

15-035-66

UTAH PUBLIC SERVICE COMMISSION

2015 JUL 16 A 9:42

RECEIVED

**FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, Utah 84114**

1. Name of Complainant: Robert Yardley

Address: Box 506 Beaver, UT 84713

Telephone No.: 435-421-1329

If represented by counsel, list:

Name: _____

Address: _____

Telephone No.: _____

2. The utility being complained against is: Rocky Mountain Power

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper? Include exact dates, times, locations and persons involved, as closely as you can.

They are charging me for power I did not use and telling me they cannot afford to send someone out to read the meter on the 24th of May

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

They charge the demand and higher energy after the 24th of May and again on the 1st of June

5. What relief does the Complainant request? Pumps were off during time of estimated charge, start higher billing cycle on 1st of June

6. Signature of Complainant Robert J. Yardley

Date: July 10th 2015

Copy of bills enclosed

Utility companies are represented by their lawyers. You may also have a lawyer, if you wish. If you come without your lawyer, you will be held to have given up your right to legal representation. If you fail to attend a hearing, and have not alerted the Commission, your complaint will be dismissed.

Formal complaints are the last resort in the complaint process. The Commission will not permit a customer to file a formal complaint unless it seems unlikely that a settlement can be reached through the informal process.

The State Legislature has granted the Commission limited authority over utilities regarding customer complaints. The Commission may order a utility to: a) correct service problems; and b) refund incorrect billings.

The Commission has no authority to correct property damage from maintenance operations or sales of defective telephone equipment, nor rudeness on the part of the utility representative to name three examples.

Your rights and responsibilities are contained in Utah Law (Title 54 Chapter 1) and PSC rules and regulations.

Mail or bring, your written formal complaint to: Public Service Commission, 160 East 300 South, Fourth Floor, P.O. Box 45585, Salt Lake City, Utah 84145-0585. Questions should be directed to GARY WIDERBURG at the Public Service Commission telephone 530-6716

(Please note: Complaints elevated to formal complaints and filed with the Commission are public documents and will be published on the Commission's website.)

245/301 AT 0.416 59-1

ROBERT YARDLEY
SOUTH WELL
PO BOX 506
BEAVER UT 84713-0506

Questions: Call
1-888-221-7070
24 hours a day,
7 days a week
rockymountainpower.net



BILLING DATE: Jun 2, 2015
ACCOUNT NUMBER: 66788716-002 2
DATE DUE: Jun 24, 2015
AMOUNT DUE: \$2,334.97

Your Balance With Us

DESCRIPTION	DATE	AMOUNT
Previous Account Balance		335.88
Payments/Credits	May 28, 2015 Payment Received - Thank you	-335.88
New Charges		+2,334.97
Current Account Balance		\$ 2,334.97

Payments Received

DESCRIPTION	DATE	AMOUNT
Payment Received - Thank you	May 28, 2015	335.88
Total Payments		\$ 335.88

Detailed Account Activity

ITEM 2 - ELECTRIC SERVICE
13250 N 700 E Sulphurdate UT
150 Hp Irrig. Well Irr Pump Schedule 10

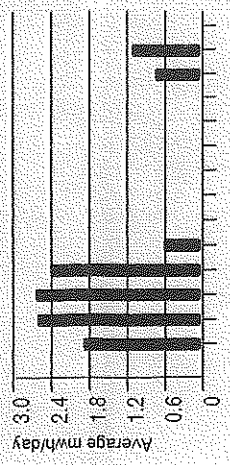
METER NUMBER	SERVICE PERIOD From To	ELAPSED DAYS	METER READINGS Previous	METER READINGS Current	METER MULTIPLIER	AMOUNT USED THIS MONTH
54508732	Apr 30, 2015 Jun 1, 2015	32	20566	21452	40.0	35,440 kwh
54508732	Apr 30, 2015 Jun 1, 2015	32	11840	12348	40.0	20,320 kvarh
54508732	Demand Jun 1, 2015			3.21	40.0	128 kw
Power Factor Adjustment						3.0000 kw
Power Factor						0.8675

Next scheduled read date: 06-30. Date may vary due to scheduling or weather.

NEW CHARGES - 06/15

CHARGE	UNITS	COST PER UNIT
Basic Charge		14.00 X
Demand Chrg, Irrigation Season for 8 day(s)	131 kw	7.2500000
Energy Charge for 8 day(s)	7,500 kwh	0.0724620
Energy Charge for 8 day(s)	1,360 kwh	0.0536260
Energy Charge Winter Rate for 24 day(s)	26,580 kwh	0.0497150
Renewable Energy Adjustment		1,321.42 X

Historical Data - ITEM 2



2014 J J A S O N D J F M A M J 2015
Your Average Daily kwh Usage by Month

PERIOD ENDING	JUN 2015	JUN 2014
Avg. Daily Temp.	54	57
Total kwh	35440	62920
Avg. kwh per Day	1108	1907
Cost per Day	\$72.97	\$112.11

Your bill will include prorated summer charges due to season change. Summer prices are in effect May 1 through September 30. For help reading your bill and understanding these charges visit rockymountainpower.net/proration

Get our free app
Pay your bill or report a power outage with Rocky Mountain Power's free mobile app. Download it on the App Store or Google Play.

