

20-035-34 / Rocky Mountain Power

August 13, 2025

DPU Data Request 6.4

DPU Data Request 6.4

Were customers who were charged the idle charge because it was the Electrify America app's default to do so, notified in advance? If so, how?

Response to DPU Data Request 6.4

Users were notified with a text message that their charging session was complete and that they had a 10-minute grace period to move their car and that after that grace period the user would be charged \$0.40/minute. The message was also displayed on the charger screen.