

# Complaint Report

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**Complaint Number:** C26-0065

## Customer Information

**Customer Name:** Hopkins, Mark

**Account Number:**

**Phone Number:** 801-400-8911

**Email Address:** mark@sunnydayhomes.com

**Service Address:** 1265 N Carbonville Rd  
Price, UT 84501

## Complaint Information

**Company Name:** Rocky Mountain Power

**Date Received:** 2/19/2026

**Type of Call:** Complaint

**Complaint Received By:** Kami Kennington

**Gone Formal:** NO

**Date Resolved:** 2/24/2026

**Complaint Type:** Meter Problems / Reads

**Utility Company Analyst:** Christopher Bouthillette

### Complaint Description:

Please see attached complaint - KK

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.

**Complaint Response:**

From: Bouthillette, Christopher (PacifiCorp)  
Date: Tue, Feb 24, 2026 at 11:46 AM  
Subject: RE: [INTERNET] UT-Hopkins  
To: Kami Kennington  
Cc: Customer Advocacy Team

Hi Kami,

Upon receipt of the complaint the company has reached out to Mr. Hopkins to discuss their concerns. Mr. Hopkins explained they are in the process of updating the meter bases at several parks they own in the area. He indicated that it is unreasonable and costly for the company to require them to trench and install conduits for all lots, which exceed over 300.

Investigation of the complaint found that the customer is trying to install service at four sites that do not have meter. The four sites require the installation/replacement of the meter base at the lots due to them being obsolete or damaged. Company representatives have met with the customer's electrician as early as October 2025 to discuss what is required for by the company to install service at these four lots, which includes the installation of conduit to new service installation. The Electric Service Requirements, 5. Underground Requirements, outline the customer's responsibility for providing all trenching, backfill, and conduit to comply with the company's requirements. The company will be responsible for the installation of new conductor. A copy of the Electric Service Requirements has been attached for your review.

To install the new services at the four lots, the service at the specific four lots and nearby lots would have to be deenergized. To safely reenergize the service to the lots, the company will require the customer to bring up the service to current standards outlined above and install conduit from the new meter base to the nearest secondary box for each of the four lots. The company cannot guarantee the safe reenergization of service to each of the lots unless the customer brings the service for each of the four lots up to current standards.

The company will not supply service to the four lots until the customer has complied with state, municipal, or company regulations, as outlined in Electric Service Regulation No. 5 - Customer's Installation, 3. Refusal of Service. A copy of this rule has been attached for your review.

After investigation of the complaint, I left a message for Mr. Hopkins with what is required for service for the four work orders referenced in their complaint. I asked him to call me directly if he still had any questions or concerns.

Please let me know if you have any questions.

Thank you!

Christopher Bouthillette  
Rocky Mountain Power Customer Advocacy Team  
Office Phone: 503 963 7540

**Additional Info:**

From: Mark Hopkins

Date: Tue, Mar 3, 2026 at 4:48 PM

Subject: Re: complaint

To: Utility Complaints

Hello,

I would like to file a formal complaint.

Mark Hopkins

CELL: 801-400-8911

1265 N CARBONVILLE RD, PRICE UT 84501

Can you help me file this? There is not enough room on the online form to submit this.

I sent Mr. Hopkins the information for filing the formal complaint with the PSC. - KK