

Transcribed recordings of the Rocky Mountain Power rate increases from the Tele Town-Hall meeting held on June 15, 2012.

Adele Connell

435-843-9555

798 Country Club

Stansbury Park, Tooele County, UT 84074

6/15/2012

We experience numerous brown-outs continually during the summer and nothing has been done to help Stansbury Park during the brown-outs. I would like to know what Governor Herbert is going to do specifically to help the 5,000 homes who experience these frequent brown-outs. I am an AARP member, am on oxygen, and work out of my home. The brown-outs hurt my equipment, including my oxygen machine, computer and home security system. What is Governor Herbert doing to help us with these problems and Rocky Mountain not performing? This has been going on for thirteen years now and nothing has been done.

Barbara Hymes

801-756-4215

American Fork

6/15/2012

I would like to know why we the seniors in this county and in this state have to have an increase in electrical bills when most of us adults that are seniors are on such a fixed income. Everything is going up and money is simply not going around.

Blythe Thatcher

801-268-3181

6017 South Liberty Oaks

Cove 4 Salt Lake City Utah, 84107

6/15/2012

I think the ten and a half percent rate increase is disproportionate and unfair and I would agree with a five percent increase. I think that would be helpful and be more fair. We really need to watch what we're talking about in terms of profit-making at this time of our economy.

Bruce Jensen

801-582-2247

6/15/2012

Just another circumstance of a large company not caring about the economy or what's going on in the nation. This is the wrong time to ask for a 10% increase when the banks do not have to repay their debts. I think it's a crime that they want to have the small person be on the dole. Companies need to work with the nation, to care about the people they serve and understand that they we are on a fixed income. This is criminal that they can just do this.

Connie Metherel

801-537-1812

6/15/2012

We need to have a rate increase with what is going on in the world but a rate increase of 9.25 percent would be plenty. I don't think that public utilities should be making a whole bunch of money.

Curtis Boyette

801-773-4835

6/15/2012

A majority of senior citizens (including myself) cannot afford a 10 percent increase in anything. Everything is increasing BUT our pay, our retirement, and Social Security; we get to the point that we can't live. Some of us have homes paid for but can't afford the taxes and the upkeep for the home. What is going happen with the 10 percent increase? Raises for Rocky Mountain management? This information should be public. We realize that equipment and everything costs more, but will the equipment actually improve or expand services? What exactly is going to happen with this 10 percent? I highly suspect that a proportion of this 10 percent is going to hire management in all the power facilities for pay increases, travel allowances, and whatever that we pay for in the first place. Ten percent might not seem like a lot of money for those who have it but it's a lot of money for those who don't have a pot to pee in. Please take this into serious consideration. Thank you.

Cynthia Melenso

801-273-8539

6/15/2012

The increase is too large. I know that stock holders have to get some money but at a time when the economy is trying desperately to recover we have to keep the rates moderate. People can't get huge profits at one end and have the people at the other end suffer. Those of us who are on limited incomes, or are retired or older or just have small incomes (Utah has lower incomes than most places in the nation, like for teachers, which I am) need to keep the costs of utilities in proportion to the lower incomes that Utahns have. Let's not make the rich get richer at the expense of the poor who are getting poorer. Please keep this at a moderate increase (a percentage if you must raise it) and remember that Utahns do have lower incomes so let's not punish us by looking at the rest of the nation.

Cynthia Prante

435-752-2998

6/15/12

Thank you for the forum. I am concerned about the combined effects of all these increases; not just utilities but food and other things. It's not just one thing. There are *so many* and they start making significant impact on budgets so that important things have to be deleted. Another thing is that if power rates go higher my opportunity to use air-conditioning goes down. This will affect me greatly with my condition.

Kathleen Richardson

801-968-4881

3427 Crestfield Dr.

6/15/12

A 10 percent increase is too much. My husband and I are on limited income (Social Security) and we are barely making it on paycheck to paycheck and this rate increase is too much for most of the senior citizens in our state.

David Wies

801-943-6164

6/15/12

I was wondering, being on a fixed income, how they justify taking that large of an increase when the cost of living is nowhere near that. I can see needing a profit to build new lines and stuff but a percentage much more than the cost of living? I don't think that's right when their people continue to get pay raises especially the upper echelon of the company.

Dolores Bulloug

801-277-7685

6/15/12

What percentage of the increase will go to the stock holders of the electric company and what percentage will go toward the building and developing of electrical systems?

