

# Informal Complaint Report

**Index Number:** 5592      **Company Name:** CenturyLink

## CUSTOMER INFORMATION

**Customer Name:** Margetts, Kelly      **Account Number:**  
**Other Contact Info:**      **Phone Number:** (801) 323-9169  
**Customer Address:**      **Other Phone:**  
**Customer Address:** 921 South 400 East      **Email Address:**  
**City:** Salt Lake City      **State:** UT      **Zip Code:** 84111

## COMPLAINT INFORMATION

**Type of Call:** Inquiry      **Complaint Type:** Non-Regulated  
**Date Received:** 2/24/2015      **Date Resolved:** 2/27/2015  
**Complaint Received By:** Maria Martinez      **DPU Analyst Assigned:** 0  
**Utility Company Analyst:** Sharon Bishop  
**Company at Fault:**       **Actual Slamming Case:**       **Actual Cramming Case:**

### Complaint Description:

Per the Commission:  
February 24, 2015

Chris Parker  
Division of Public Utilities  
160 E 300 S, 4th Floor  
Salt Lake City, UT 84111

Docket No. 15-035-19 In the Matter of the Formal Complaint of Kelly Margetts vs. RMP

Dear Mr. Parker:

In reviewing the formal complaint of Kelly Margetts against Rocky Mountain Power and CenturyLink, filed on February 20, 2015, it appears that CenturyLink has neither been made aware of the complaint nor had an opportunity to respond to it. Therefore, the Commission is sending this back to the Division so CenturyLink can be properly informed and offered an opportunity to respond.

If you have any questions, please contact our office.

Sincerely,

/s/ Gary L. Widerburg  
Commission Secretary  
DW#263929

cc: Mr. Kelly Margetts  
921 South 400 East  
Salt Lake City, UT 84111

Complaint:  
ADDENDUM

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#3 I was denied my God given American right to do so in what ever manner I desired legally and lawfully that which I may, might, want or wish in regards to being able to use my Public Utilities and Personal Property during the dates of Januaty 15'h 2015 until February 3rd 2015.

As without a lawful Transportation Permit issued by the Salt Lake City Department of Transportation, a public road (Grace Court) which grants US Citizens Public Right of Way of which I am lawfully entitled to use unabated unless such documentation exists, was unlawfully and illegally commandeered by Rocky Mountain Power Company and Century Link factually.

#4 No Transportation Permit was issued per the Department of Transportation of the Salt Lake City Corporation granting legal or lawful commandeerment/closure of a public road (Grace Court).

#5 All legal and lawful relief that would need to be recovered due to self as caused by or repercussions of this unlawful illegal circumstance caused from January 15'h 2015 until February 3'd 2015, as well as any future relief or legal and lawful remedy of damages in the future caused by Rocky Mountain Power and Century Link.

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2-24-2015

Hi Julie, would you also respond to this complaint please. Please refer to the Informal Complaint Report against RMP and the correspondence from the Commission.

Please give me a call if you have any questions.

Thanks,  
Maria

## **Complaint Response:**

02/27/15 Hi Maria, I reached out to our Construction and Engineering Managers and our permitting folks and they cannot see any jobs or permits during the timeframe provided for CenturyLink work. The details provided by the power company states it was a commercial power job and we cannot locate any supporting documents that show we were there. Let me know if you need anything else. Thanks Sharon

## **Additional Information:**