



State of Utah
Department of Commerce
Division of Public Utilities

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Director, Division of Public Utilities

MEMORANDUM

DATE: August 29, 2013

TO: Public Service Commission

FROM: Division of Public Utilities
Chris Parker, Division Director
Marialie Martinez, Customer Service Manager
Erika Tedder, Office Specialist

RE: Ami Hines vs. Rocky Mountain Power
Docket No. 13-035-146

Recommendation: Schedule Hearing

Complaint Analysis:

On the 5th of August, 2013, Ms. Ami Hines filed an informal complaint with the Division of Public Utilities (DPU). Ms. Hines states that in January 2013 she was enrolled in a climate control program with Rocky Mountain Power without her consent, and that the activity of the climate control box resulted in an increased electric bill and damage to her air conditioning unit. Ms. Hines claims that the climate control box automatically shuts off the Freon to her air conditioning unit (but not the fan) three times a day during the hottest times of the day, which makes the unit work harder and uses more electricity to cool her home.

Company Response:

Autumn Braithwaite, a Rocky Mountain Power regulatory analyst responded to Ms. Hines' informal complaint on August 8th and August 22, 2013. Ms. Braithwaite stated that according to Comverge, the vendor who installs and maintains the Cool Keeper device, they have a record of calling Ms. Hines and someone agreeing to the program. Yet, no contract is signed once a customer is enrolled in the program. Ms. Braithwaite offered Ms. Hines a \$100.00 credit to her account for what has transpired, but Ms. Hines declined that offer.

DPU Comments & Recommendation

Based on Ms. Hines' allegations of increased usage of electricity caused by the Cool Keeper box, and the offer from Rocky Mountain Power to monetarily compensate Ms. Hines with a flat fee, the Division believes that a hearing should be set so that testimony of both sides can be evaluated by the Commission.