Donna Rock

801-561-5093

6/15/12

I am really concerned about the price increase for all of us baby boomers who are getting ready to retire and our retirement finances are not worth as much because of stock market and 401k losses. I am really concerned about our welfare and the senior citizens that have already been retired and are living on such menial means. Something has got to be done to help the people here in Utah. We all have worked so hard and strived to get to where we're at and building a better community. It's frightening. I just hope that they can lower the cost of this so it doesn't inflict any more hardships on people. Thank you for your time.

Donna Soper

801-969-4549

6/15/12

Why can't we use the wind and the large wind mills that are around? This seems to be more cost-efficient to have those than trying to get oil and coal out of the ground.

Dorothy Jonas

801-582-9598

6/15/12

Frank and I can't afford another utility increase.

Linda Stoddar

801-782-0852

6/15/12

I feel like most of us are really struggling right now and I think it's really selfish of Rocky Mountain Power. Instead of being concerned about their individual profits, they should worry about how to limit their means, be considerate and help the rest of us. Thank you.

Linda Woodbur

801-546-6701

6/15/12

Over 10 percent rate increase is absolutely ludicrous. Hundreds of millions of dollars in excess profits is ludicrous. I am a senior citizen in my sixties but I am still working. I am a school teacher teaching advanced classes. My class loads last year was over 43 students. I have not had a pay raise for years and I am expected to make things work. Now I certainly agree that it costs some money to expand services. But if you're growing, those people who will be using the services will be expected to pay for the services and granted there are some upfront expenses to provide the infrastructure for those who are going to need the services. However, that does not justify the millions of dollars in excess profits. Granted, companies need to have profits. People need to be able to eat and take care of their needs--we're all in this together. But this is an excessive request, especially given the fact that there has been an annual rate increase. Just because we have some of the lower rates in the country, we can't be compared to the rest of the country. I have children who have to go out of state because in Utah you can't make frequently a living comfortable wage without two people working. I have an 87 year old mother-in-law who is on a fixed income and a 10 percent increase would pay for her weekly groceries.

Edward Essler

801-689-2747

6/15/12

We think they are trying to charge way too much. It's too hard in this economy. I hope we can win this.

Edward Hakanson

801-280-6523

6/15/2012

The rate increase has a lot to do with their bonus of millions of dollars. I don't think they deserve it. If they cut their bonuses off I believe they would cover the cost of the rate increase they are asking for.

Eugene Higgs

801-544-2200

6/15/12

I think this rate increase will just go to a raise for the top people in the company. The CEO's make a ton of money. Why should they make more when I don't get any raises in my Social Security and the cost of living has gone up? It's not fair.

Gary Brim

801-266-9318

6/15/12

Any increases for utilities would be impacting us greatly. I am 80 years old, my wife is 79, and we just cannot afford to pay for anything let alone increased utilities. If we have a voice in this I would certainly vote against any rate increases.

Genevieve Louge

801-467-3481

6/15/12

We just can't afford any more rate increases. They are trying to get rid of our pensions and now Social Security. We can't afford this.

Helmut Hobush

801-225-5667

6/15/12

I am on a fixed income and I cannot keep carrying on these tax and utility increases. I can't come up with this money and they need to reevaluate all of this. Thank you.

Billy Mascarena

435-882-5683

6/15/12

Tooele

I would like to keep the electric bill as low as possible. We already limit ourselves to our use. I understand there are more things they can do. I will get on the e-mail and find out more information.

Ivan Jeffs

801-969-7611

6877 Denby Dale Rd

West Jordan

6/15/2012

I recently received my bill and heard some explanations for rate adjustments but my bill for next month is supposedly going to be reduced \$10 for reasons I'm not really sure of. But it's a sensitive thing when the bills have gone up so high as they have lately. In the interest of conservation I have invested about \$16,000 into improvements in the home for which I may never realize any gain as I look at it now going into that debt may not have been worth it. I could have used the money instead to pay for the existing bills I suppose but at any rate it's a concern. Thank you.

J Styler Sain

435-673-0544

6/15/2012

I was just wondering if when they present the rate increase that they don't overshoot the anticipated need and cost so that when they do go to the rate commission it will be lowered.

James Cochrane

801-446-6472

6/15/2012

I am a senior citizen. We have reduced our consumption so much that when winter comes around, I have to sit in my sweat shirt on and a blanket around me. We can't reduce our consumption any more without endangering our health or living miserably, and it seems like Rocky Mountain Power asks for their rate increases on a yearly basis and it's always hundreds of millions of dollars that they want.

