

Complaint Report

Complaint Number: C25-0034

Customer Information

Customer Name: Prior, Paul A.

Account Number:

Phone Number: 801.360.7317

Email Address:

Cell Number: 801.921.3236

Service Address: 347 E Southfield Rd
Spanish Fork, UT 84660

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 2/11/2025

Date Resolved: 2/13/2025

Type of Call: Inquiry

Complaint Type: Inquiry

Complaint Received By: Stefanie Liebert

Utility Company Analyst: James Ingram

Gone Formal: NO

Complaint Description:

Paul Prior called the Division of Public Utilities as he would like to discuss plans or alternatives to the installation of power poles on his property.

Complaint Response:

From: Ingram, James (PacifiCorp)
Date: Thu, Feb 13, 2025 at 4:56 PM
Subject: RE: [INTERNET] UT - Prior, Paul A
To: Stefanie Liebert , _Tariff Policy

Hello Stefanie,

Mr. Prior is not a retail customer of Rocky Mountain Power. The company believes that he is a customer of Spanish Fork's municipal utilities for his electric service.

That being said, Rocky Mountain Power does have a transmission project in his area, and Austin Trip, the project manager has met with Mr. Prior at his home to discuss the project. The company is continuing the line siting process, initiating the permitting process, and continuing the community outreach process as the company finalizes the line route.

I am sending Mr. Prior the attached letter because I have been unable to reach him by phone and do not have a valid email address for him.

As Mr. Prior is not supplied with electric service by Rocky Mountain Power, the company hopes that you will file his case as an inquiry as he is not a retail customer of the company.

Regards,

James Ingram

Rocky Mountain Power Customer Advocacy

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

Additional Info:

I thanked James and closed the inquiry. SL

2/20 - The Division received a call from Mr. Prior regarding his inquiry, and wanting to move forward in the complaint process. Mr. Prior received the instructions via email and mail. - C.D.



Customer & Regulatory Liaison

P.O. Box 25308
Salt Lake City, Utah 84125

February 13, 2025

Paul Prior
347 E Southfield Road
Spanish Fork, UT 84660

Dear Mr. Prior:

The Utah Division of Public Utilities notified us of the concerns you filed with their office and asked that we investigate and respond. I have attempted to reach you by phone but without success.

Company records show that you do not receive utility service through Rocky Mountain Power as you are served by the city of Spanish Fork for your electric service. However, Rocky Mountain Power can confirm that there is an active transmission project underway in your area.

Austin Tripp, Rocky Mountain Power's manager for this project reports that he has met with you in person. He reported that during your discussion, he communicated to you that Rocky Mountain Power is continuing the line siting process, initiating the permitting process, and continuing the community outreach process as the company finalizes the line route. You are welcome to contact Austin at your convenience if you have further questions regarding this process. He may be reached at:

Phone: (801)209-1040

Email: Austin.Tripp@pacificorp.com

Austin will be happy to answer any of your questions regarding this project.

Sincerely,

Rocky Mountain Power
Customer Advocacy Team