

Complaint Report

Complaint Number: C21-0060

Customer Information

Customer Name: Sampson, Jennifer

Account Number: [REDACTED]

Phone Number: 801 597-8320

Email Address: jensampson_afd@yahoo.com

Service: 370 East Pheasant View Dr

Address: Draper, UT 84020

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 4/7/2021

Type of Call: Complaint

Complaint Received By: Gwen Flores

Gone Formal: NO

Date Resolved: 4/9/2021

Complaint Type: Additional Charges

Utility Company Analyst: James Ingram

Complaint Description:

Jennifer Sampson contacted our office regarding an bill she received for repairs to a power box located in her driveway.

Jennifer Sampson states, due to the location of the power box it has been damaged several times. Sampson believes Rocky Mountain Power has repaired it at least four times over the course of 10 years. Because of this Ms. Sampson contacted RMP in October of 2020 to inquire about having the box moved underground. However, the quoted amount of \$2,000 dollars was more then what she was willing to pay especially since she assumed it wasn't her responsibility.

Ms. Sampson then received a bill for \$2,500 thinking it was fraud and unsure about it she contacted RMP and learned that it was indeed a legitimate bill for the recent repairs to the box. She was also informed that because the box sits on her property, that she is responsible for it.

Jennifer Sampson was also informed that her protection insurance was forfeited when the RV pad was installed on the property. She is confused because the RV pad was already there when she moved in. Additionally she's not even sure what insurance plan they are referring too.

Ms. Sampson then asked why she hadn't been charged for any of the previous repairs and was told that because she admitted to knowing of the damages that now they knew who to send the bill too whereas they didn't in the past.

Ms. Sampson is upset because she was not aware that it is her responsibility to pay for damages to the box whether or not she caused them, simply because it happens to be located on her property. She is also upset because she had not been informed of the company's plan to repair the box prior to it being repaired.

Ms. Sampson finds it very upsetting to find out after the fact that she's responsible for a box that she doesn't even own and now owes \$2,500 in damages for, although she herself didn't cause the damages. Ms. Sampson admits that a guest of hers had backed into the box resulting in the damages. However, as far as she could tell the damages appeared to be simply cosmetic.

Jennifer Sampson states, had she known it was her reasonability before the repairs were made, she would've had the box buried. Especially since it would've costed less.

Ms. Sampson doesn't feel she shouldn't be solely responsible for the damages. Since no prior communication was made and she did not ask, request or want the repairs nor did she cause the damages.

Complaint Response:

April 9, 2021

From: James.Ingram@pacificorp.com

To: gflores@utah.gov

Attachment

Hello Gwen,

I just spoke with Ms. Sampson after sending the attached email to her to explain that she is responsible for the damage to company property she outlined in her complaint.

There was an adjustment to the labor costs associated to the claim, reducing her total due to \$1403.16. However, the company has followed the legitimate process used when property owners report damage to company facilities that occurred on their property.

Ms. Sampson indicated that she understood that the damage occurred on her property, and she knows who backed into the transformer, but she disagrees with the company's charges. I referred Ms. Sampson back to the claims representative handling her claim to negotiate a settlement, and encouraged her to consult with her insurance company and/or the motorist's insurance company regarding the damage as insurance may cover these costs. I also explained that the company was willing to negotiate with her regarding payment arrangements if necessary.

Ms. Sampson indicated that she would reach out to the claims representative.

Regards,

James Ingram

Rocky Mountain Power Customer Advocacy

Toll Free# 1-800-532-1626 ext. 7431

April 9, 2021

From: James.Ingram@pacificorp.com

To: jensampson_afd@yahoo.com

Hello Ms. Sampton,

I attempted to reach you by phone, but received voicemail, so I wanted to email you regarding your concerns about the damage to company property billing you received.

After reviewing this matter with our damage claims department manager, the Rocky Mountain Customer Advocacy department has determined that you are responsible for the cost of repairs necessary after an RV backed into the transformer on your property. However, there was an adjustment to the labor cost for this claim, and your current amount due is \$1403.16 for these damages.

Since the damage occurred from a vehicle on your property, you may wish to handle this matter as an insurance claim through the motorists vehicle insurance policy. You may also wish to contact your insurance carrier for your home owner's policy to determine if your coverage would apply to this incident. However, the charges the company has assessed to you are for the costs incurred to repair the damage to company equipment, and they remain your responsibility.

If you would like to discuss your claim further, the representative assigned to your claim is Jolee Hall. You may contact Jollee at (801)220-7455. The company would also be happy to negotiate payment arrangements with you.

Regards,

James Ingram

Customer Advocacy/Tariff Policy

503 813 7431