

**Public Service Commission - Rocky Mountain Power & Questar's Customer Efficiency Services and Home Electric Lifeline Program Charges**

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**From:** [REDACTED]  
**To:** <psc@utah.gov>  
**Date:** 6/28/2012 4:58 PM  
**Subject:** Rocky Mountain Power & Questar's Customer Efficiency Services and Home Electric Lifeline Program Charges

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June 28, 2012

Docket No. 11-057-13 and 11-035-200

Dear Public Services Commissioners:

So you understand where I am coming from, let me give you some information about myself. I am a retired individual on a fixed income. I must closely budget every penny I receive from Social Security and State Retirement. That is my total monthly income and it is not much. I have no one to provide me additional assistance.

I take issue with the Customer Efficiency Services and Home Electric Lifeline Program line item charges in both Rocky Mountain Power's and Questar's monthly bills. I am writing you because your agency oversees and approves the various charges these two utilities are allowed bill customers.

Now knowing how the window, insulation, etc rebate program is funded, I firmly believe that that program should be eliminated. I, as a customer, have understood that the rebate programs offered by Rocky Mountain Power and Questar were freebies which they are not. As a customer, I pay for that program, through the Customer Efficiency Services charge on my light and heat bill. Eliminating this program would reduce my heat and light bills each month--money I really need. And I am sure there are other individuals who are in the same boat. I believe that if Rocky Mountain Power and Questar want to offer the rebate program that they should pay for it--not their customers.

The other issue is the Home Electric Lifeline Program. I agree that people who need help to pay their heat and light bills that they should receive the help. I also believe that individuals like myself who are retirees and on fixed incomes that we should be exempted from paying that charge. Doing so would help us with our utility bills and with our other obligations. While the charge may be minimal, each and every line item charge increases the amount of my monthly bill. And for the record, I closely watch my heat and light usage. I do not run central air conditioners, fans, and other cooling devices as doing so would increase my costs. And during the winter, I close off every heat vent and door to spaces I do not use thereby controlling my heating costs.

I ask that you please consider implementing the changes I recommend as I believe these changes would help all customers with respect to the Customer Efficiency Service line item and all retirees who are on fixed incomes with respect to the Home Electric Lifeline Program. Again your consideration regarding these matters is most appreciated.

Sincerely,

Gloria Jean Cottam  
email: [REDACTED]