

MORGAN COUNTY

UTAH PUBLIC
SERVICE COMMISSION

September 10, 2012

To: Utah Public Service Commission
Heber M. Wells Building
160 East 300 South
Salt Lake City, Utah 84114

2012 SEP 15 P 2:59

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RECEIVED

Re: Rocky Mountain Power; Service in East Canyon and Deep Creek Areas

Dear Public Service Commission:

Docket No. 12-999-01

The Morgan County Council recently hosted an informational presentation from Rocky Mountain Power's Steve Rush and Dan Bodily concerning frequent trips and outages that have been occurring in East Canyon and Deep Creek areas of Morgan County. The public was notified via newspaper and by mail of this meeting date and was given an opportunity to address their concerns directly to both the Morgan County Council and the Rocky Mountain Power Representatives.

There were several residents of both areas in attendance at the meeting. Steve Rush updated the Council on what has been occurring in the area and defined the difference between trips and outages, of which both have occurred. He also addressed the concerns expressed by the community and what Rocky Mountain Power has done to date to address those ongoing issues. The Morgan County Council is aware that Rocky Mountain Power has been conducting thorough, ongoing investigations into the source of the trips and power outages and has tried many things to resolve the issue. However, to this date, they have not been able to resolve the issue entirely and the citizens in the area have asked the Council to inform you of their concerns.

Their concern revolves around the trips, outages and subsequent damages to residential infrastructure. There have been many trips and outages reported and documented in the two areas. Area residents have suffered damage to the electrical infrastructure and appliances in their homes and have reported those damages to Rocky Mountain Power. Rocky Mountain Power is working with individual homeowners to resolve their claims, but when the damage is related to lightning, Rocky Mountain Power does not pay the claim. There is an ongoing dispute over one of these occurrences and whether or not it was related to lightning; this event occurred on July 11, 2012. Most claims submitted for that incident were denied, but Mr. Rush has indicated that they should resubmit the information for further review while also stating that he does not promise the claims will be paid. Mr. Rush is also following up with his higher ups and will be conducting a tour of the problem area with them as well as Morgan County Council members and their staff on the 28th of September, 2012.

I believe that Rocky Mountain Power and its representatives have been exemplary in conducting their analysis of the source of trips and outages in this area and they continue to do everything in their power to try and resolve the issue, but the customers are frustrated both with the length of time this has taken and the claims process for the damages they have incurred. The Morgan County Council would appreciate your due consideration of this matter.

Thank you.

Tina Kelley
Morgan County Council Chair

Cc: Steve Rush; Rocky Mountain Power
Bruce Sanders
Brandon Anderson