

Complaint Report

Complaint Number: C22-0057

Customer Information

Customer Name: Armstrong, Edward

Account Number:

Phone Number: 801.391.7321

Cell Number: 385.441.5246

Email Address:

Service Address: 1210 S 7500 W
Ogden, UT 84404

Complaint Information

Company Name: Rocky Mountain Power

Date Resolved: 4/22/2022

Date Received: 4/19/2022

Complaint Type: Rate & Tariff

Type of Call: Complaint

Utility Company Analyst:

Complaint Received By: Stefanie Liebert

Gone Formal: NO

Complaint Description:

Edward Armstrong called the Division of Public Utilities as he has been unable to resolve his concerns with Rocky Mountain Power. Mr. Armstrong states that he has solar panels installed at the service address and the net metering credits that he accumulated from last year expired in March. Mr. Amrstong is upset that the net metering credits expire and that they expire before summer months.

Additional Info:

4/26/2022 Per customer request mailed formal complaint form and instructions.
S Liebert



Customer & Regulatory Liaison

P.O. Box 25308
Salt Lake City, Utah 84125

April 22, 2022

Edward Armstrong
1210 S. 7500 W.
Ogden, UT 84404

The Utah Division of Public Utilities notified us of the concerns you filed in their office in regards to the net metering credits you generate, and asked that we investigate and respond. I hope you will find the below information beneficial.

Rocky Mountain Power recognizes that customers are interested in purchasing and operating small generating systems to provide electricity to their homes or businesses. However, there are formal Utah codes in place (54-15-102) for such interconnections.

When customers choose to operate a generating system, the electricity is monitored by a system known as net metering, which measures the difference between the electricity the customer uses and the electricity the customer generates. The intent of net metering is for customers to offset some or all of their electric usage using renewable resources. In the event of any excess customer-generated electricity during the monthly billing period, the credits will carry forward and expire at the end of the annualized billing period.

Utah's annualized billing period is a 12 month billing cycle that begins on April 1st of one year and ends on March 31st of the following year. Solar customers experience higher solar electricity production in the summer months as the sun is out for longer periods of time than during the winter months. This means those customers who generate excess power in the summer time, will have the opportunity to try and use their excess generation during the winter months.

If you have any additional questions or concerns, please let me know. You may reach me by Autumn.Braithwaite@PacifiCorp.com or by telephone at (801) 955-2434, Monday through Friday from 8:00 am to 5:00 pm.

Kindest Regards,

Autumn Braithwaite
Regulatory Analyst
Rocky Mountain Power

Cc: Stefanie Liebert – Utah Division of Public Utilities