

Informal Complaint Report

Index Number: 5009 Company Name: Rocky Mountain Power

CUSTOMER INFORMATION

Customer Name: Hines, Ami Account Number: [REDACTED]
 Other Contact Info: Phone Number: [REDACTED]
 Customer Address: [REDACTED] Other Phone: [REDACTED]
 Customer Address: Email Address: cookieanut77@gmail.com
 City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

COMPLAINT INFORMATION

Type of Call: Complaint Complaint Type: Additional Charges
 Date Received: 8/5/2013 Date Resolved: 8/22/2013
 Complaint Received By: Erika Tedder DPU Analyst Assigned: 0
 Utility Company Analyst: Autumn Braithwaite
 Company at Fault: Actual Slamming Case: Actual Cramming Case:

Complaint Description:

Ms. Ami Hines called to complain that she was enrolled in a program that she did not request to be from Rocky Mountain Power, and it has resulted in excessive power charges. Ms. Hines claims that her air conditioner blower broke in July 2013 and she had a contractor come out to repair it. The contractor advised Ms. Hines that there was a climate control box on her unit that was shutting off her freon to her unit three times a day, during the hottest times of the day. The contractor advised that the loss of freon does not prevent the unit from continuing to blow, and it makes the unit work harder. Ms. Hines received a bill for \$240 for July 2013, but claims that the amount is excessive due to the climate control box on her unit. Ms. Hines states that her highest bill was last August for \$185, and that was in a larger apartment with less insulation, so this current bill is proof that it's costing her more. She also claims that her furnace blower was maintained in December 2012, so the fact that it needed repair this July was due to the unnecessary usage that the climate box has put on her unit. Ms. Hines has never asked to be on the RMP program and denies that they ever called her in January 2013 offering it to her. She claims that a Company representative named Jim offered her a \$10 credit, but that is unacceptable. She contacted the Company to remove the climate control box two weeks ago, but it has not been removed.

Complaint Response:

08/08/13:
 Good afternoon Erika,

Ms. Ami Hines
 [REDACTED]

I was able to speak with Ms. Hines on August 6, 2013 and listen to her concerns. Ms. Hines felt she was placed on the cool keeper program without her consent, and the actual device caused the blower in her central air unit to quit working.

Originally, the cool keeper device was installed back in 2006. Ms. Hines moved into her home in November 2012. Comverge is the vendor who installs and maintains the cool keeper device. I have confirmed no written contract is signed once a customer is enrolled in the cool keeper program. Although Ms. Hines disputes a telephone call from Comverge, they have record of calling and someone agreeing to the program.

The cool keeper device was removed on August 6, 2013. Ms. Hines was upset with the representative who visited her home as she advised her kids were home alone and the gentleman knocked for 5 minutes and then waited in his vehicle for another 25 minutes. I apologized and let Ms. Hines know I would forward the information to Comverge so the operations manager could review.

Earlier this afternoon, I spoke with Ms. Hines again and she confirmed she spoke to Mr. Young with Comverge who apologized on behalf of their employees. I apologized to Ms. Hines for what has transpired and offered to apply a \$100.00 credit to her account. Ms. Hines advised she would review

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my offer with the property owner's and agreed to call me back by next Friday, August 16 as she did not want to make a rush decision.

Please let me know if you have any questions, I will provide an additional update after I speak with Ms. Hines next week.

Thank you,

Autumn Braithwaite
Regulatory Analyst
(801) 955-2434

08/22/2013:

Good afternoon Erika,

I have spoken with Ms. Hines and she has advised she will not accept our offer of \$100.00, and wanted to pursue her concerns formally with the owners of the property to receive additional compensation. Since damage claims are non-jurisdictional, I am unsure if she will pursue her concerns in small claims court.

Please let me know if you have any questions, otherwise I will close her case.

Thank you,

Autumn Braithwaite

Additional Information:

08/09/13

I thanked Autumn for the update.

E.Tedder

08/15/13:

Ms. Ami Hines called to advise me that she is not satisfied with the company's proposed resolution, and would like the paperwork for filing a Formal Complaint emailed to her. I emailed the paperwork to her today.

E.Tedder