James Lamb

18 South Country Lane

Free Heights, UT

801-546-2312

6/15/2012

Rocky Mountain's profits are too high especially in this economy we're presently in. The rest of our investments have decreased considerably and we're not having the profits we used to have and Rocky Mountain Power is asking for higher profits.

Janice Golding

801-849-0040

6/15/2012

I want to state my objection to the higher rate increase, especially in this economy when we're struggling as it is. I understand they need to make a profit but it shouldn't be this high and at the expense of the consumer. Thank you.

Jean Bryans

3186 Evergreen Ave

801-466-5072

6/15/2012

I am a senior with very limited income and on the verge of programs like HEAT. A rate increase for me would cut into my budget; all I get is Social Security. I have no idea what CEO's or COO's make but they seem to make a huge amount compared to what the seniors and low income people are making. I've stopped buying anything for myself; I just use money to pay bills. That 's where I am coming from.

Donna Moore

421 W 3300 S

Bountiful, Utah

801-295-1028

6/15/2012

I believe we are all suffering at this time because of the economy today and I don't think it's the time to increase your profits. The company should be looking for other ways. None of us is getting high returns and I don't believe you should be either in this economy. Because of the increases you have already been doing recently, I don't know why you need one now as well. Also, I can't see a reason for salary and bonuses to increase when none of ours is and our incomes as retirees

is decreasing. Because of the low cost of power in this economy it seems to be that we are not benefitting but you are.

Judy Wilkins

801-544-4551

6/15/2012

The profit margin is too high for the company and we are voting that they reduce the amount they want to increase.

Julie Sierra

Payson, Utah

801-465-0347

6/15/2012

I am on a very fixed income and it's difficult for me to make the payments now. The light bill is not the only bill we have and it would really help me if you took a lower rate. Thank you and have a nice day.

Karan Witzel

801-964-5898

6/15/2012

My big concern is that I'm on fixed income, I'm retired, I'm a cancer patient and yet everything else keeps on going up, up, and up. I want to know how they think they can continue to do this and not starve people to death. Thank you.

Larry Olson

324 E. Evanston Dr. North

Brigham City, UT

435-723-6425

6/15/2012

We are retired and we feel that this rate increase is excessive in this economy and it's very difficult for people of low income and retired personnel and family members. Last year they had a rate increase and they indicated that there has been a rate increase since 2007. We really feel that this is in excess. We try to keep our electricity down like several of our friends.

Larry Winger

801-261-5809

6/15/2012

For the rest of us on fixed income, this rate increase would give us a choice between being able to buy our medication and being able to stay in the house we're in, or having to pay the additional increase on rates. With the Congress planning on cutting Medicare and Social Security, what choice do I have? Is this the "killing the grandma off" form of economics?

Lillian Cranmer

801-583-8247

6/15/2012

I do not believe that we should be responsible for removing the dam in Montana and Oregon. I do believe that Rocky Mountain Power should reassess their payment charge and what they are asking. Thank you very much, good bye.

Jim Bray

435-879-2108

6/15/2012

I want to thank AARP for hosting this. I think AARP fairly represents the public with the power companies. I personally believe that power costs should be kept as low as possible. I think a rule is needed for companies to establish profit margins; to perpetuate service without asking for an increase every year.

Linda Lind

Hyde Park

435-563-5739

6/15/2012

I have two people in my home that are handicapped and both of them have a problem keeping warm. I have found that I have had to get infra-red heaters for my husband and mother-in-law yet the rates are still high. I am definitely against Rocky Mountain Power raising the rates.

Lynn Collings

Perry, UT

435-723-3808

6/15/2012

I agree with the comments that were made by those who were on the panel during the discussion on the rate increase at Rocky Mountain Power. It appears to be exorbitant particularly in this down economy where people are trying to make ends meet and would suggest that that be looked at very carefully and be held in a reasonable balance in terms of a rate increase.

Melvin J. Roberts

Holladay, UT

801-277-4250

6/15/2012

I'd like to address the power increase costs as something that needs to be scrutinized very carefully on behalf of the retired people on a very limited and stagnant income. We do not have the wherewithal to meet ever-increasing cost of living increases that is coming at us from every direction. We are saddled with a very minimal subsistence and livelihood to meet all the pressures of all these entities that are seeking increases in their profits. We feel that due to the costs we are confronted with just to maintain a reasonable level of quality of life, I would certainly encourage people and the powers that be to examine what can be done to ease the pain on people on limited income. As we grow older, we are smothered by extra costs in medical and prescription medicine and yet things keep getting more expensive and more expensive. Our ability to have financial security is minimized and has decreased. We feel like it's inappropriate for us to carry a larger and larger burden with shareholder profits being increased.