24609.01 AT 0.4116 59-1

ROBERT YARDLEY
NORTH WELL
PO BOX 506
BEAVER UT 84713-0506



Questions: Call
1-888-221-7070
24 hours a day,
7 days a week
rockymountainpower.net



Your Balance With Us

Previous Account Balance	511.60
Payments/Credits	-511.60
New Charges	+2,088.42
Current Account Balance	\$ 2,088.42

Payments Received

DATE	DESCRIPTION	AMOUNT
May 28, 2015	Payment Received - Thank you.	511.60
Total Payments		\$ 511.60

Summary of Account Activity

ITEM 3	15000 N 700 E Sulphurdale UT	1,782.82
ELECTRIC SERVICE	150 Hp Pump 3ph Ug Service To Well Schedule 10 METER # 54512129	
ITEM 6	13285 N 1500 E Sulphurdale UT	214.46
ELECTRIC SERVICE	Residential Schedule 1 METER # 50855637	
ITEM 7	13285 N 1500 E Sulphurdale UT	12.00
NON-ELECTRIC SERVICE	Beaver Landfill Fee Schedule V00	
ITEM 8	13265 N 1500 E Sulphurdale UT	67.14
ELECTRIC SERVICE	Residence Schedule 1 METER # 50926870	
ITEM 9	13265 N 1500 E Sulphurdale UT	12.00
NON-ELECTRIC SERVICE	Beaver Landfill Fee Schedule V00	

Your bill will include prorated summer charges due to season change. Summer prices are in effect May 1 through September 30. For help reading your bill and understanding these charges visit rockymountainpower.net/proration

Get our free app
Pay your bill or report a power outage with Rocky Mountain Power's free mobile app. Download it on the App Store or Google Play.

BILLING DATE: Jun 2, 2015
ACCOUNT NUMBER: 65788716-001 4
DATE DUE: Jun 24, 2015
AMOUNT DUE: \$2,088.42

See reverse

Late Payment Charge for Utah
A late payment charge of 1% may be charged on the delinquent balance per month.

RETAIN THIS PORTION FOR YOUR RECORDS.

Write account number on check & mail to: Rocky Mtn Power, PO Box 26000, Portland, OR 97256-0001

Detailed Account Activity

ITEM 3 - ELECTRIC SERVICE

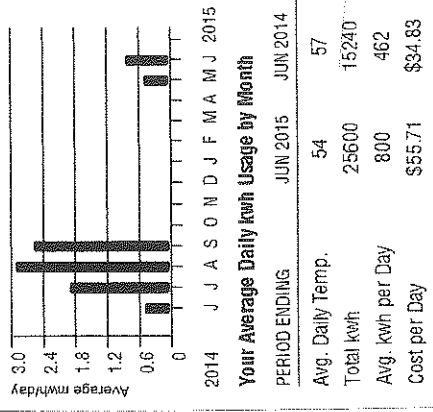
15000 N 700 E Sulphurdale UT
150 Hp Pump 3ph Ug Service To Well Schedule 10


METER NUMBER	SERVICE PERIOD From To	ELAPSED DAYS	METER READINGS Previous	Current	METER MULTIPLIER	AMOUNT USED THIS MONTH
54512129	Apr 30, 2015 Jun 1, 2015	32	14825	15465	40.0	25,600 kwh
54512129	Apr 30, 2015 Jun 1, 2015	32	8617	8988	40.0	14,840 kvath
54512129	Demand Jun 1, 2015			3,219	40.0	129 kw
Power Factor Adjustment 3,0000 KW						
Power Factor						0.8651

Next scheduled read date: 06-30. Date may vary due to scheduling or weather.

NEW CHARGES - 06/15	UNITS	COST PER UNIT	CHARGE
Basic Charge			14.00
Demand Chrg, Irrigation Season for 8 day(s)	132 kw	7.2500000	239.25
Energy Charge for 8 day(s)	6,400 kwh	0.0724620	463.76
Energy Charge Winter Rate for 24 day(s)	19,200 kwh	0.0497150	954.53
Renewable Energy Adjustment for 1 day(s)		0.0050000	0.26
for 31 day(s)		0.0033000	5.30
Energy Balancing Account		0.0249000	41.27
Customer Efficiency Services		0.0372000	63.40
Home Electric Lifeline Program			1.05
Total New Charges			1,782.82

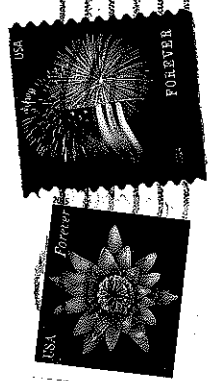
Historical Data - ITEM 3



 **Bob & Sher Yardley**
P.O. Box 506
Beaver, UT 84713-0506

ATTN
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PRIMO UT 846
13 JUL 2015 PM 1 L



State of Utah
Division of Public Utilities
Heber M. Wells Building 4th Floor
160 East 300 South
Box 146751
S.L.C. UT
84114-6751

841142305

