

Munachimso Onwuegbu
3190 E Tolgate Hills Drive
Holladay, Utah 84121
(801) 712-4078
muna@chimso.com

December 1, 2025

Utah Public Service Commission
Heber M. Wells Building
160 East 300 South, 4th Floor
Salt Lake City, UT 84111

Re: Submission of Formal Complaint – Rocky Mountain Power Surge Event

Dear Commissioners,

Enclosed please find my Formal Complaint regarding the electrical surge event that occurred on or around [date], affecting my home and multiple neighboring residences. This filing includes:

1. The completed Formal Complaint document.
2. An Appendix containing technical clarifications and supporting narrative.
3. Information noting that my neighbor, under Claim #7466814, also experienced related damage and is filing a coordinated complaint.

I respectfully request that the Commission review this matter and require Rocky Mountain Power to provide the technical records necessary to determine the source and nature of the surge event.

Thank you for your time and attention.

Sincerely,
Munachimso {Chimso} Onwuegbu

FORMAL COMPLAINT – Rocky Mountain Power Surge Event

I. Statement of Complaint

I, Chimso Onwuegbu hereby file a formal complaint against Rocky Mountain Power (RMP / PacifiCorp) regarding a significant electrical surge event that occurred on or around [date], causing substantial damage to electrical systems in my home and in multiple neighboring homes. My claim number is #7494434.

My neighbors, Brent and Magali Coburn of 3220 E Tolgate Hills Drive, Holladay, UT 84121, filed Claim #7466814. Both our homes are fed from the same transformer, according to a diagram provided by Rocky Mountain Power. This strongly suggests that the surge originated on the utility side of the system rather than as isolated customer-side issues.

Rocky Mountain Power's initial denial of my claim incorrectly referenced solar generation issues that did not apply to my property. Those issues were related to my neighbor's claim (#7466814), not mine. RMP later removed the solar explanation from my denial, but still denied the claim without providing technical evidence or a documented root cause demonstrating that the surge did not originate in its distribution system.

II. Jurisdiction

Rocky Mountain Power is a public utility regulated by the Utah Public Service Commission. This complaint concerns the adequacy, reliability, and safety of electric service and the proper application of the company's tariff and regulations.

I am not seeking monetary damages in this proceeding. I am requesting regulatory review, investigation, and disclosure of technical information that has not been provided through the informal process.

III. Facts of the Case

1. On August 22nd, around 17:00, a sudden electrical surge occurred that caused failures of hardwired internal components as well as appliances in my home, including lighting switches, EV charger, Pool and Spa pumps and other non electrical devices.

2. Many of these damaged components are not plug-in appliances and cannot reasonably be protected by typical consumer surge protection devices. They are integral parts of the internal electrical system of the home.
3. At the same time, my neighbors, Brent and Magali Coburn, at 3220 E Tolgate Hills Drive, experienced related electrical damage, including solar-related issues. Their claim (#7466814) was also denied.
4. Rocky Mountain Power has provided no evidence of any customer-side condition that could plausibly explain simultaneous failures in multiple homes fed from the same transformer.
5. As part of its response, RMP provided 15-minute interval voltage logs. These data cannot detect the type of millisecond-scale transient surge that is capable of damaging internal electrical components. Therefore, these logs do not demonstrate that no surge occurred.
6. RMP has not provided switching logs, SCADA records, protective device operation logs, transformer event history, or any internal incident reports that might show what occurred on the distribution system at the time of the event.
7. I pursued the informal complaint process with the Utah Division of Public Utilities. The Division was unable to resolve the matter and advised me of my right to file this formal complaint with the Public Service Commission.

IV. Relief Requested

I respectfully request that the Commission:

1. Investigate the surge event that impacted my home (Claim #7494434) and my neighbors' home (Claim #7466814), both served by the same transformer.
2. Require Rocky Mountain Power to produce technical records for the period surrounding the incident, including but not limited to:
 - a. Switching and recloser logs
 - b. Protection device operation records (breakers, relays, fuses)
 - c. Transformer maintenance and event history
 - d. SCADA and feeder-level data
 - e. Any internal incident or disturbance reports related to the event

3. Determine whether Rocky Mountain Power properly applied Electric Service Regulation No. 5 in denying my claim, given that the damaged equipment consists of hardwired internal components that cannot reasonably be protected by customer surge devices.

