

# Complaint Report

---

**Complaint Number:** C21-0084

## Customer Information

**Customer Name:** Gosselin, Matthew

**Account Number:** [REDACTED]

**Phone Number:** 512.296.6273

**Email Address:** mgosselin80@gmail.com

**Service Address:** 2152 Kays Creek Dr.  
Layton, UT 84040

## Complaint Information

**Company Name:** Rocky Mountain Power

**Date Received:** 6/2/2021

**Type of Call:** Complaint

**Complaint Received By:** Stefanie Liebert

**Gone Formal:** NO

**Date Resolved:** 6/3/2021

**Complaint Type:** Rate & Tariff

**Utility Company Analyst:**

## Complaint Description:

The following complaint was received via email and has been copied and sent exactly as received.

DPU ONLINE COMPLAINT

UTILITY CUSTOMER

FROM: Matthew Gosselin

PHONE: 5122966273

EMAIL: mgosselin80@gmail.com

SERVICE ADDRESS:

2152 kays creek dr. Layton, UT 84040

INCIDENT DETAILS

UTILITY: Rocky Mountain Power

ACCOUNT NUMBER: 32854101-001

COMPLAINT TYPE: Other

COMPLAINT:

Good afternoon, I have a serious issue with the electric company Rocky Mountain Power using my solar to sell and then zeroing out my credit built up every March. I spoke with Rocky Mountain Power about how the credit works for solar. They informed me that they give me X amount of money per kilowatt sent to them, via my solar. I was informed that every March, my credit gets set back to zero. If they are taking power from my system, the credit should never go away, or I should be able to sell power back to them, they should pay me. This is not right. Why would I let them use my Solar panels to create power for them? Thank you, Matthew Gosselin Layton, Utah

**Complaint Response:**

On Thu, Jun 3, 2021 at 11:57 AM Talo, Florisa (PacifiCorp) wrote:

Good Afternoon Mr. Gosselin,

We received your concerns regarding net metering from the Department of Public Utilities and appreciate you reaching out to them for assistance. I hope you find the following information beneficial.

Our records show that you are not on a net metering rate schedule. If you do have solar panels installed, as of now our net metering rates do not affect your over production or usage. Whatever your panels produce is not being regulated or tracked by our company.

If you would like to participate in our net metering program, you would need to submit an application and go through the process of having a net meter installed to have your usage tracked and credits applied to your billing accordingly. I have attached the rate schedule for you to review.

In regards to credits expiring in March, Utah state law mandates that they expire. The information can be found at [SB0245 \(utah.gov\)](https://legislature.utah.gov/bills/2019/245) under S.B. 245 Net Metering Amendments -

- (4) At the end of an annualized billing period, an electrical corporation's avoided cost value of remaining unused credits described in Subsection (3)(a) shall be granted:
- (a) to the electrical corporation's low-income assistance programs as determined by the governing authority; or
  - (b) for another use as determined by the governing authority.

If you have any additional questions or concerns, please feel free to contact me at 801-955-2435 or email me at [Florisa.Talo@PacifiCorp.com](mailto:Florisa.Talo@PacifiCorp.com).