

Complaint Report

Complaint Number: C21-0051

Customer Information

Customer Name: Claviell, Erin

Account Number:

Phone Number: 801-548-3448

Email Address:

Service Address: 8375 S Old Bigham Highway
West Jordan , UT 84088

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 3/26/2021

Type of Call: Complaint

Complaint Received By: Cynthia Dumas

Gone Formal: NO

Date Resolved: 4/5/2021

Complaint Type: High Bill

Utility Company Analyst: Florisa Talo

Complaint Description:

Ms. Claviell called the Division concerned with a over \$1,000 invoice she has with RMP. Ms. Claviell explained she has solar panels on her property and in August 2020 she called RMP to set up for equal pay for \$75 a month, however, the next month she received a bill for \$240. The bill of \$240 has continued on until today. Ms. Claviell has called RMP to get answers as to why, but hasn't received an answer. Ms. Claviell wants answers as to why her bill is so high and how this happened? Doesn't know if she's still on equal pay which she never received a bill for \$75. Ms. Claviell would like some answers since she's in jeopardy of being shut off. Please contact the customer.

Complaint Response:

From: Talo, Florisa (PacifiCorp)
Date: Mon, Apr 5, 2021 at 1:31 PM
Subject: RE: UT - Claviell, Erin Informal Complaint
To: Cynthia Dumas , _Tariff Policy

Good Afternoon Cynthia,

I apologize for the late update. I spoke with Ms. Claviell March 30, 2021 and we went over her billing and account together. Ms.Claviell claims she received bills showing she had no amounts owing and was confused about how her balance became so high. I went over her equal pay with her. I also checked her statements and could not find anything that showed she ever brought her account to a zero balance. I set up an ETP for her to help catch up her balance so she pays 220.00 a month. Ms. Claviell went out of town, but requested that I call her today to follow up on whether or not we will be able to help her with the bill as she is adamant she received several bills that stated she had nothing due. Due to the fact that I did not find any bills that said she was at a zero balance, we cannot adjust anything or provide her any credits. I will offer her energy assistance numbers when I contact her later today. Please let me know if you have any questions.

Thank you,
Risa Talo
Customer Advocacy and Tariff Policy
801-955-2435

Additional Info:

From: Talo, Florisa (PacifiCorp)
Date: Tue, Apr 6, 2021 at 4:01 PM
Subject: RE: Re: Re: Re: Re: UT - Claviell, Erin Informal Complaint
To: Cynthia Dumas

Hi Cynthia,

Her EPP reviewed that month and she chose the settle up option where the remaining balance that carried over on her plan was due. Her actual bill for the month was 289.89 but the amount that carried over on her EPP was 693.55. Her summer and winter bills in 2020 compared to other years were extremely higher. Most likely due to upgrades/changes within their home that in turn made their usage increase. Please let me know if you have any other questions.

Thank you,
Risa Talo
Customer Advocacy and Tariff Policy
801-955-2435

From: Cynthia Dumas
Sent: Tuesday, April 6, 2021 3:42 PM
To: Talo, Florisa (PacifiCorp)
Subject: [INTERNET] Re: Re: Re: Re: UT - Claviell, Erin Informal Complaint

Hi Florisa, Thank you so much for sending this over to me. I appreciate you! I do have one question, In December 2020 how did she occur a bill of \$983.44?

Thank you,
Cynthia Dumas
Office Specialist II
Division of Public Utilities Office
(801) 530-7622
Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

On Tue, Apr 6, 2021 at 1:23 PM Talo, Florisa (PacifiCorp) wrote:

Hi Cynthia, I have attached the billing, usage and payment history that was sent to Ms. Clavell and I have emailed you her last 3 years of statements too. You should receive a separate email with the statements and it may require you to enter a password. It would be the customer's account number with no spaces or dashes. [REDACTED]

Please let me know if you need anything else.

Thank you,
Risa Talo
Customer Advocacy and Tariff Policy
801-955-2435

From: Cynthia Dumas
Sent: Tuesday, April 6, 2021 10:07 AM
To: Talo, Florisa (PacifiCorp)
Subject: [INTERNET] Re: Re: Re: UT - Claviell, Erin Informal Complaint

Thank you so much for sending her what she requested. Can I get a copy of the statements? I have updated the complaint with your response and marked it as resolved.

Thank you,
Cynthia Dumas Office Specialist II
Division of Public Utilities Office
(801) 530-7622
Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

On Tue, Apr 6, 2021 at 9:58 AM Talo, Florisa (PacifiCorp) wrote:

Hi Cynthia, I emailed Ms. Clavell her last 3 years of statements and her billing, payment and usage history for her to review. She is upset because we will not provide her with any credit towards her bill.

The amount owing on her account is correct and I advised her we are unable to adjust or lower what she owes.

Please let me know if you have any additional questions.

Thank you,
Risa Talo
Customer Advocacy and Tariff Policy
801-955-2435

From: Cynthia Dumas
Sent: Tuesday, April 6, 2021 9:29 AM
To: Talo, Florisa (PacifiCorp)
Subject: [INTERNET] Re: Re: UT - Claviell, Erin Informal Complaint

Good Morning Florisa,

I hope you are doing well. I was wondering if I could get an update on her case? She left a voicemail upset with the response. Is there anyway you could get her an itemized copy of her bill. She is wondering when all of this started.

Thank you,
Cynthia Dumas

On Mon, Apr 5, 2021 at 4:23 PM Talo, Florisa (PacifiCorp) wrote:

Hello Cynthia, I was unable to reach Ms. Claviell this afternoon, but I left her a voicemail advising her to call me directly if she has any additional questions or concerns.

Please let me know if you have any questions.

Thank you,

Risa Talo

Customer Advocacy and Tariff Policy

801-955-2435

From: Cynthia Dumas

Sent: Monday, April 5, 2021 2:14 PM

To: Talo, Florisa (PacifiCorp)

Cc: _Tariff Policy

Subject: [INTERNET] Re: UT - Claviell, Erin Informal Complaint

Hi Risa, No worries at all. Thank you for contacting the customer as quickly as you did, I'm sure she appreciates it. Can you please send me an update once you speak with the customer?

Thank you,

Cynthia Dumas