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State of Utah
Department of Commerce
Division of Public Utilities

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Deputy Director

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Director, Division of Public Utilities

MEMORANDUM

DATE: August 12, 2015

TO: Public Service Commission

FROM: Division of Public Utilities
Chris Parker, Division Director
Marialie Wright, Customer Service Manager
Valarie Stewart, Office Specialist
Erika Tedder, Office Specialist

RE: Robert Yardley v. Rocky Mountain Power
Docket No. 15-035-66

Recommendation: Dismiss Complaint

Complaint Analysis:

On June 12, 2015, Mr. Robert Yardley (Complainant) submitted an informal complaint to the Division of Public Utilities (Division) against Rocky Mountain Power (Company) regarding an unresolved billing dispute.

Complainant claims that he should not be billed the proration calculated by the Company for his north and south irrigation pumps from May 25th, 2015 to June 1st, 2015.

Complainant states that he waited to turn on his pumps until after Memorial Day, May 25th, 2015 to save money and because his area had recently experienced high precipitation. The Company billed Complainant for eight days of demand charges and irrigation season pricing for both pumps during the period of irrigation season from May 25th, 2015 to June 1st, 2015 during his billing period from April 30th, 2015 to June 1st, 2015.

The Company reads the meters approximately once a month, so Complainant is disputing the accuracy of the billing due to his claim of lack of water use from May 25th to June 1st, 2015 and believes that the irrigation season pricing and demand charge should begin on

June 1st. Further, Complainant stated that he has had billing discrepancies in the past with the Company for the same issue, but has not escalated his dispute prior to this.

Company Response:

Eric Holje, Rocky Mountain Power's Regulatory Analyst, responded to Robert Yardley's informal complaint on June 18th, 2015. Mr. Holje stated that the Company's basis of how the usage and demand was calculated between May 25th and June 1st, 2015 was a proration calculated within a transition period.

Mr. Holje stated that according to the Company's research, it was determined that the Company is in compliance with RMP Regulation No. 8 (10) PRORATION, section (E): Irrigation customer bills issued for billing periods that include both in [and out of] irrigation season... will be prorated proportional to the number of days in the billing period within each season. The Complainant was billed a prorated winter season rate from April 30th, 2015 to May 24th, 2015, and billed a prorated irrigation season rate and demand charge from May 25th, 2015 to June 1st, 2015.

DPU Comments & Recommendation:

The Division recommends that the complaint be dismissed because it doesn't appear that the Company has violated its tariff or any Public Service Commission rules. The demand charge is not billed during the winter season, but the charge goes into effect for irrigation season from May 25th to September 15th as well as a change in price. Because eight of the days the Complainant was billed during a season change, the charges were prorated accurately.

It isn't possible for the Company to read all meters on the same day, so the Company follows their tariff by utilizing billing cycles when reading meters and prorates to correctly allocate days billed within a cycle. In addition, the Customer has received notification of a seasonal and price changes on his bill from the Company.