

Complaint Report

Complaint Number: C21-0008

Customer Information

Customer Name: Blanchard, Elizabeth

Account Number:

Phone Number: 323-630-7988

Email Address: libby@oxy.edu

Service: 952 Winsor Street

Address: Salt Lake City, UT 84108

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 1/21/2021

Date Resolved: 1/25/2021

Type of Call: Complaint

Complaint Type: Line Extension

Complaint Received By: Cynthia Dumas

Utility Company Analyst: James Ingram

Gone Formal: NO

Complaint Description:

The Division received a call from Mrs. Blanchard regarding RMP moving a line. Mrs. Blanchard explained the line was supposed to be moved in September 2020 and nothing has happened. Mrs. Blanchard is loosing money with construction cost and would like to be reimbursed for money lost. Mrs. Blanchard resolution is to have the line moved as soon as possible. Please contact the customer.

Complaint Response:

From: Ingram, James (PacifiCorp)
Date: Fri, Jan 22, 2021 at 2:52 PM
Subject: RE: [INTERNET] UT - Blanchard, Elizabeth Informal Complaint
To: Cynthia Dumas, _Tariff Policy

Hello Cynthia,

I was able to reach Ms. Blanchard by phone today to discuss the installation.

The company received her payment on January 20, 2021, and the work is now ready for scheduling. The company will attempt to install as soon as possible. Ms. Blanchard has my personal contact information to assist her, and I will provide an update next week regarding the installation.

Regards,
James

Additional Info:

*** RMP Email to DPU ***

From: Sauer, Kathleen (PacifiCorp)
Date: Thu, Jan 21, 2021 at 5:10 PM
From: Talo, Florisa (PacifiCorp)
Date: Thu, Feb 4, 2021 at 8:52 AM
Subject: RE: UT - Blanchard, Elizabeth Informal Complaint
To: Cynthia Dumas , Ingram, James (PacifiCorp)
Cc: _Tariff Policy , Sauer, Kathleen (PacifiCorp)

Good Morning Cynthia,

James is out of the office but I wanted to provide you with an update. Rocky Mountain Power spoke with Mrs. Blanchard this morning and the work has been scheduled for Monday, February 8, 2021 instead of the 16th. Please let me know if you have any additional questions or concerns.

Thank you,
Risa Talo
Customer Advocacy and Tariff Policy
801-955-2435

*** DPU to Mrs. Blanchard ***

From: Cynthia Dumas
Date: Thu, Feb 4, 2021 at 8:51 AM
Subject: Re: Formal Complaint Instructions
To: Libby Blanchard

Good Morning,

I hope all is well with you. I appreciate you letting me know. I left a voicemail with Autumn as well regarding your case. Once I hear back from her I will let you know. The formal complaint is processed through the Public Service Commission. Please send your formal complaint to psc@utah.gov.

Thank you,
Cynthia Dumas
Office Specialist II
Division of Public Utilities Office
(801) 530-7622
Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

On Wed, Feb 3, 2021 at 4:37 PM Libby Blanchard wrote:

Attached is a word document with my formal complaint and documented attempts to contact RMP to move this work forward to completion. Also attached is page 6 of your document

sent with my signature and other information on it. Thank you for helping me to move this process forward.

FYI I still have not heard back from Autumn at RMP. I left a VM earlier today right after speaking to you.

On Wed, Feb 3, 2021 at 2:20 PM Cynthia Dumas wrote:

Good Afternoon,

I hope you are doing well. As spoken on the phone attached are the formal complaint instructions. Please file this complaint with the Public Service Commission (Commission). If you have any questions regarding the formal complaint process please contact the Commission at 801-530-6716.

Thank you,
Cynthia Dumas
Office Specialist II Division of Public Utilities Office
(801) 530-7622
Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

Subject: Pending UT case: Blanchard, Elizabeth
To: Cynthia Dumas
Cc: _Customer Advocacy Team

Cynthia: We've received the information below and James Ingram 503-813-7431 will respond.

Please note - our records indicate the account is under the name of ElizabethBlanchard - would you please correct your records to reflect the correct last name?

Thanks!

