

FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 4558
Salt Lake City, Utah 84114

Complaints are public documents and are maintained on the Public Service Commission website.
Further information on formal complaints is available at: <https://psc.utah.gov/complaint-process/>

1. Name of Complainant: Gregg Ann Heavren
Address: 820 Yardis Court
Telephone No.: 415 203-3007
Email Address: greggannheavren@gmail.com
Preferred method of contact: ☒ Email ^{and} ☒ U.S. Mail
If represented by counsel, list:
Name: In process - would like to resolve -
Address: _____
Telephone No.: _____ Email Address: _____
2. The utility being complained against is: Rocky Mountain
3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?
Include exact dates, times, locations and persons involved, as closely as you can.
See attached letter
4. Why do you (the Complainant) think these activities are illegal, unjust or improper?
improper - unjust -
5. What relief does the Complainant request? To pay for easement for underground conduit -
6. Signature of Complainant Gregg Ann Heavren
Date: 12-8-2025

NOTE: Submit complaint by email or U.S. mail. (<https://psc.utah.gov/psc-filing-requirements/>)

FORMAL COMPLAINT

Utah Public Service Commission

Rocky Mountain Power – Service Line Installation Dispute and Safety Concerns

Complainant:

Gregg Ann Herrern

Homeowner

931 East First Avenue

Salt Lake City, UT 84103

Respondent:

Rocky Mountain Power

SUMMARY OF COMPLAINT

This is a formal complaint regarding Rocky Mountain Power's refusal to correct a service line installation it originally performed; its insistence that the homeowner must pay for all corrective work; its failure to respond to written correspondence; and multiple improper threats to disconnect my electrical service despite freezing temperatures and no wrongdoing on my part.

FACTUAL TIMELINE

- Prior to my ownership – The service line at issue was installed by Rocky Mountain Power (then Utah Power).
- 1998 – A remodel was completed with a City-approved electrical permit; there is also documentation of a 1936 electrical permit.
- 10/23/2025 – Estimator James McKendrick sent an email following a phone call in which he threatened to shut off electric service.

- 10/27/2025 – Mr. McKendrick resent essentially the same email.
- 10/31/2025 – I sent a formal written letter to Mr. McKendrick disputing responsibility for “service clearance violations” and requesting clarification and options. No written response was provided.
- 11/20/2025 – After receiving no reply to my October 31 letter, I filed an informal complaint with the Utah Public Service Commission.
- 11/24/2025 – I received a call from a Rocky Mountain Power liaison who stated that the utility “will not do anything that costs them money,” reiterated that they would not pay for any corrective work, and again raised the possibility of disconnection.

KEY FACTS

- All service equipment and lines at issue were installed by Rocky Mountain Power (or its predecessor) before I purchased the property more than 24 years ago.
- I have made no modifications to the installation during my ownership.
- The 1998 electrical remodel was fully permitted and approved by the City, and there is documentation of earlier approval in 1936 to the electrical.
- The property sits significantly lower than the rear neighbor’s lot, which explains the current line height; this physical condition was present at the time the utility installed the line.
- The home is a historic structure (built in 1898), and exterior changes require Historical Commission review and approval.
- My son resides in the home. He is a working and travels for work, but this remains his legal residence and primary home base. Temperatures are currently in the 30s, so any threat of shutoff creates a serious health and safety concern.

ISSUES FOR THE COMMISSION

1. Rocky Mountain Power has refused to provide adequate written responses to my questions and to my October 31, 2025 letter.

2. The utility insists that I, the homeowner, must pay for all trenching, conduit, relocation, and new hookup related work to correct a line that it originally installed and that was approved by the City.
3. Representatives of the utility have threatened possible disconnection of service despite the absence of any homeowner-caused violation and despite winter temperatures.
4. The utility has not provided any engineering report, detailed code citation, or regulatory basis explaining why it is not responsible for correcting its own installation.
5. The historic status of the home and the topography of the lot significantly limit my ability to make changes, yet these constraints appear not to have been considered by the utility.

REQUESTS FOR PSC ACTION

I respectfully request that the Commission:

1. Require Rocky Mountain Power to provide a detailed written explanation of its position, including any engineering or regulatory basis for asserting that the homeowner is financially responsible, for their installation.
2. Direct Rocky Mountain Power to assume financial responsibility for correcting or relocating the service line that it originally installed.
3. Prohibit Rocky Mountain Power from disconnecting service or threatening disconnection related to this dispute, particularly during winter conditions.
4. Require Rocky Mountain Power to evaluate and present safe, code-compliant solutions (including undergrounding or pole relocation) that do not impose improper costs on the homeowner.
5. Investigate the conduct of Rocky Mountain Power personnel who threatened disconnection and refused to respond substantively in writing.
6. Require the utility to respond to future communications in writing within a reasonable timeframe.

ATTACHMENTS AVAILABLE UPON REQUEST

- Copies of 1998 and 1936 City permits.
- Copies of all letters and emails exchanged with Rocky Mountain Power.
- Photographs documenting the service line, property grade difference, and existing conditions.
- Confirmation of the informal PSC complaint filing.

Respectfully submitted,

Gregg Ann Herrern

931 East First Avenue

Salt Lake City, UT 84103