



PublicService Commission <psc@utah.gov>

Re: Utah Division of Public Utilities - Complaint Number: C26-0003 - Ian McCubbin - Rocky Mountain Power

1 message

Ian McCubbin <imccubbin@gmail.com>
To: PublicService Commission <psc@utah.gov>

Tue, Jan 27, 2026 at 8:43 AM

Hello

Yes I would like to file a formal complaint against Rocky Mountain Power (RMP).

Be Well
Ian

On Fri, Jan 23, 2026 at 3:21 PM PublicService Commission <psc@utah.gov> wrote:

Hello Mr. McCubbin,

Did you intend by sending us, The Public Service Commission (PSC), this email to initiate a Formal Complaint?

If your answer is no, the PSC will take no further action.

If your answer is yes, we will open a new docket.

Please let us know at your earliest convenience.

Thank you.

On Fri, Jan 23, 2026 at 1:14 PM Ian McCubbin <imccubbin@gmail.com> wrote:

Dear Rocky Mountain Power,

This letter is a formal response to the issues raised in your recent email and in relation to the complaint C26-0003. The core of this issue is the presence of unburied, above-ground power lines on our properties, an area now formally categorized by the State of Utah and Salt Lake City as a high-risk Wildland Urban Interface (WUI) under Utah HB48. A map of this classification can be found here: <https://www.slcdocs.com/Planning/Online%20Open%20Houses/2025/PLNPCM2025-00626/WUI%20Maps/WUI%20-%20Avenues.pdf>.

Immediate Safety Concerns:

While the downed RMP lines on our private property are thankfully not energized, they pose an immediate threat to our telecommunications infrastructure. These lines, improperly installed in August 2025 and loose from the poles since November 2025, are draped precariously over vegetation and structures. We are extremely concerned that during periods of heavy snow or high winds, the weight of these downed lines, currently supported by a small coaxial cable, will sever our ability to call 911 from our homes.

We also note that the need for a helicopter to replace the utility infrastructure—the same infrastructure we have repeatedly requested be placed underground—was the cause of the incorrect evacuation of our homes in August 2025.

The Urgent Need for Undergrounding in the WUI:

The inaccessibility and complex terrain of the existing RMP above-ground distribution network along this WUI area make RMP's insistence on maintaining these north-side lines difficult to understand.

- The expense of helicopter operations is significant. We request a direct cost comparison between undergrounding the lines in front of our homes on Northmont Way versus the projected cost of a future helicopter replacement effort for the utility poles.
- We demand to know when these downed lines will be permanently removed or secured, specifically *before* the next snowstorm, to prevent the loss of our emergency telecommunication service.

History of Requests and PSC Ruling:

Since 2018, homeowners between 469 and 569 Northmont Way have advocated for the burial of these outdated RMP above-ground electrical distribution lines as a critical component of our Community Wildfire Preparedness Plan (CWPP). We have consistently emphasized that undergrounding is essential grid hardening to prevent the real threat of wildfire to our homes and an urban conflagration in our community.

We have filed three separate RMP work orders requesting line burial (006717938, 008007219, 007401989). In 2025, RMP workorder 007401989 initially promised that RMP would fully fund and conduct the conversion to underground, excluding only the homeowner's required licensed electrician work. However, just two months later, we were informed this project was unfunded and that we would need to open a new work order and bear the cost ourselves.

Furthermore, the Public Service Commission (PSC) ruled on Docket No. 23-035-41 in 2023, stating:

1. The PSC acknowledged the fire danger and that our residences are in a Fire Hazard Classification Area (FHCA).
2. The PSC encouraged RMP to continue working with complainants to resolve the issues and bury the line.
3. The PSC stressed that RMP should not unduly delay appropriate work to mitigate fire risk, consistent with its Wildfire Plan.

Failure to Act and Current Risk:

It has been two years since the PSC's ruling. In this time, RMP has failed to bury the lines or harden the utility infrastructure with wildfire mitigation technology, despite conducting massive wildfire mitigation projects both in front of and behind our homes. We have received no communication regarding plans to address the outdated RMP power infrastructure that directly threatens our homes in this high-risk WUI.

The RMP Wildfire Mitigation Plan lacks the detail necessary for homeowners to understand what, if any, work is being done on or around our properties for mitigation. We have three separate power lines behind our homes in a high-risk fire zone and are simply requesting that RMP underground the lines that directly threaten our homes, properties, and lives.

Failures in electrical infrastructure have repeatedly resulted in devastating, large-scale urban or near-urban conflagrations in WUI areas, as demonstrated by the:

- Camp Fire (2018) – Paradise, California
- Woolsey Fire (2018) – Los Angeles & Ventura Counties, California

- Marshall Fire (2021) – Boulder County, Colorado
- Lahaina Fire (2023) - Maui, Hawaii
- Smokehouse Creek Fire (2024) – Texas Panhandle
- Eaton Canyon (2025) - Alta Dena California

Given the unusually dry and warm conditions of the past months, and the documented high-risk WUI classification codified by the State of Utah and Salt Lake City, we believe it is not only logical but fiscally and morally prudent that RMP immediately agree to bury the lines on Northmont Way.

Thank you
Ian McCubbin
970-819-2842

From: Customer Advocacy Team <CustomerAdvocacyTeam@PacifiCorp.com>

Date: Friday, January 9, 2026 at 6:11 PM

To: imccubbin@gmail.com <imccubbin@gmail.com>

Subject: Utah Division of Public Utilities - Complaint Number: C26-0003 - Ian McCubbin - Rocky Mountain Power

Hello Mr. McCubbin,

Per the complaint that you filed with the Utah Division of Public Utilities, Rocky Mountain Power has investigated your concerns and found the following:

1. The lines you reported down were not live wires. The company is in the process of upgrading the overhead lines in your area, and there is new insulated conductor onsite that is not yet installed and energized. The company will secure the lines.
2. You have asserted that the company is required to convert your service from overhead to underground. Per your formal complaint against Rocky Mountain Power, Docket No. 23-035-41, the commission ruled that was not the case, and that the company could proceed with the company's plan to harden the overhead infrastructure in your area to address any wildfire concerns.

Regards,

James

Rocky Mountain Power Customer Advocacy
Toll Free# 1-800-532-1626 Extension 5

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