

# Complaint Report

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**Complaint Number:** C23-0104

## Customer Information

**Customer Name:** Higham, Douglas & Colleen

**Account Number:**

**Email Address:** dhighamatm1@gmail.com

**Phone Number:** 949-633-8596 (Doug mobil

**Cell Number:** 949-633-7623 (Colleen mo

**Service:** 752 N Locust Ave

**Address:** Lindon, UT 84042

## Complaint Information

**Company Name:** Rocky Mountain Power

**Date Received:** 7/7/2023

**Date Resolved:** 7/11/2023

**Type of Call:** Complaint

**Complaint Type:** Inquiry

**Complaint Received By:** Maria Martinez

**Utility Company Analyst:** James Ingram

**Gone Formal:** NO

## Complaint Description:

Note:

The PSC has requested that this complaint go through the Informal process first. Please respond. Thank you. -MW-

## Complaint Response:

Hello Mr. & Mrs. Higham,

The Utah Public Service Commission reached out to Rocky Mountain Power regarding the formal complaint you filed regarding concerns about Rocky Mountain Power's rate schedule for net metering customers such as yourself. I have attached a copy of the company's response to you.

If you would like to discuss this matter with us further, feel free to call the number below or respond directly to this email.

Regards,

Rocky Mountain Power Customer Advocacy

Toll Free# 1-800-532-1626