

Complaint Report

Complaint Number: C23-0064

Customer Information

Customer Name: Mickelson, Glenn

Account Number: [REDACTED]

Email Address: glenn@peakmobile.com

Phone Number: 801-966-7500 (Office)

Cell Number: 801-550-3043

Service: PO Box 1151

Address: Sandy, UT 84091

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 5/5/2023

Type of Call: Complaint

Complaint Received By: Maria Martinez

Gone Formal: NO

Date Resolved: 5/11/2023

Complaint Type: Repair

Utility Company Analyst: Autumn Braithwaite

Complaint Description:

Meter #5081703812420

Yellow Fork Road, Herriman, UT

Mr. Mickelson came in to file an Informal Complaint against Rocky Mountain Power (RMP) company over a problem with improper and dangerous line extension job.

Mr. Mickelson states that there are several exposed cables at the Rose Canyon Line Extension project. He adds that about a quarter of a mile into the road, they saw four places where a cable is exposed and not buried properly.

He also adds that they have had an outage in the last 24 hours. He believes it was due to the burned-out cable lines he saw causing a big fire yesterday.

He reiterated how important it is for RMP to investigate and repair immediately as it is very dangerous for anyone tripping over it.

Complaint Response:

Good morning Maria,

Glenn Mickelson
Peak Wireless Services
12420 Yellow Fork Rd
Herriman, UT

Our local Distribution Manager contacted Mr. Mickelsen earlier this week to further investigate his concerns. Mr. Mickelsen re-iterated his concerns with the exposed cables.

Rocky Mountain Power visited the location, and a job is currently being drawn up to re-bury the conductor by installing new conduit and wire. This work will be done by Rocky Mountain Power and will not be at Mr. Mickelson's (Peak Wireless Services) expense.

Once the job has been drawn up, it will be placed on our schedule to work as quickly as possible. Due to the current workload schedule, the job may not be completed until the end of summer/fall.

Please let me know if you have any questions.

Thank you,

Autumn Braithwaite
Regulatory Analyst
(801) 955-2434

5-12-2023

Thanks Autumn! I will go ahead and close this complaint.

Just a heads-up though, I just talked to Mr. Mickelson and he is not happy it will not be done until later. He said this is the response he gets every time he talks to RMP. He will be filing a Formal complaint.

Have a good weekend!

Thanks,
Maria