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UTAH PUBLIC
SERVICE COMMISSION

2012 APR 30 A 9:14

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South-Forty
RV Park

1170 N. Highway 89
Marysville, Utah 84750
435-326-4404

April 24, 2012

Docket No. 12-035-78

Mr. Gary Widerburg
Public Service Commission
160 East 300 South-4th Floor
PO Box 45585
Salt Lake City, UT 84145-0585

RE: South Forty RV Park/Electric/Acct # [REDACTED]
Rocky Mountain Power/Index # [REDACTED]

Dear Mr. Widerburg,

I sent you a letter recently regarding Rocky Mountain Power. I am sure this is going to irritate you, but I would really like to know whom you work for? Do you represent the people as a PUBLIC UTILITIES COMMISSION or do you represent Rocky Mountain Power? All you keep doing is passing me back off to Rocky Mountain Power. I have yet to have a conversation with anyone from the Public Utilities Commission office. I got a phone call from a Kim at Rocky Mountain Power today, the 3rd call from Rocky Mountain Power, which was a complete waste of my time to hear the same rehearsed speech I have already heard. I can't begin to explain to you how PISSED off I am right now!

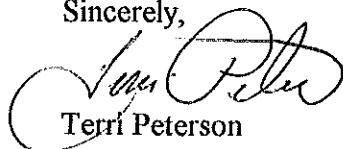
Once again, the main issue is Rocky Mountain Power charging me for meters that **ARE NOT IN USE** when I am closed. Oh did you know that 3 phase electric is the same price as single phase electric? Well if that is the case how come when I asked them what the cost to put 3 phase electric in here when we were building we were given an estimate that was 3 times the amount of single phase plus the monthly cost was substantially more. They don't know what I have here..... and they didn't have a clue until I sent you a copy of the contract. I don't want to hear about all of their equipment costs. I have already paid thousands of dollars for it to have equipment installed here! I told her that next November 1st that I was just going to shut those 2 electric meters off and then have them turned back on April 1st. You know what she told me....."that as soon as I turn them back on they will bill me for those months I had them off". I informed her that it is illegal to charge a customer something that is not turned on! I also told her this

conversation was wasting my time and to have a nice day it is over. Kim even admitted that they don't have to read those meters because they know I am not using them. They could not read them from November 1 of each year until April 1st and then read them know that I have not used them. How would you like to be charged \$500.00 for meters that are not being used every year for 5 months you were closed? I bet if they tried to charge you it would be taken care of real quick. I don't care what there schedules allow them to do.....it is wrong to charge anyone for a service that is not being used! How can you allow them to charge someone for a meter that is not being used and then they have the nerve to tell me if I shut them off they will bill me for them when I turn them back on. Really.....how does that work?

You need to resolve this issue. Because the next thing I am going to do is go to the media. I am going raise an issue that needs to be resolved and the Public Utilities Commission is going to be at the top of that list along with Rocky Mountain Power. I will let everyone know that our Public Utilities Commission thinks it is ok along with the power company to charge a customer for services they are not using. They are doing a smoke and mirrors with what they call their seasonal rate. All they do is bill you even more for that time when you reopen. That is not a seasonal rate. I can shut my fax machine number off with the telephone company from November 1 until April 1st and I don't get charged. I can shut my internet Wifi off for that time period and I don't get charged. Yet I tell the electric company I going to have them shut the power off (which I already shut off the main power at my main box each winter) and they tell me they will bill me for those months when I turn it back on.....Do I look stupid? HOW IS IT OK TO BILL SOMEBODY FOR SOMETHING THEY ARE NOT USING?

I don't want to hear from Rocky Mountain Power. I want the Public Utilities Commission to explain to me why you allow a utility company to charge for a service when it is not in us.

Sincerely,



Terri Peterson