

Complaint Report

Complaint Number: C19-0085

Customer Information

Customer Name: Hallar , Ian

Account Number:

Phone Number: 970-819-2842

Email Address: imccubbin@gmail.com

Cell Number: 385-227-8663

Service: 555 Northmont Way

Address: Salt Lake City , UT 84103

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 4/1/2019

Date Resolved: 4/15/2019

Type of Call: Complaint

Complaint Type: Repair

Complaint Received By: Cynthia Dumas

Utility Company Analyst: Autumn Braithwaite

Gone Formal: NO

Complaint Description:

The following complaint was received via e-mail and has been copied and sent exactly as received.

From: DPU Web Server
Date: Sat, Mar 30, 2019 at 10:34 AM
Subject: Online Complaint Submission
To:

DPU ONLINE COMPLAINT

UTILITY CUSTOMER

FROM: Ian Hallar
PHONE: 970-819-2842
OTHER PHONE: 385-227-8663
EMAIL: imccubbin@gmail.com
SERVICE ADDRESS:
555 Northmont Way Salt Lake City, UT 84103

INCIDENT DETAILS

UTILITY: Rocky Mountain Power
ACCOUNT NUMBER: 1
COMPLAINT TYPE: Repair

COMPLAINT:

Rocky Mountain Power has inadequate infrastructure and with any major snowstorm power goes out for our home and neighborhood. We have been trying to address the aging infrastructure with Rocky Mountain Power for 6 months. The past few days of lack of power and response is not due to the weather/snow storm and is the fault of Rocky Mountain Power lack of investment in replacing aging infrastructure.

SUGGESTED RESOLUTION: PSC needs to work with Rocky Mountain Power to have them update the aging infrastructure they own to deal with weather and wildfires. Looking at PG&E in CA, it is clear that risk mitigation is not something large corporate utilities are willing to invest in for the sake of rate payers.

Complaint Response:

From: Braithwaite, Autumn
Date: Wed, Apr 3, 2019 at 4:26 PM
Subject: RE: UT - Hallar, Ian Informal Complaint
To: Cynthia Dumas

Good afternoon Cynthia,

Anna Hallar
Ian McCubbin
555 Northmont Way
Salt Lake City, UT

I wanted to provide a quick update as I will be out of the office April 4th and April 5th.

I attempted to reach Mr. McCubbin at (970) 819-0968 but was only able to leave a voice message.

I reviewed his outage history for the past 12 months which indicates his home has experienced three sustained outages or outages lasting more than five minutes. Below is a quick breakdown of those outages:

March 29, 2019 - Outage was related to weather
November 24, 2018 - Outage was related to weather
July 8, 2018 - Outage was related to non-preventable tree interference.

I have forwarded his concerns to our engineering department for review as well.

I will provide an update once I have any additional information.

Thank you,
Autumn Braithwaite
Regulatory Analyst
(801) 955-2434

From: Braithwaite, Autumn
Date: Mon, Apr 15, 2019 at 1:33 PM
Subject: RE: Re: UT - Hallar, Ian Informal Complaint
To: Cynthia Dumas

Good afternoon Cynthia,

Anna Hallar
Ian McCubbin
555 Northmont Way

Salt Lake City, UT 84103

I was able to speak with Mr. McCubbin last Friday and listen to his concerns. Mr. McCubbin is concerned with the amount of times his power has went out over the winter months and indicated our equipment may be old. I reviewed with him the outage history for his circuit however he indicated he has experienced more outages than what we are showing. Mr. McCubbin asked for our outage records for the past three years which I reviewed with him over the telephone and agreed to provide him a copy as well.

I let Mr. McCubbin know our engineering department has reviewed the outage information and did not find anything which would warrant immediate attention.

Mr. McCubbin has concerns for his family when he leaves in that they could experience an outage while he is not there. I did apologize and let him know I understood his concerns however, Rocky Mountain Power will not be able to guarantee un-interrupted service. I did review with him options such as back up generation. I also recommended he contact Rocky Mountain Power any time he does experience a power outage.

Attached is the letter I mailed to Mr. McCubbin earlier today and I let him know he could call me directly should he have any future questions or concerns.

Please let me know if you have any questions.

Thank you,
Autumn Braithwaite
Regulatory Analyst
(801) 955-2434

Additional Info:

4/4/2019 - I thanked Autumn for update and left complaint open until final response is received. - C. Dumas

4/12/2019 - Asked the co. for an update.

4/15/2019 - I thanked Autumn for her response and marked the complaint as resolved. - C. Dumas