

FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
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: Central Park, LLC
Address: 1265 N Carbonville Rd, Price, UT 84501
Telephone No.: 801-400-8911
Email Address: mark@sunnydayhomes.com
Preferred method of contact: Email or U.S. Mail

If represented by counsel, list:

Name: _____
Address: _____
Telephone No.: _____ Email Address: _____

2. The utility being complained against is: Rocky Mountain Power

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.

stop ~~providing~~ fulfilling disconnect and reconnect requests
and instead they used their monopoly to try to force
us to replace their infrastructure

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

5. What relief does the Complainant request? that Rocky Mountain Power continue
providing disconnect and
reconnect requests as they've done in the past

6. Signature of Complainant Mark P. Hall
Date: 3/6/26

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

representation. If you fail to attend a hearing, and have not alerted the Commission, your complaint will be dismissed.

Formal complaints are the last resort in the complaint process. The Commission will not permit a customer to file a formal complaint unless it seems unlikely that a settlement can be reached through the informal process.

The State Legislature has granted the Commission limited authority over utilities regarding customer complaints. The Commission may order a utility to: a) correct service problems; and b) refund incorrect billings.

The Commission has no authority to correct property damage from maintenance operations or sales of defective telephone equipment, nor rudeness on the part of the utility representative to name three examples.

Your rights and responsibilities are contained in Utah Law (Title 54 Chapter 1) and PSC rules and regulations.

Please refer to the PSC Filing Requirements in filing a Formal Complaint at <https://psc.utah.gov/psc-filing-requirements/>

(Please note: Complaints elevated to formal complaints and filed with the Commission are public documents and will be published on the Commission's website.)

Hello,

I own 3 mobile home parks in Price, UT. We provide affordable housing to retired people and families. Since becoming the owner of these parks in 2016/2017, we've upgraded several of the meter pedestals, including lots 18, 88, 95, 98 of Central Park and lots 2, 3, and 6 of Willow Breeze and lot 68 of Riverbend Estates. For each of these lots, we called Rocky Mountain Power and requested that the power that feeds the pedestals be disconnected prior to our electrician upgrading the meter pedestal. Rocky Mountain Power turned off the power for each of these lots at the junction box prior to our electrician starting work. After installing new meter pedestals and after the city inspection, we called Rocky Mountain Power and requested the power be reconnected.

I believe that the Rocky Mountain Power employee that has been helping us with this is named Dustin and I think the last name might be Larsen. This employee has performed the disconnects and reconnects in our mobile home parks over the years. The relationship has been good. In November 2025, we made a request to have power turned off for Central Park lots 23 (work order 7513324), 24 (7511641), 34 (work order 7513341) and 54 (work order 7513345) as we had hired our electrician to upgrade the meter pedestals on these lots. We had a call with Dustin on November 5, 2025 that lasted 2 minutes and 16 seconds and another one on December 9, 2025 that lasted 6 minutes 11 seconds. Dustin told us that he would not turn the power off on these lots as he had done in the past. He informed us that he wouldn't turn the power off until we hired an electrician to dig a trench from the mobile home's power pedestal to the junction box and installed new lines in conduit. This was quite a surprise to us. We also found out that the cost to trench from the pedestal to the junction box (in most cases a distance surpassing 100 ft) and replace the existing wire with a new wire in conduit was higher than we could possibly imagine. Here are my questions: Did Dustin change his mind? Did Rocky Mountain Power change the rules in the later part of 2025?

This is an existing mobile home park, not new construction. The existing lines, which are in good shape and function perfectly, should be grandfathered in and we should not be forced to update Rocky Mountain Power's infrastructure in order to simply replace a pedestal.

I'm trying to update these pedestals so that they are better and safer and serve the public safety. I shouldn't be required to install a whole new infrastructure for Rocky Mountain Power. There is nothing wrong with the wires. They are in the ground and are working just fine. Any wires that are broken or have a problem, we will fix the way Rocky Mountain Power requires. Rocky Mountain Power is using their ability to disconnect and reconnect to force

us to upgrade their infrastructure at a huge expense, which ultimately means at the tenant's expense.

I'm requesting that the utility commission allows me to continue to upgrade these meters as we've been doing. Doing so makes the park and the mobile homes safer and better and serves the public good. Requiring me to replace their infrastructure carries such a high cost, that nobody is going to be able to afford to have these meters replaced. Again, this is low-income affordable housing for retired people and young families. If we are being required to pay the cost of trenching, replacing lines, installing lines in conduit, we won't be able to update and replace any of these power pedestals because the cost is so prohibitive and we have to pass on the costs of this to the tenant which would provide a hardship to these low-income tenants who are barely able to pay their rent and make ends meet. We need to stay affordable and help alleviate the affordable housing crisis. What we are being asked to do gives us two choices: 1) pass the astronomical expense on to hard pressed tenants and no longer provide affordable housing, or 2) allow aging pedestals to go into disrepair instead of being able to update in an affordable manner as we've been doing since 2017.

This is low-income housing. Affordable housing is very hard to find and we are committed to staying affordable. We are aware of Governor Cox's affordable housing goals, initiatives, and emphasis and we are committed to maintaining affordability while improving our communities and making them safe and nice. We are respectfully asking that the utility commission request that Rocky Mountain Power continues to fulfill disconnect and reconnect work orders as they've done in the past.