

FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, Utah 84114

Complaints are public documents and are maintained on the Public Service Commission website.
Further information on formal complaints is available at: <https://psc.utah.gov/complaint-process/>

1. Name of Complainant: Erin and Jeremiah Clavell
Address: 8375 S. Old Bingham Hwy West Jordan UT
Telephone No.: 801-548-3448 84088
Email Address: tkindavell@gmail.com
Preferred method of contact: ☒ Email or ☒ U.S. Mail

If represented by counsel, list:

Name: _____

Address: _____

Telephone No.: _____ Email Address: _____

2. The utility being complained against is: Rocky Mtn Power
3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?
Include exact dates, times, locations and persons involved, as closely as you can.
I have balance due from them that as of date
has no explanation behind it. I don't know
when, how or why it jumped to over \$1,000
4. Why do you (the Complainant) think these activities are illegal, unjust or improper?
my bill has always been consistent. Now, I'll never catch
up to it and no body knows why.
5. What relief does the Complainant request?

- removal of charges & paid back all costs that were/are
incorrect.
6. Signature of Complainant [Signature]
Date: June 24, 2021

NOTE: Submit complaint by email or U.S. mail. (<https://psc.utah.gov/psc-filing-requirements/>)

See following pages for all the ppr work I have.

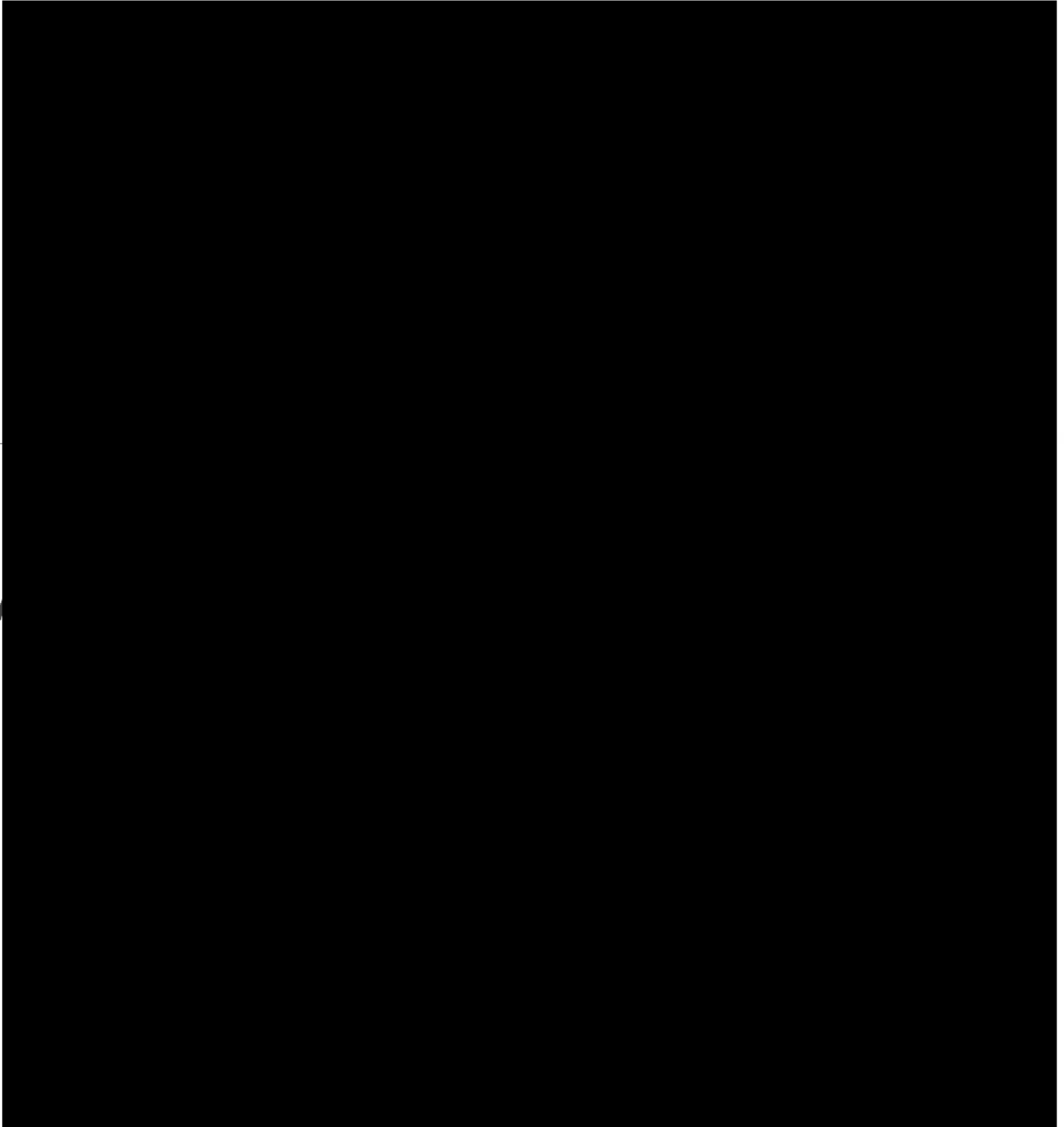
Rmp Sent me two years of our
relationship. and I cant understand
why I go from \$280 + \$938
in Nov - Dec 2020