4. Determine whether the available evidence supports a utility-side origin for the surge affecting multiple homes on the same transformer.

5. Require Rocky Mountain Power to provide a clear, transparent, evidence-based explanation of its investigation and the basis for its denial.

I understand that the Commission cannot award monetary damages. This complaint seeks regulatory oversight, proper application of the tariff, and access to the technical information necessary to understand the cause of the event.

V. Certification

I certify that the statements made in this complaint are true to the best of my knowledge and belief.

Signature: 

Printed Name: Chimso Ohwuegbu

Date: December 1, 2025

Appendix – Technical Clarifications and Supporting Information

1. Limitations of 15-Minute Interval Voltage Data

Rocky Mountain Power has provided 15-minute interval voltage logs as evidence that no surge occurred. These records are not capable of detecting transient overvoltage events that occur in milliseconds or less. Such short-duration surges are fully capable of damaging electrical equipment but will not meaningfully affect a 15-minute average reading. Therefore, the interval data provided do not demonstrate that a surge did not occur.

2. Nature of Damaged Components

The components damaged in my home include hardwired lighting switches and other internal electrical devices embedded within the home's wiring system. Some of these are not plug-in appliances and are not reasonably protected by typical consumer surge protection devices. They are vulnerable primarily to upstream disturbances on the utility system, not to ordinary, minor fluctuations that customers are expected to manage.

3. Multi-Home Impact and Shared Transformer

Both my home (Claim #7494434) and my neighbors' home (Claim #7466814) are fed from the same transformer, according to a diagram provided by Rocky Mountain Power. Both homes experienced damage associated with the same event. This pattern is consistent with a disturbance originating on the distribution system rather than independent internal issues within each home.

4. Technical Records Needed for Proper Evaluation

To properly understand the cause of the surge event, it is necessary to review technical records beyond 15-minute voltage logs, including:

- Switching and recloser logs
- Protection device operation data (breakers, fuses, relays)
- Transformer event and maintenance history
- SCADA and feeder-level records
- Any internal incident or disturbance reports created by Rocky Mountain Power

These records are necessary to determine whether a utility-side failure or misoperation occurred at or near the time of the damage.

Exhibit 1 — Rocky Mountain Power Claim Denial Letter (Claim #7494434)

Formal written denial issued by Rocky Mountain Power regarding the electrical surge event, including initial references to solar-related issues later removed by the company.

Exhibit 2 — Customer Service and Claims Email Correspondence

Complete email chains between the complainant(s) and Rocky Mountain Power's Claims Department and Customer Advocacy teams documenting:

- Repeated follow-up attempts
- Initial statements indicating further investigation was required
- Lack of technical findings provided
- Customer responsibility language cited by RMP
- Diagram showing that both affected households (Claims #7494434 and #7466814) are fed by the **same transformer**, supporting the conclusion that the event originated on the utility side.
- 15-minute interval voltage logs supplied by Rocky Mountain Power. These logs do **not** capture transient surge events occurring over milliseconds, demonstrating the insufficiency of the evidence used to deny the claims.
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Exhibit 3—Initial Claim Paperwork including Repair Invoices and Cost Estimates

Repair records and cost estimates for damaged electrical components, appliances, and other affected systems.

Exhibit 4 — Relevant Rocky Mountain Power Tariff Excerpts

Copies of Electric Service Regulation No. 5 and Electric Service Regulation No. 4 as cited in RMP's denial, with highlighting of:

- Customer responsibility language
- Company limitations of liability

- Applicability conditions (e.g., “beyond the company’s reasonable control”) Demonstrating why the tariff is incorrectly applied in this case.

Exhibit 5 — Technical Explanation of Surge Limitations in 15-minute Metering

A concise statement describing why smart meter interval data cannot detect or represent damaging instantaneous surge events, and therefore cannot be used as evidence that no surge occurred.

Exhibit 6 — Annotated Map

An annotated copy showing the transformer feeding both my home and the Coburns.

Exhibit 7 — Timeline

A brief timeline of the long process to date, beginning on August 22, 2025.