

Complaint Report

Complaint Number: C26-0003

Customer Information

Customer Name: McCubbin, Ian

Account Number:

Email Address: imccubbin@gmail.com

Phone Number: 9708192842

Cell Number: 9708190968

Service Address: 555 Northmont Way
Salt Lake City, UT 84103

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 1/5/2026

Date Resolved: 1/7/2026

Type of Call: Inquiry

Complaint Type: Tree Trimming

Complaint Received By: Kami Kennington

Utility Company Analyst: James Ingram

Gone Formal: NO

Complaint Description:

Customer called inquiry into the division. He says there is a downed power line covering 4 properties. It was down before Christmas but he called after Christmas. Trent came and trimmed the trees but said he can't do anything about the downed power lines. He says his home is in an Urban Interface Zone and also up against a watershed for Salt Lake City. Trent said he couldn't anything about the downed power lines. Customer would like the down power lines restored for safety.

Complaint Response:

From: Ingram, James (PacifiCorp)
Date: Wed, Jan 7, 2026 at 11:19 AM
Subject: RE: [INTERNET] UT-McCubbin
To: Kami Kennington , Bouthillette, Christopher (PacifiCorp)

Hello Kami,

I was able to speak with Mr. McCubbin yesterday regarding his concerns.

There are two issues that Mr. McCubbin has expressed.

He stated that there were downed lines on or near his property.

He wants the company to place services underground.

Regarding his first concern, the company is dispatching an employee to inspect and secure any loose wires onsite. There is a construction project pending to replace overhead wire in this area, and the company believes that Mr. McCubbin is referring to un-energized wire that had been secured to new poles which may have loosened or fallen.

Regarding conversion of service to underground, Mr. McCubbin was part of a formal complaint, Docket No. 23-035-41, regarding his assertion that the only acceptable wildfire management option for his neighborhood was to place services underground. 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 his area to address any wildfire concerns. Unfortunately, Mr. McCubbin does not accept that outcome and continues to demand that the company underground services at no expense to him.

To be clear, the company would be happy to convert services in the area to underground, but Mr. McCubbin and any willing neighbors of his would be responsible for the expense. This has been communicated to Mr. McCubbin on multiple occasions.

James Ingram
Sr. Customer Regulatory Analyst
Customer Advocacy Team
Office Phone: 503 813 7431

From: Kami Kennington
Date: Wed, Jan 21, 2026 at 1:12 PM
Subject: Re: [INTERNET] UT-McCubbin
To: Ingram, James (PacifiCorp)

Hello James,

I was wondering if you were able to have an employee inspect the loose wires on onsite at

Mr. McCubbin's residence? He has called back to inquire about them.

Thank you,

Kami Kennington | Office Specialist II

From: Ingram, James (PacifiCorp)
Date: Wed, Jan 21, 2026 at 2:03 PM
Subject: RE: [INTERNET] UT-McCubbin
To: Kami Kennington

Hello Kami,

I provided the following update to Mr. McCubbin by email regarding the lines in question:

From: Customer Advocacy Team
Sent: Friday, January 9, 2026 5:12 PM
To: 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

He has received email from me before and responded, and he also has my direct contact information, so I'm unsure why he did not respond to my email if he had further questions. Please refer him directly to me if he makes further contact.

Regards,

James Ingram
Sr. Customer Regulatory Analyst
Customer Advocacy Team
Office Phone: 503 813 7431

From: Ian McCubbin
Date: Fri, Jan 23, 2026 at 1:14 PM
Subject: Re: Utah Division of Public Utilities - Complaint Number: C26-0003 - Ian McCubbin - Rocky Mountain Power
To: Customer Advocacy Team , Berreth, Allen (PacifiCorp) , Wildfire Safety , utahdockets@pacificorp.com
Cc: Utility Complaints , PublicService Commission , tweiler@le.utah.gov , jdprovost@le.utah.gov , Wharton, Chris , Mendenhall, Erin , Lieb, Karl , SLCAAttorney

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:

The PSC acknowledged the fire danger and that our residences are in a Fire Hazard Classification Area (FHCA).

The PSC encouraged RMP to continue working with complainants to resolve the issues and bury the line.

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