

Complaint Report

Complaint Number: C25-0226

Customer Information

Customer Name: Salem Park Neighborhood

Account Number:

Phone Number: 206.852.9340

Email Address: kooterk@gmail.com

Service 254 E Snowy Egret Dr

Address: Salem , UT 84653

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 8/14/2025

Type of Call: Inquiry

Complaint Received By: Stefanie Liebert

Gone Formal: NO

Date Resolved: 8/25/2025

Complaint Type: Inquiry

Utility Company Analyst: James Ingram

Complaint Description:

Members of the Salem Park Community have contacted the Division of Public Utilities regarding the installation of high-voltage power lines. They received a notification from Utah County late last week indicating that Rocky Mountain Power will receive a permit from the County on Tuesday, August 19th.

Over 100 community members are concerned because they did not receive notice from Rocky Mountain Power for a public hearing regarding the installation of these lines. Their concerns include the potential impact on wetlands, wildlife, wildfires, property values, and the health of the community, especially children.

The community has requested that Rocky Mountain Power treat this inquiry as urgent, given their understanding that the permit will be issued on Tuesday.

A list of residence who have requested response are:

Kevin and Garnet Kutterer
254 E Snowy Egret Dr.
Salem, UT 84653
206.852.9340

Angela Madsen
1796 N Warbler Rd.
Salem, UT 84653
801.910.9761

Andrea Diamond
1832 N Willet Dr.
Salem, UT 84653
801.420.5015

Jessica Zahrt
1811 N 290 E
Salem, UT 84653
801.874.9692

Paul Madsen
1796 N Warbler Rd.
Salem, UT 84653
801.361.8694

Rebekah Frost
208 E Snowy Egret Dr.
Salem, UT 84653
801.368.6375

Mary Ybarra
273 E Snowy Egret Dr.
Salem, UT 84653
801.602.6587

Tasha Fox
387 E Snow Egret Dr.
Salem, UT 84653
801.822.1545

Joey Cochran
184 E Snowy Egret Dr.
Salem, UT 84653
801.885.0221

Caleb Pomar
158 W Willet Dr.
Salem, UT 84653
951.970.8437

Complaint Response:

From: Ingram, James (PacifiCorp)
Date: Mon, Aug 25, 2025 at 4:02 PM
Subject: RE: [INTERNET] UT - Salem Park Neighborhood
To: Stefanie Liebert
Cc: _Tariff Policy

Hello Stefanie,

Our project team for the Spanish Fork to Mercer transmission project has sent the attached letters to the list of residents provided by the commission and their state senator's office. I have attached the list of recipients the company has for this communication.

As a reminder, Rocky Mountain Power is not the retail electric provided in Salem, Utah. Rather, the company is building a transmission line from Spanish Fork to Mercer in order to improve transmission services in the area.

Regards,

James Ingram

Rocky Mountain Power Customer Advocacy

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

From: Stefanie Liebert
Sent: Friday, August 15, 2025 12:50 PM
To: Ingram, James (PacifiCorp)
Cc: _Tariff Policy
Subject: Re: [INTERNET] UT - Salem Park Neighborhood

THIS MESSAGE IS FROM AN EXTERNAL SENDER.

Look closely at the SENDER address. Do not open ATTACHMENTS unless expected. Check for INDICATORS of phishing. Hover over LINKS before clicking. Learn to spot a phishing message

Good afternoon James,

Thank you for the response.

Please address each customer individually, as they each initiated contact either by phone or email.

Thank you,

Stefanie Liebert | Customer Service

O: 801.530.6285 | sliebert@utah.gov

On Fri, Aug 15, 2025 at 12:38 PM Ingram, James (PacifiCorp) wrote:

Hello Stefanie,

I have attached the company's email response to the representative filing the inquiry on behalf of the Salem Park Neighborhood.

This inquiry is regarding the Spanish Fork to Mercer transmission project, and the company has a dedicated webpage for the public to obtain information regarding this

project at the following link.

Spanish Fork to Mercer Transmission Project

In addition to radio, newspaper and notification by letter to select property owners that may be impacted by this project, the company has also held public open house meetings both in person and online in a virtual format. One such meeting was conducted in Salem last June, and the virtual meeting held online is also available through recording on the project website.

The company welcomes public engagement as we navigate the process of determining the route of this new transmission line.

Regards,

James Ingram

Rocky Mountain Power Customer Advocacy

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

2 Attachments

Additional Info:

Online complaint received:

From: dpu.utah.gov

Date: Thu, Aug 14, 2025 at 3:52 PM

Subject: dpu.utah.gov | Online Complaint Submission From Kevin Kutterer

To:

UTILITY CUSTOMER

Customer Name: Kevin Kutterer

If Business, Contact Person:

Primary Phone: 206-852-9381

Other Phone:

E-mail Address: kooterk@gmail.com

Service Address:

254 E Snowy Egret Dr

Salem, UT 84653

Mailing Address:

254 E Snowy Egret Dr

Salem, UT 84653

INCIDENT DETAILS

Utility: Rocky Mountain Power

Account Number: N/A

Complaint Type: Personnel Issue

Complaint:

we received notice this week that Rocky Mountain Power is going to be building high-voltage power lines right down the east and north borders of our Salem Park neighborhood, which is also right on the border of wetlands commonly referred to as the North Salem Marsh, an extension of the Salem Pond protected area.

The field in which they plan on installing this line is also frequented by migratory/protected birds and other wildlife.

We are looking for help to get Rocky Mountain Power to move these lines to an alternate location or bury them underground. This impacts not only the wildlife, but our neighborhood from a beauty, safety and financial perspective. The worst of this is, that they gave us notice only a week before they are going to the Utah County planning commission to get permits.

We have created a coalition, and many of our members have already reached out to them, as well as the Utah County Planning Commission and other government officials.

We in Salem Park do not even benefit from these lines, and I find it lacking integrity to impose the dangers and environmental impact on us, without any consent or notification.

Suggested Resolution:

These lines should be routed through areas that are not yet populated, or buried underground to preserve the safety, beauty, and integrity of our area which is a young neighborhood with many kids who could be negatively impacted by these changes. We do not even benefit from these lines.

Additional Online Complaint received 8/15/2025

From: dpu.utah.gov

Date: Thu, Aug 14, 2025 at 8:29 PM

Subject: dpu.utah.gov | Online Complaint Submission From Brecken Johanson

To:

UTILITY CUSTOMER

Customer Name: Brecken Johanson

If Business, Contact Person:

Primary Phone: 2089082578

Other Phone:

E-mail Address: brecken.johanson@gmail.com

Service Address:

359 E Snowy Egret Dr

Salem, UT 84653

Mailing Address:

INCIDENT DETAILS

Utility: Rocky Mountain Power

Account Number: N/A

Complaint Type: Customer Service

Complaint:

Rocky Mountain power is building power lines right behind our house. These power lines may prove dangerous to our children, obstruct views, and decrease our property value. Not to mention they will disrupt the habitats of hundreds of birds that live within the area and on the bird reserve in Salem park. We received no notification.

Suggested Resolution:

Find an alternate route that doesn't disrupt already established neighborhoods.