

From: Trixie Behr
To: psc@utah.gov
Date: 4/18/2011 7:24 AM
Subject: Fwd: Docket No. 10-035-124

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>>> "Paul Adams" ·
Public Service Commission,

4/9/2011 2:07 PM >>>

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Fourth Floor, Heber M. Wells Building,

160 E. 300 South,

Salt Lake City, 84111

Docket No. 10-035-124

To Whom It May Concern:

There are several glaring reasons this Rate Increase Request should be denied. I will do my best to outline them for the Public Service Commission.

It is time the Public Service Commission recognized Rocky Mountain Power as a "Private for Profit Business" instead of attempting to allow it to fit itself into the definition of a "Public Utility."

Ever since Utah Power and Light was purchased by a for profit conglomerate directed by Warren Buffet, the function of the now named Rocky Mountain Power Company has been to extract as much profit as is possible! This is evidenced by their daily business practices, such as attempting to manage outages, etc., but utilizing a "call center" mentality directed from somewhere in the Pacific Northwest. Dramatically cutting labor costs and consolidating customer service for the Utah area by providing woefully inadequate "call center" and recorded responses to telephone messages from Utah Customers in need of assistance provides Rocky Mountain Power with much cheaper responses while ignoring the needs of its Utah Customers. Forthcoming and accurate Customer Service should be a requirement of a Public Utility, something which no longer is the definition of Rocky Mountain Power. I would ask that the Public Service Commission require Rocky Mountain Power to provide Customer Service on a Local basis so that those providing such service can be aware of the surroundings and the needs by seeing them with their own eyes. The Customer Service provided by Rocky Mountain Power is woefully inadequate, poorly managed, and unless you are able to get a telephone answering machine to respond intelligently and logically, virtually meaningless to the person requesting such service.

Dealing with an Answering Machine during an Emergency is totally absurd!
Why can you require something better than this from Rocky Mountain Power?

Rocky Mountain Power is now claiming to need more money to increase the amount of power they have available to Utah Residents. They are arguing that Utah Residents should provide that money for them in the form of a rate increase. This might be justified, provided the new generated power was used by Utah Residents alone. However, let me point out here that the Large Generation Plant located near Delta, Utah, only provides about 25% of its power to Utah customers. The remaining 75% of the power produced by the Delta Utah Plant is "SOLD" to California Customers, and at a much higher rate than the rates charged Utah customers. It appears that any increase in Power Production by Rocky Mountain Power would provide more "extra power" that could be sold to places like California at Higher Rates than in Utah, also. Given the fact that it would be Utah Customer Rate Increases that would provide this new capacity to Rocky Mountain Power, I question why Utah customers should be burdened with the financial responsibility to provide new capital for expansion that would benefit other areas of the country much more than the Utah customers who financed this expansion. Why should Utah Customers pay for new infrastructure for Rocky Mountain Power to enrich that company by selling the power to other states?

It is time the Public Service Commission recognize Rocky Mountain Power for what it is. They are no longer operating as a Public Utility. They operate as a Large inefficient "For Profit" business and only use the Public Service Commission to "bless" their greedy needs by using the umbrella of being a Public Utility when it is to their advantage. Having the Public Service Commission to "allow" them to extort Utah Customers to further their "Out of State Financial" interests to make profit from Out of State when financed by Utah Customers appears to me to border on Fraud. If Rocky Mountain Power had to use the remaining 75% of the power generated near Delta, Utah, for Utah Customer needs, why couldn't Rocky Mountain Power Request a rate Increase from their California customers to finance a new plant for California electricity instead of wanting the Utah customers to pay for new capacity which would ultimately be sold to California customers? Time for Rocky Mountain Power to come clean and explain just where their power is sold and who uses it. Without such information, Utah customers should NOT be required to pay what appears to be a 100% increase in power rates over a 10 year period to satisfy the needs of Rocky Mountain Power's greed for profit from surrounding states by having Utah customers finance the new capacity for California and other surrounding states. If Rocky Mountain Power wishes to do business with California customers, let the California customers finance their own extra and needed capacity.

For these reasons, I request the Public Service Commission deny this Rate Increase Request. I also recommend the Public Service Commission check on

compliance by Rocky Mountain Power and determine if they still are and still meet the legal requirements of a "Public Utility" and act accordingly.

Sincerely yours,

Michael Paul Adams