

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

UTAH PUBLIC SERVICE COMMISSION
2022 AUG 15 A 10:09
RECEIVED

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: Helen Taylor
Address: 94 E 3215 N Ogden UT 84414
Telephone No.: 801-782-8841
Email Address: helenut7@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 Mountain Power (RMP)

3. What did RMP do that you believe is unjust? RMP wants to force their new "Smart AMI" meter on us, to collect "invasive personal-use data" that is not collected on their current standard, the "bi-directional" meter that RMP installed Nov 2019 shortly after we installed a "Generation Facility" or Solar System. We are currently on Schedule 136 until Dec 31, 2032.

4. Why do you think this action is unjust? RMP response to our "Informal Complaint" of which this "Formal Complaint" is a continuation of, was to quote Special Condition #19 that references a "non-standard meter." That RMP decides to change the "standard" meter from Nov 2019 to a new "invasive personal-use data collection" meter in Aug 2022, should not revoke the status of the currently installed standard, and feel this is an invasion of our privacy. Especially, since the only way RMP offers to "opt out" and maintain our Schedule 136 rate, is to accept this new "invasive personal-use data collection" meter. That's simply unjust and not a reasonable choice! To keep our current standard "bi-directional" meter, RMP is forcing us to move to Schedule 137 with a reduction of 46% in our credit from 9.2 cents to 5 cents per kW sold to RMP (offset by what we buy from RMP at a much higher rate). Regardless of which meter is installed, RMP continues to have access to our power usage for their billing purposes. This action by RMP is prejudicial to those on Schedule 136, as well as arbitrary, unreasonable and unjust, in an effort to collect personal-use data, for unknown purposes and unknown future uses.

5. What relief are you seeking? We respectfully request RMP be directed to honor the current Schedule 136 rates through Dec 2032 and leave the existing standard "bi-directional" meter in place until then.

6. Complainant: Helen Taylor Date: 8/5/22

Date: July 26, 2022

To: Marialie Wright, Utah Division of Public Utilities – Complaint Handling
801-530-7622 or 800-874-0904

From: Helen Taylor, Rocky Mountain Power Account # [REDACTED]
94 E 3275 N
Ogden, UT 84414 home phone @ 801-782-8841 or mobile @ 801-726-3312

This is a complaint against Rocky Mountain Power's (RMP) effort to force us to accept an "AMI or Smart Meter" in place of our current "Bi-direction Meter" as indicated on their Notice dated July 6, 2022. This exchange is to happen sometime in early August, 2022, so your prompt response is most appreciated. Our objection is that the new "Smart Meter" will collect user and/or usage data that we feel is inappropriate, unnecessary and an invasion of our privacy.

In November, 2020 we installed a "Customer Generation Facility" or to us, a "Solar System" and are on Schedule 136 with a .092 cents credit from RMP for each kW sent to their grid from our system, that is offset by what we purchase from RMP. We counted on RMP's Schedule 136 contract commitment in determining the viability of our investment in our Solar System. Now they want to renege on their commitment, unless we allow greater access to our private data and accept their "Smart Meter". It seems more big companies are adopting the attitude of "give us access to your private data, or pay more to protect yourselves from our intrusion".

We've been advised by multiple RMP agents, as detailed on our "Phone Journey" below, that the only way we can "opt-out" is for us to terminate our Schedule 136 at .092 cents/kW and accept Schedule 137 with a .05 cents/kW. This represents a 46% reduction in credit to us on Schedule 136 or detailed: $(.092-.05=.042 \text{ and } .042/.092=46\%)$ that doesn't seem fair nor reasonable. Especially since several RMP agents explained that we can keep the same "bi-directional" meter on Schedule 137 and RMP will continue to get their readings. Why force the change then, if not to reduce our kW hour credit?

We respectfully request that RMP be directed to keep our existing "Bi-directional meter" in place, and for RMP to honor Schedule 136 at .092 cent per kW until the expiration of Schedule 136 on December 31, 2032. RMP's effort to force us off Schedule 136 and accept the lower rate of Schedule 137 appears to be prejudicial to those on Schedule 136, as well as an unreasonable and unfair act of will.

Our "Phone Journey" to resolve this issue with RMP started shortly after receipt of their Notice:

7/12/22 Alison on Help Desk @ 866-869-8520 sent me to Cynthia, who did not follow up with a call
7/14/22 Holly Leed in Hydro answered my call @ 541-498-2607 who referred me to
7/16/22 Jennifer Dyer in Training @ 503-813-7052 who referred me to
7/21/22 Vicki Burger, Exec Office Receptionist, (515-281-2531) who referred me to
7/21/22 Jason Romey (Right of Way Agent) 515-242-3988 who referred me to RMP Help Desk...
7/21/22 Veronica #37478 on Help Desk @ 866-869-8520 who referred me to
7/21/22 Derrick #17546 who referred me to
7/22/22 Rissa @ 801-955-2435, who left a message at my home, albeit her voice mail box still full
7/22/22 Vicki Burger called back & left 800-625-6078 for me to call and spoke to:
7/26/22 Jay #73365 in call center in Portland who sent text message to Rissa, who has not called yet



HR Taylor <helenut7@gmail.com>

Re: Formal Complaint Paperwork and instructions

1 message

Gwen Flores <gflores@utah.gov>
To: HR Taylor <helenut7@gmail.com>

Tue, Aug 9, 2022 at 2:15 PM

Good Afternoon Helen,

My apologies for the late response. I have been out of the office since Thursday. However, I just wanted to follow up with you.

I am sorry I should have communicated the formal complaint instructions more clearly. They actually need to be submitted to The PSC rather than to me. I am very sorry if this has caused a delay in the attempt to resolve your issues with the company. You may submit your formal complaint to the Public Service Commission by either US Postal mail or email. Below is the Public Service Commission email address.

psc@utah.gov**Gwen Flores**
Utah Division of Public Utilities**UTAH DEPARTMENT
OF COMMERCE**
Division of Public Utilities

On Fri, Aug 5, 2022 at 2:10 PM HR Taylor <helenut7@gmail.com> wrote:

hi Gwen & nice to talk with you the other day. Attached is our completed "Formal Complaint" form. Thanks for your assistance & please advise on what the next step is, when appropriate... HT

On Mon, Aug 1, 2022 at 4:47 PM Gwen Flores <gflores@utah.gov> wrote:

Hi Helen,

Attached is the formal complaint form along with other information regarding the process. If you have any questions or need help going forward please let me know. <My direct phone number is 801 530-6657

Best of luck.

Gwen Flores
Utah Division of Public Utilities**UTAH DEPARTMENT
OF COMMERCE**
Division of Public Utilities