James Nelson

1595 E 75 N

84040

801-546-4041

6/15/2012

There are not enough reasons to increase this part of the bill.

Mary-Jean Fullmer

801-583-8039

I don't understand why there is no competition with Rocky Mountain Power. They could just run amok and not consider anything else. I would appreciate anything AARP, the state of Utah and the government could do to put a cap on Rocky Mountain Power. I'm on the HEAT program in Salt Lake City Utah and our heat subsidy has gone down, yet Rocky Mountain Power could easily justify another rate increase.

Max Fredrickson

901-731-0457

6/15/2012

We are retired and on a limited income but we were able to build a retirement home four years ago and we were required to put a transformer on the power pole because there wasn't enough electricity to manage our home. That caused the rate increase, and it's a little outlandish. Thank you very much.

Michael Junkins

801-955-5184

6/15/2012

The biggest concern is that a 10 percent whatever increase in our rates to me is egregious. The cost of electricity has gone down considerably and I personally feel right now that we are probably paying twenty percent extra from the correct amount. I'm originally from California and have observed for 18 years that the rate increases have been rather tremendous. I oppose any rate increase allowed and if anything a decrease should be done if at all possible.

Mildred Schulz

801-489-4165

1600 S Main

Springville, UT

6/15/2012

I have a historical house and my bill is over \$550/month. We have no air-conditioning because of the high costs of this bill. I support an engineer son and his family and some of us have all that we can bear.

Myrna Singleton

801-262-4030

6/15/2012

I'd like them to consider other ways to obtain revenue because a 10 percent increase in my cost for electricity is unthinkable. I am now on a fixed income, and was very fortunate early on to have a very good job with a lot of money and my 401k, but now I'm like the rest of the population that's retired on a fixed income. I didn't get an increase in my Social Security allocation so I don't know how they think we'd be able to support an increase like this. There must be other ways. I hope this increase doesn't help fund over-paid executives. Thank you.

Pat Craft

3196 Terrace Dr.

Moab, UT

435-259-7813

6/15/2012

I would like to say that since Rocky Mountain Power has raised their rates continually since 2007 I feel that this is a bad time to be raising rates for seniors especially. My husband is 76, I'm 73, and it's hard for us to make needs met now and the power company just seems to want to continue raising rates and I think it's all about profits. Personally, I haven't seen any new lines or anything down here in Moab. Thanks for letting me leave my comments.

Rickey Syrett

3740 Ogden Ave.

Ogden, UT

801-621-1842

6/15/2012

I agree with AARP that the costs going up are not in relation with what their needs are. I wish to reiterate the fact that at this time in this economy we cannot afford to have rate increases like this. Instead of trying to raise them, if everybody took a little bit of decrease in their profits. This will help us. I hope they will listen to AARP and their ideas on lowering and keeping costs low for electricity.

Robert Botts

435-867-5189

6/15/2012

What is Rocky Mountain Power done to solicit suggestions from every employee where they can increase their efficiency and save costs? Also one of my greatest savings in the summertime in Cedar City is to open the house up in multiple directions and get cross ventilation. I leave some windows open for the nighttime and I can save half on my energy.

Robert Warren

801-969-4305

6/15/2012

I think 9.3% return on your investments is a terrific deal. I might buy some stocks in the company. The interest rates they pay in the bank are 2% on a savings account, and we practically get 0 on the checking account.

Ronald Veach

801-485-2338

1818 Ramona Ave.

6/15/2012

Put my vote in to leave the rates alone. The rates are plenty high.

Barbara Tea

801-943-5891

6/15/2012

I appreciate having been able to listen to this tele-conference. I really hope that they will not approve another increase for the company. We are struggling as it is.

Ruth Tafoya

9971 Mumford Dr.

Sandy, Ut

84094

6/15/2012

I would like to comment for myself and other seniors that this rate may not seem very high for many people, but for seniors who are on limited income, this is continuing to rise and of course it takes from the other costs we have. *Please* do something about the rates so that we can live more comfortably. Thank you.

