



Customer & Regulatory Liaison

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

July 10, 2023

DOUGLAS & COLLEEN HIGHAM  
752 N LOCUST AVE  
LINDON UT 84042 1320

Re: Utah Public Service Commission Complaint

Dear Mr. & Mrs. Higham:

The Utah Public Service Commission forwarded your complaint to Rocky Mountain Power's Customer Advocacy Team for response to you before moving forward with the formal complaint process.

Rocky Mountain Power is a regulated utility, and you are billed under the correct approved Schedule 137 for your net-metered service at 752 N Locust Avenue in Lindon. Different electric companies have different rate structures for a variety of reasons. Rocky Mountain Power cannot speak to Lehi City's billing structure. However, Rocky Mountain Power's rates are reviewed through a public process, and once they are approved, customers falling under the conditions for a specific schedule must be billed in compliance with approved rates.

Please be aware that even though you are generating electricity through your solar panel installation, you are still interconnected to Rocky Mountain Power's distribution system to ensure uninterrupted service when your generation is less than your home's electric demand. The company still must supply you with power when you need it and bills you for that service at approved rates for residential customers.

If you wish to discuss this further, please call toll free at 1-800-532-1626 Monday through Friday 8 am to 5 pm or via e-mail at [TariffPolicy@PacifiCorp.com](mailto:TariffPolicy@PacifiCorp.com) and we will be happy to assist you to make sure that your concerns are addressed.

Sincerely,

Rocky Mountain Power Customer Advocacy Team