

INFORMAL COMPLAINT

Complaint #

2755

New



Add Company

Utility Company Rocky Mountain Power

CUSTOMER INFORMATION

Customer Name: Beglarian, Ruth

Phone Number: (801) 466-7951

Other Contact Info

Other Phone:

Account Number:

Email Address:

Customer Address: 2902 Florence Cr.

Customer Address:

City: Salt Lake City

State: UT

Zip Code: 84109

COMPLAINT INFORMATION

Complaint Type: Rate Increase

Date Received: 10/13/2009

Date Closed:

Complaint Received By: Rea

DPU Analyst Assigned:

Utility Company Analyst

Company at Fault:

Complaint Description:

Actual Slam Case:

Actual Cram Case:

Ms. Beglarian had her son on the phone because she is elderly and he understands better.

Mr. Beglarian wanted to file a complaint against the rate increases on the power bill. Her bill has doubled and she is using the same amount of power. She is on a fixed income that does not go up to keep up with the increase in the power bills.

I advised Mr. Beglarian I would provide his comments to the Commission for docket in the current rate case and also get an itemization of the bill to try and determine if the increase is strictly due to rate increases.

Complaint Response:

Additional Information:



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