

Complaint Report

Complaint Number: C25 0345

Customer Information

Customer Name: Onwuegbu, Munachimso

Account Number: [REDACTED]

Email Address: muna@chimso.com

Service 3190 E Tolcate Hills Drive
Address: Holladay, UT 84121

Mailing 3190 E Tolcate Hills Drive
Address: Holladay, UT 84121

Complaint Information

Company Name: Rocky Mountain Power

Date Resolved: 12/1/2025

Date Received: 11/24/2025

Complaint Type: Outage

Type of Call: Complaint

Utility Company Analyst: Christopher Bouthillette

Complaint Received By: Kami Kennington

Gone Formal: NO

Complaint Description:

This complaint was forwarded from the PSC and sent as received:

From: Utility Complaints
Date: Mon, Nov 24, 2025 at 12:12 PM
Subject: Re: RMP Surge Event
To: Chimso Onwuegbu
Cc: PublicService Commission

On Mon, Nov 24, 2025 at 10:56 AM PublicService Commission wrote:

Hello,

Thank you for your email.

I am forwarding your correspondence to the Division of Public Utilities (DPU) to start the informal complaint process.

Please note that the DPU are copied on this email.

Have a great day.

----- Forwarded message -----

From: Chimso Onwuegbu
Date: Mon, Nov 24, 2025 at 10:39 AM
Subject: RMP Surge Event
To:
Hi -

Dear Utah Public Service Commission,

I am seeking guidance on how best to proceed regarding a power surge that affected multiple homes in my neighborhood and caused thousands of dollars in damage. I filed Claim #7494434 with Rocky Mountain Power, but despite repeated follow-ups, I have received no meaningful response, and the denial I did receive cited tariff language that does not appear applicable to the circumstances.

This was not a routine fluctuation; multiple neighboring homes experienced significant damage at the same moment, which strongly suggests a failure within Rocky Mountain Power's distribution system. Their own representative initially indicated that further investigation was required, but no findings or explanation have been provided.

Could you please advise on the appropriate next steps for bringing this matter to the Commission's attention? I am happy to provide documentation, correspondence, and the relevant tariff excerpt the company used in its denial.

Thank you for your time and assistance.

Chimso Onwuegbu

From: Chimso Onwuegbu

Date: Mon, Nov 24, 2025 at 3:20 PM

Subject: Re: RMP Surge Event

To: Utility Complaints

Thank you for confirming receipt of my complaint.

For your investigation, the neighbors I am aware of who experienced simultaneous issues are:

- Brent Coburn
- Cookie Hart
- Brian Barker

I presume you have access to the full correspondence and documentation already provided, but please let me know if you require anything further.

I also wanted to specifically address the 15-minute interval report I received, which was used to explain why the utility was not at fault. I believe an instantaneous surge, which would not be captured accurately by an average voltage report, is the more likely cause of the severe, simultaneous damage across multiple homes. As I understand it, our meters only log stable voltage values, and not spikes or surges.

Best regards,

Chimso Onwuegbu

Complaint Response:

From: Bouthillette, Christopher (PacifiCorp)
Date: Mon, Dec 1, 2025 at 10:53 AM
Subject: RE: [INTERNET] UT-Onwuegbu
To: Kami Kennington
Cc: Customer Advocacy Team

Hi Kami,

The company has responded to the customer regarding their damage claim. Unfortunately, the company denied the customer's claim for damages. A copy of the company's response to the customer has been attached for your review, along with a copy of the company's claims representative's denial of coverage letter to the customer.

The company investigated the events at the customer's site on the date of loss and determined that there was no evidence of any company negligence resulting in damages to the customer's property.

The customer is responsible for providing proper protection equipment to protect their property from electric damage that may occur due to their interconnection to the electric infrastructure. A copy of Rule 5, which references this requirement, has been attached for your review.

The company cannot be liable for any damages that are a result of events that are beyond the company's control and the lack of protection to the customer's property.

Please let us know if you have any questions or concerns.

Thank you!

Christopher Bouthillette
Rocky Mountain Power Customer Advocacy Team
Office Phone: 503 963 7540