't supervise the quality of the product and only the price then who does? I believe this "broad jurisdiction" should include monitoring the quality of the product delivered. With the lack of competition in the industry who will hold Rocky Mountain Power responsible to deliver a quality product if there isn't a regulating government agency to monitor this?

My wife and I have spent a lot of money on our first home and find ourselves unable to bear being inside it when the lights are flickering. We have spent a year in communications with Rocky Mountain Power and while they have been cordial and do seem to have tried to fix what they can it hasn't changed anything. Steve tells us the problem isn't new and the cause of the problem is known and has been known for a long time. With the "big customer" being pinpointed as the cause and with the fix being costly we fear that without being held accountable by the PSC that this problem will continue to drag out for too long. Please consider the case and help this fix to occur.

Sincerely,

Scott Macdonald
Jaime Macdonald