

FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, Utah 84114

Complaints are public documents and are maintained on the Public Service Commission website.
Further information on formal complaints is available at: <https://psc.utah.gov/complaint-process/>

1. Name of Complainant: Elizabeth Blanchard
Address: 952 Windsor St. /SLC, UT 84105
Telephone No.: (323) 630-7988
Email Address: libby@oxy.edu
Preferred method of contact: Email or U.S. Mail

If represented by counsel, list:

Name: _____

Address: _____

Telephone No.: _____ Email Address: _____

2. The utility being complained against is: Rocky Mountain Power
3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?
Include exact dates, times, locations and persons involved, as closely as you can.

(see attached doc)

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

(see attached doc)

5. What relief does the Complainant request?

(see attached doc)

6. Signature of Complainant Elzabt B. Blanchard
Date: Feb 3, 2021

NOTE: Submit complaint by email or U.S. mail. (<https://psc.utah.gov/psc-filing-requirements/>)

3. It is unjust and improper for RMP to take over four months (since September 28th, our first attempted point of contact with Travis Rhynsburger—and longer if we begin from my correspondence with Kaitlynn) to move a line in order for our construction project to proceed. Please see below a list of documented attempts by myself to contact RMP to move this process forward in order to get this work done.

4. RMP's activities have significantly delayed our construction project and resulted in significant lost funds for us. It is fair to expect that RMP do their work in a timely manner. Their delay has resulted in significant financial damages for us.

5.

1) We would like the work done immediately so we can continue construction.

2) We would like a refund for the full \$2620 we paid to RMP to do the work. This refund will help compensate for the money we've lost due to the project being delayed, including:

- delayed construction costs (e.g. rental equipment sitting while we have waited)

- the costs of paying for an AirBNB for my parents while the construction has been delayed (this is a construction project for an ADU for them to live in and provide child care to us).

d) compensation for my time involved in attempt to push this process forward.

Timeline of events and (incomplete) list of attempts to contact RMP to have this work done. This list is incomplete because it doesn't include the additional attempts by our contractor and electrician to contact RMP in order to get this work done.

September 23rd: At my request, Kaitlynn Murnin cc'd Travis Rhynsberger on email re: easement that needed to be signed by my neighbor to do the work order, as neighbor was worried about the pole she had proposed for the work to block his access to the alley. She had been relocated to Idaho so was passing on the work to Travis for him to revise the work order.

September 28th: I sent a direct email to Travis Rhynsberger to be in touch re: cc'd email on September 23rd

October 2nd: emailed Kaitlynn requesting other ways to contact Travis as he had not responded to email

October 5th: emailed Travis again

October 5th: email to Kaitlynn explaining Travis had not responded. Called central office, who put in messages for Travis to get a hold of me.

October 20th: Travis came for onsite meeting with myself, Jason Coulam (our contractor), our neighbor (Murry Mullenex) and Tim Kimlos (our contractor's electrician) present. Discussed and agreed upon plan for RMP to do a midline span to connect our neighbor's house to grid, which would remove diagonal line over our property and allow construction to proceed, without inserting a new pole that would obstruct neighbor's access to alley.

Travis said he would have the new work order back to us in 2 weeks (11/3), and that they were scheduling about 6 weeks out (12/1) for the actual work to be done.

November 9th: Called Travis. He told me he would have the new work order to us by next week (week of the 16th of November)

November 30th: Called Travis, said he would have the work order to us by end of the week (December 4th)

January 11th: **Finally** received new work order by Travis via email (he also emailed Taylor at Built By Design Construction). At this time my neighbor Murry was on vacation. I went to our bank and got a cashier's check for the \$2620 to do the project, as defined by the work order, and mailed the funds.

My neighbor returned from vacation on Thursday January 14th and signed the easement the following Tuesday the 19th of January.

January 19th: Called Travis re: getting easement document back to RMP. Arranged to meet him in the RMP parking lot with the signed easement from my neighbor. Did so. Then I called Sally at RMP for scheduling. She said she'd get back to me by the 27th, or at least that week with scheduling, but that they needed to do a final site check first. Said they were scheduling out to mid-February and expressed disbelief that we had been waiting since October to get this scheduled.

January 21st: I called Cynthia Duma at Utah Division of Public Utilities to file an informal complaint. James with RMP Customer Advocacy then called me from Portland and assured me the work would be done.

- RMP scheduled the work for February 3rd in the morning.

February 3rd: Around 10:30am my contractor's employee (Taylor) called RMP and they said the work was still on. Then the crew didn't come. There was bad weather in the morning but fine weather all afternoon. I called RMP and spoke with Bethany Lay as to why the crew didn't come. Sally called me back and said they cancelled due to weather and the soonest they could reschedule was February 16th. Sally expressed disbelief that we had been waiting since October, said she didn't believe me, and said she would not move the timeline up despite this continuing to delay our construction. I told her I would contact the Division of Public Utilities. I then called Cynthia Duma and asked to escalate this issue to a formal complaint.

February 4: Sally got back to me on February 4th and scheduled the work for February 8th. The work was completed that day.