



PublicService Commission &lt;psc@utah.gov&gt;

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**FW: Utah Division of Public Utilities - Complaint Number C25-0291 - Ian McCubbin - Rocky Mountain Power**

1 message

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**Ian McCubbin** <imccubbin@gmail.com>  
To: "psc@utah.gov" <psc@utah.gov>

Fri, Feb 13, 2026 at 1:31 PM

Hello Fred,

Please find additional information to be submitted as attachments to Docket No: 26-035-04.

Thanks  
Ian  
970-819-2842

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**From:** Customer Advocacy Team <CustomerAdvocacyTeam@PacifiCorp.com>  
**Date:** Wednesday, October 22, 2025 at 6:24 PM  
**To:** Customer Advocacy Team <CustomerAdvocacyTeam@PacifiCorp.com>, [imccubbin@gmail.com](mailto:imccubbin@gmail.com) <[imccubbin@gmail.com](mailto:imccubbin@gmail.com)>  
**Subject:** RE: Utah Division of Public Utilities - Complaint Number C25-0291 - Ian McCubbin - Rocky Mountain Power

Hello Mr. McCubbin,

Rocky Mountain Power management has reviewed your additional concerns, and the company has the following response:

***It is unclear what you mean by “agreed undergrounding effort” from Docket No. 23-035-41. As stated in the company’s initial response on October 20, 2025, the final order identifies no agreed undergrounding effort – it does dismiss the complaint and encourage Rocky Mountain Power to continue working with residents. The 2023 order makes it clear that it is the customers’ responsibility to pay for the undergrounding. Since then, Rocky Mountain Power has provided numerous estimates and a contract for the customers to fund the undergrounding of the line, but so far, the customers have declined to sign and fund any contract.***

***Rocky Mountain Power has an approved wildland fire plan through 2026, and the section of distribution line reference in your complaint includes a rebuild with steel poles and covered conductors, in addition to increased visual inspections, enhanced vegetation clearing, and clearing around equipment poles. This planned activity is consistent with the Fire High Consequence Area designation for this section in Rocky Mountain Power’s mitigation plan.***

***Regarding the notice/flier referenced in your complaint, the company’s contractor used improper language that included “emergency evacuation” in a flier placed on doors when Rocky Mountain Power planned to fly power poles over the top of homes by helicopter. The residents notified Salt Lake City authorities with concerns, and Rocky Mountain Power shut down the project and delayed the pole replacement. Rocky Mountain Power has met with Salt Lake City officials and provided training to***

***our staff and contractors to use “temporarily vacate” in any fliers for this type of effort going forward, and Salt Lake City is satisfied with the company’s response.***

We hope you find this information beneficial. If you have additional questions or concerns, please respond to this email or contact us at the number below.

Regards,

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

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**From:** Customer Advocacy Team  
**Sent:** Monday, October 20, 2025 9:38 AM  
**To:** 'imccubbin@gmail.com' <imccubbin@gmail.com>  
**Subject:** Utah Division of Public Utilities - Complaint Number C25-0291 - Ian McCubbin - Rocky Mountain Power  
**Importance:** High

Hello Mr. McCubbin,

We received the new informal complaint you filed with the Utah Division of Public Utilities.

We have attached the order for DOCKET NO. 23-035-41, the formal complaint you filed in 2023 regarding fire safety and your desire that the company convert services near your property to underground from overhead.

If you can clarify the specific action you feel that the company has not taken regarding the outcome of DOCKET NO. 23-035-41, the company will be happy to review your concerns. However, if you wish to have services converted from overhead to underground, that work would be at your expense per ESA 12. If you wish the company to move forward with an estimate to convert your service from overhead to underground, please let us know.

Regards,

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