P.O. Box 25308
Salt Lake City, Utah 84125-0308
1-888-221-7070
fax 1-877-809-3193
rockymountainpower.net

Account Billing and Payment History*

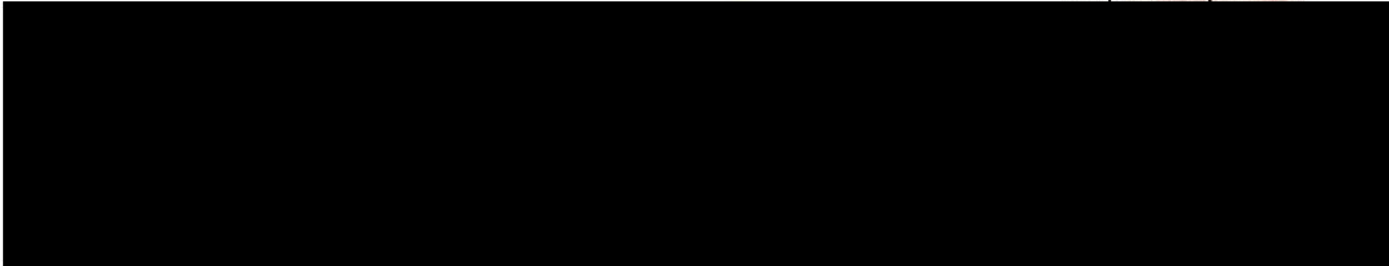
Account # [REDACTED]



Ex A-1



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rockymountainpower.net



* Information provided for the requested time period is valid as of the date this letter was created.
Adjustments or other account activity may result in different information at a later date.

Ex A-2

6/1/2021

Gmail - Fw: Your Rocky Mountain Power bill is available



Erin Clavell <erinclavell@gmail.com>

Fw: Your Rocky Mountain Power bill is available

1 message

Erin Lee <erinupssore@hotmail.com>
To: Erin Clavell <erinclavell@gmail.com>

Mon, Apr 5, 2021 at 4:39 PM

*This is what my
email looks like*

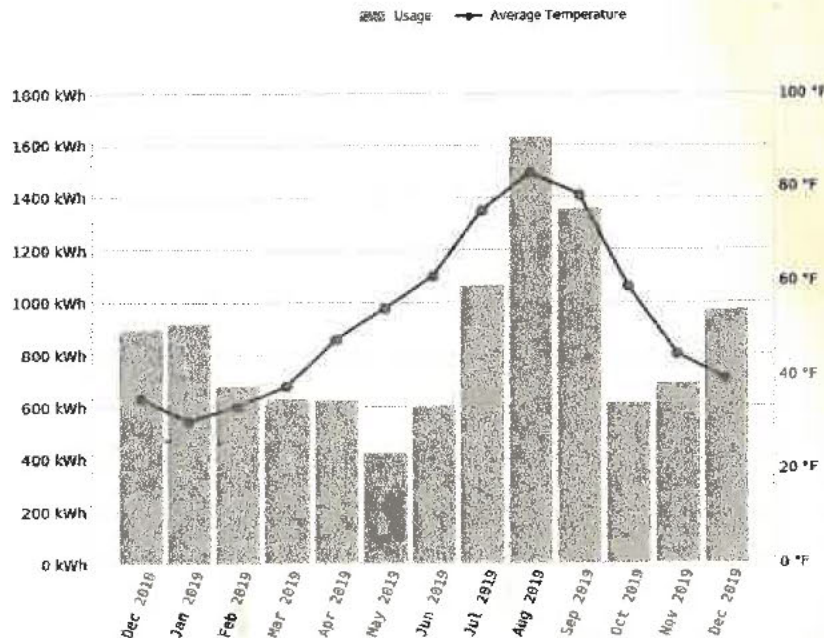
here is one that says zero

From: accountnotices@rockymountainpower.net <accountnotices@rockymountainpower.net>
Sent: Saturday, December 14, 2019 11:41 PM
To: erinupssore@hotmail.com <erinupssore@hotmail.com>
Subject: Your Rocky Mountain Power bill is available

Amount due: **\$0.00**
Due date: **January 08, 2020**
Account: *******05-001 4**

[VIEW & PAY YOUR BILL](#)

Your electric usage



Ex B



Erin Clavell <erinclavell@gmail.com>

Fw: Your Rocky Mountain Power bill is available

2 messages

Erin Lee <erinupsstore@hotmail.com>
To: Erin Clavell <erinclavell@gmail.com>

Mon, Apr 5, 2021 at 4:40 PM

here is another

From: accountnotices@rockymountainpower.net <accountnotices@rockymountainpower.net>
Sent: Wednesday, November 13, 2019 7:25 PM
To: erinupsstore@hotmail.com <erinupsstore@hotmail.com>
Subject: Your Rocky Mountain Power bill is available

Amount due: **\$0.00**
Due date: **December 06, 2019**
Account: *******05-001 4**

[VIEW & PAY YOUR BILL](#)**Your electric usage**