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Public Service Commission (Utilities)
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UTAH PUBLIC
SERVICE COMMISSION

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Gentlemen / Ladies :

RECEIVED

I recently read in the Ogden Standard Examiner about the recent request for yet another price rate increase by Rocky Mountain Power. I do not believe they deserve another multi-million dollar increase.

In September 2006 I invited a Boy Scout Troop to visit our Cabin in Evergreen Park , West of Highway 39 in South Fork Ogden River Drainage; West of Red Rock Outfitters. . We have not used the cabin for many years but have paid the monthly charges so the power would be available whenever we needed to use it. I arrived early to clean and warm up the interior, only to find we did not have electric power. I drove a mile to a pay phone at 2:00 P.M. and called for service. I was told "Our records show you have power". I must not have been very convincing as no one showed up to fix the problem. At 4:30 P.M. I called again and again at 5:30 P.M. ; Finally, at 7:00 P.M. a man showed up , in a new service truck, and noticed the line to our cabin had been disconnected. His first question to me was " have you paid your bill?" After some delay he found out from someone that our bill was current , as it always is, and then he said he could not fix it because it was too dark and he could not fix it anyway because it had been disconnected. He had to talk to their Salt Lake office to find out why it was disconnected, and he could not do that until Monday.

On Monday I Called the Office once again and got the same results , " we show you are connected" when I asked for better help I got a person to tell me they had no record of ever disconnecting our power; but only after checking to see if we had paid our bill. I asked for a refund for the years they billed us when the power was off. I was told they could not do that because I could not tell them when it was disconnected. I suggested it was probably at the time when they connected the neighbor's power. They told me they did not have a record of connecting the neighbors power.

With record keeping such as this , how can anyone rely on a request for more money ? They do not keep good enough records to prove they need more money. The people who manage this company need to be investigated for honesty. They came to our house at a later date and put their property tag on our Power pole. I paid for the pole and installed it because they would not install it unless we paid them what they charged up front. I did get the tag removed , but not until after being told they could not service the pole in the future because it did not have their tag on the pole.

The article I read claimed as a reason for an rate increase,"we have 22,000 new customers and we need new equipment" I say let the new customers pay the cost for hook-up. Why should we pay for these new customers? As for new equipment, take care for what you have: we have to because we are on a fixed income and have to make do. If you increase the power rates again: how about increasing our income so we can pay?

sincerely,

Dan L. Edgell