

Utility companies are represented by their lawyers. You may also have a lawyer, if you wish. If you come without your lawyer, you will be held to have given up your right to legal representation. If you fail to attend a hearing, and have not alerted the Commission, your complaint will be finally dismissed.

Formal complaints are the last resort in the complaint process. The Commission will not permit a customer to file a formal complaint unless it seems unlikely that a settlement can be reached through the informal process.

The State Legislature has granted the Commission limited authority over utilities in regard to customer complaints. The Commission may order a utility to: a) correct service problems; and b) refund incorrect billings.

The Commission has no authority to correct property damage from maintenance operations or sales of defective telephone equipment, nor rudeness on the part of the utility representative to name three examples.

Your rights and responsibilities are contained in Utah Law (Title 54 Chapter 1) and PSC rules and regulations. Mail or bring your written formal complaint to: Public Service Commission, 160 East 300 South, Fourth Floor, P.O. Box 45585, Salt Lake City, Utah 84145-0585. Questions should be directed to GARY WIDERBURG at the Public Service Commission telephone 540-6716



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**FORMAL COMPLAINT FORM**  
**PUBLIC SERVICE COMMISSION**  
Heber M. Wells State Office Building  
160 East 300 South, Fourth Floor  
P.O. Box 45585  
Salt Lake City, Utah 84114

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PUBLIC SERVICE COMMISSION

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- 1. Name of Complainant: Ami Hines
- Address: 
- Telephone No: 

If represented by counsel, list:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

- 2. The utility being complained against is: Rocky Mountain Power

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper? Include exact dates, times, locations and persons involved, as closely as you can.

On Jan 29, 2013 I was illegally placed into a volunteer only program. Which increased my light bill. I had no idea that I was on the program. Since off the program my light bill has decreased

- 4. Why do you (the Complainant) think these activities are illegal, unjust or improper? I got d

not volunteer for the program. I incurred increased Electricity bill because of the program

5. What relief does the Complainant request? Fees for blower replaced, from Jan 29 - July 19, 2013 Rocky Mountain power should refund/credit the difference in what my bill should be.

6. Signature of Complainant Ami Zimis

Date: 8/22/2013

Rocky mountain power placed me on a volunteer program only called climate control box. I found out when my blower on my air conditioned furnace broke down that there was a climate control box in my house and to contact Rocky mountain power to remove me. I called and was informed that I was placed on the program Jan 29, 2013 without my consent. I can prove that because of this climate control box it cost 531.00 in repair to replace furnace blower and that my rates and charges should be adjusted accordingly. Since I took myself off of the program that I didn't volunteer for I have seen a decline/decrease in my electric bill. This program that I did not volunteer for broke the blower in my furnace. Both my kids have asthma. My bill should never have been this high in my whole time w/ Rocky mountain power for about 5 years. I have never in my history with Rocky mountain power ever been on or volunteered for the climate control box program.

my rights have been violated. Damages have  
incurred due to the program. A large  
inflation of my electric bill has occurred because  
of this program. I am seeking reimbursement  
for all these things. Laws have been broken,  
damages occurred and inflation of my bill.  
I would like a formal hearing.

Thank you,  
Ani Jones.