Sally Beatty

801-967-9110

6/15/2012

My concern as a senior citizen is that I live on a fixed income and I know exactly what I owe each entity for my bills. When there is an increase, it takes away from buying gas and paying my prescriptions and it's very hard for seniors to work in the extra amount of money in their budget. They are asking for too much money. I would like to know how much their CEO's and top executives make. I believe that it's just a matter of greed from the top executives who are making probably millions of dollars a year.

Sally Cummins

801-969-2199

6/15/2012

I am on budget billing we didn't get much help from the utility help program this year (HEAT) so I don't see why we should get another rate increase. My vote is no.

Sandy Demmock

801-250-7595

6576 W 3785 s

West Valley, UT

84128

6/15/2012

I agree with AARP's scrutiny for the rate increase. I would like to do what I can to support you in this matter and to continue to support. Please don't forget me.

Scott Stanger

801-519-4780

6/15/2012

We pay a higher price for our bill on energy than any other bill that we pay every month. I am wondering if furnaces and air conditioners that never went lower than 72 degrees and not higher than 83 would help. That way they would have a 12 degree latitude with either heating and air conditioning. I wonder if that would help power companies regulate costs.

Sharen Lambert

801-266-1609

6/15/2012

I really hope that something can be done so that they do not raise the electrical cost to an amount that is over and above what is deserved by the power company. It's such a burden especially on the elderly.

Sharon Schneider

8014755095

2554 Woodland Dr.

Ogden, UT

6/15/2012

We have a beautiful big old house but I retired from teaching in 2002 and our income has been slashed. We are trying to get the house ready in the next couple of years to sell. My medical bills are high and this has just gotten to the point where the place we thought we would retire in and have grandkids come to the house has become a trap. We know that we are heck of a lot better off than a lot of people but this constant raise of increase and chipping away at what we have just for people behind the desk who don't get off their derriere and don't help anyone but themselves. I've from Minnesota and I'm pissed off. I've been here for thirty years and I'm still pissed off.

Steven Goodwin

642 E 2120 N

North Logan, UT 84341

6/15/2012

I support the power company in raising rates as needed to recover increases in costs but I do not support rate increases that are intended to increase their return on investments or their profit margins. I think the utility margins suggested by varying state agencies running from 9.25-10.0 is sufficient and 10.2 is excessive.

Steven Whittake

435-635-2610

6/15/2012

Since the senior citizens have not had a rate increase in their Social Security, how can an electric company expect us to pay the rate increase they want? We're having a hard enough time paying our other bills. I don't understand that.

Susan Madsen

435-864-5095

6/15/2012

I do not want to have a higher power bill than we already have. We are retired and we cannot do anymore. Everything keeps going up, we can't live anymore.

Sydna Uteg

801-253-3099

6/15/2012

In the winter, I keep my thermostat at 64. In the summer, it's at 79. I have reduced my usage, I live on \$698/month with no extras. I've stopped watching television. I can't afford an increased rate. I don't have the money to pay. I am already on programs and am left with \$35 per week for food. I don't know what to do. I don't make any more money. I guess I can freeze to death or die of heat, but it's really getting to the point where it's impossible to live.

Ted Stephens

801-840-8088

6/15/2012

I know that the utilities commission is a great thing in that it's able to evaluate rates that are charged, but the rate increase is disproportionate to the amount of income people receive to pay their bills.

Thomas Allgood

801-546-1065

6/15/2012

Gas rates being as low as they are in the state and the electricity we get is either coal sources or gas it seems to me that Rocky Mountain Power should be lowering their rates, not increasing their rates.

Tom Jensen

801-523-9378

6/15/2012

There needs to be some recognition that everybody is experiencing economic hardships except for the top few. I see no reason for Rocky Mountain Power to have an unusually high profitability.

Lea and Wendell Olsen

801-943-7369

990 E 150 S

Springville, UT 84663

6/15/2012

We believe that this is not the time in this day in our economy for the gross amount of money that Rocky Mountain Power is pursuing. We have great concerns of how this will affect our senior citizens in Utah County as well as our disabled residents that are on a fixed, limited, low income and mostly are house-bound. Although there are energy assisting programs, I find that our senior citizens and disabled people are home-bound and they deserve better respect and we believe that Rocky Mountain should review their company goals in regard to their staff, management and profits. We also feel that customers should receive compensation for outages (by the day) the way Comcast or the Dish provide credits for customers who do not get service.

William Jameson

7137 s 1700 e

Cottonwood Heights

84121

6/15/2012

The elderly in the area on Social Security have not had an increase for the last years. The power company is asking for increases for profits. I understand there are maintenance costs but there are a lot of people that have no increase in income. This is not right.
