

RMP 2014 GRC Filing Requirements

R746-700-22.D.39

A detailed description of changes in the utility's collection policies or write-off policies since the filing of the prior general rate case.

Response to R746-700-22.D.39

Rocky Mountain Power had two changes in the collection process from the last Utah general rate case. All other collection or write-off policies remained unchanged.

- 1) Beginning October 1, 2012, Rocky Mountain Power stopped collecting payments in the field at customers' homes and businesses. Rocky Mountain Power has been making field collections for decades; often collecting money on site to prevent disconnection. There are now several other options for customers to make payments (e.g. pay online, pay by mail, pay in person at a pay station/drop box, and pay by phone.)
- 2) Rocky Mountain Power sends unpaid, inactive accounts, to collection agencies. Collection agency expenses historically have been included in revenue requirement. However, on August 2, 2013, the Utah Public Service Commission approved an update to Rule 3 that specifies that following the due and payable period of the Customers closing bill, the customer will be responsible for any reasonable costs associated with the collection of unpaid accounts; including court costs, attorney's fees, and/or collection agency fees. On August 15, 2013, a bill message was added to Utah closing bills that states "Customers will be responsible for reasonable costs associated with collection of unpaid accounts, including but not limited to: Court costs, attorney's fees, and a collection agency fee."