

Complaint Report

Complaint Number: C22-0064

Customer Information

Customer Name: Thompson, Cindy

Account Number:

Phone Number: 801 541-1503

Email Address: cindy.augiesmom@hotmail

Service Address: 4068 S Claudia St
WVC, UT 84120

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 5/4/2022

Date Resolved: 5/5/2022

Type of Call: Complaint

Complaint Type: Repair

Complaint Received By: Gwen Flores

Utility Company Analyst: James Ingram

Gone Formal: NO

Complaint Description:

Mrs. Cindy Thompson contacted our office today regarding repairs needed to the meter box.

According to Mrs Thompson about 3 weeks ago at around 4:30am she heard a loud noise and the lights flickered. At the moment she didn't think too much about it however, when she woke up later that morning she noticed half the power was out so she called RMP to report the incident.

Mrs Thompson states RMP did send out a repair man that looked at the issue and told her it was not the transformer rather the meter. He then instructed Mrs Thompson to take care of the repairs herself then to submit a reimbursement claim to RMP once the repairs are complete.

Mrs. Thompson has hired 3 different Master Electricians however all 3 of them have informed her that repair needs to be serviced by Rocky Mountain Power.

Mrs Thompson states although she doesn't have the financial means to cover the repairs upfront she is willing to put forth the money for the repairs if she is guaranteed reimbursement. Mrs Thompson is worried that for whatever reason her claim for reimbursement will be denied and she will be forced to eat the entire cost of repairs.

Complaint Response:

From: Ingram, James (PacifiCorp)

To : Gwen Flores (DPU)

May 5, 2022

Hello Gwen,

I spoke with Ms. Thompson this afternoon. I explained that Rocky Mountain Power does not own or maintain the meter base on her home. The same meter has been in place at her home since 2007. Ms. Thompson was very clear in her refusal to go through the damage claim process and fill out the claim paperwork provided. She terminated our call when I explained to her that I was not the individual that determined the outcome of her damage claim.

Ms. Thompson indicated that she would contact you and request paperwork to file a formal complaint.

Regards,

James Ingram

Rocky Mountain Power Customer Advocacy

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