

Complaint Report

Complaint Number: C23-0192

Customer Information

Customer Name: Reich, Andrea Armbruster

Account Number:

Phone Number: 435-592-6910

Email Address: areich1983@gmail.com

Service: 173 E Fiddlers Canyon St

Address: Cedar City, UT 84721

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 10/13/2023

Type of Call: Complaint

Complaint Received By: Maria Martinez

Gone Formal: NO

Date Resolved: 10/18/2023

Complaint Type: Billing Problems

Utility Company Analyst: Risa Talo

Complaint Description:

Complaint submitted online and copied as received - MW-

Customer Name: Andrea Armbruster Reich

If Business, Contact Person:

Primary Phone: 4355926910

Other Phone:

E-mail Address: areich1983@gmsil.com

Service Address:

173 E, Fiddlers Canyon St Cedar City, UT 84721

Mailing Address:

173 E, Fiddlers Canyon St Cedar City, UT 84721

INCIDENT DETAILS

Utility: Rocky Mountain Power

Account Number: ██████████

Complaint Type: Billing Problems

Complaint:

I pay my utilities a year in advance and I sent them a check for \$600 for the year of 2023 and they're saying my bill is due. Also when I contacted Rocky Mountain Power they said they have not had an increase in power cost but yet my bill has come due six months early I asked them to audit the account and find out where the money went, and they have refused.

Suggested Resolution:

I need to find out where my money went and who is stealing it so that I don't have a monthly bill.

Complaint Response:

10-18-2023

Dear Ms. Reich,

We received your concerns from the Division of Public Utilities and appreciate you contacting them. I hope you find the following information beneficial.

We truly appreciate your business and your diligence in paying for your bill in advance. Your total billing since February of 2023 has been \$881.54. I have attached the bills from February of 2023 to October of 2023 for your review as well. Minus your payment of \$700.00 made in 2023, your total account balance as of today is \$181.54. We bill according to your usage and the amount you paid was not enough to cover what was used.

If you would like to enroll in on our equal payment plan, that may help with knowing the amount that will be due each month. You will still be billed for your actual usage, but the equal amount will be what you pay each month. At the end of the 12-month plan, whatever actual usage or credit you have left over will be rolled into your new 12-month plan automatically and the equal payment amount will be adjusted accordingly.

Your account will have to be at a zero balance to begin the Equal Payment Plan. If you need time to make the payment of \$181.54, we can also spread this amount out over a Time Payment Plan or an Equal Time Payment Plan as well. Please contact me directly via this email or at 801-955-2435 if you would like one of these options and I will be happy to set up a payment arrangement for you.

Thank you for your time.

Regards,

Risa Talo
Customer Advocacy and Customer Service
801-955-2435

11-13-2023

Good afternoon Ms. Arnbruster,

The original response I provided you had Marialie copied from the Division of Public Utilities. The complaint you filed with them has been closed. As mentioned previously, if you need payment arrangements for your current balance that is still owing, please let me know. Otherwise, your billing is correct and the amount you paid has already been credited to your account.

Thank you,

Risa Talo

Customer Advocacy and Customer Service

801-955-2435

From: Andrea Arnbruster

Sent: Monday, November 13, 2023 1:05 PM

To: Talo, Florisa (PacifiCorp)

Subject: Re: Rocky Mountain Power

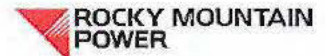
I am reaching out to you to see if the state of Utah division of utilities has reached out to you yet or not? If I need to file another complaint with them again to get the audit going I will. Please respond back to me.

Andrea Reich just Sent from Gmail Mobile

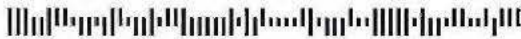
ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659



Questions: Call
1-888-221-7070
24 hours a day,
7 days a week
rockymountainpower.net



BILLING DATE: **Feb 14, 2023**
ACCOUNT NUMBER: [REDACTED]
DUE DATE: **Mar 8, 2023**
AMOUNT DUE: **\$80.82**



Your Balance With Us

Previous Account Balance	18.26
Payments/Credits	0.00
Past Due Amount	18.26
New Charges	+62.56
Current Account Balance	\$80.82

Payments Received

No payments have been received since your last billing statement.

Note: You're helping the environment and yourself by participating in paperless billing - here's a \$0.50 credit.

Detailed Account Activity

ITEM 7 - ELECTRIC SERVICE

173 E Fiddlers Canyon Rd Unit 68 Cedar City UT
Residential Schedule 1

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
78384480	Jan 13, 2023	Feb 13, 2023	31	27405	27960	1.0	555 kwh

Next scheduled read date: 03-14. Date may vary due to scheduling or weather.

NEW CHARGES - 02/23	UNITS	COST PER UNIT	CHARGE
Basic Charge-1p (multi-family)			6.00
Energy Charge Winter Block 1	400 kwh	0.0798930	31.96
Energy Charge Winter Block 2	155 kwh	0.1037250	16.08
Renewable Energy Adjustment		-0.0008000	-0.04
Energy Balancing Account		0.0353000	1.70
Customer Efficiency Services		0.0384000	1.91
Usip Step Refund		-0.0072000	-0.36
Elec Vehicle Infrastructure		0.0030000	0.15
Home Electric Lifeline Program			0.16
Paperless Bill Credit			-0.50
Municipal Energy Sales/use Tax		0.0600000	3.41
Utah Sales Tax		0.0335000	1.91

See reverse ➔

Write account number on check & mail to: Rocky Mtn Power, PO Box 26000, Portland, OR 97255-0001

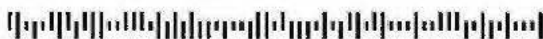
RETAIN THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

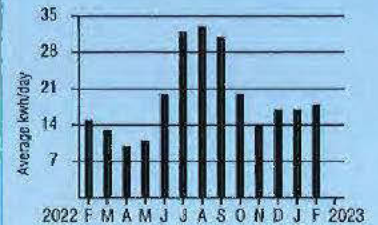
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PO BOX 26000
PORTLAND OR 97256-0001



Historical Data - ITEM 7



Your Average Daily kwh Usage by Month

PERIOD ENDING	FEB 2023	FEB 2022
Avg. Daily Temp.	26	31
Total kwh	555	422
Avg. kwh per Day	18	15
Cost per Day	\$2.01	\$1.56

Effective March 6, 2023, residential fees for all phone payments and online card payments will increase from \$1.75 to \$1.99 per payment with a \$500 maximum.

Effective March 6, 2023, commercial fees for all phone payments and online card payments will increase from \$1.75 to \$7.99 per payment with a \$2,000 maximum.

Late Payment Charge for Utah
A late payment charge of 1% may be charged on the delinquent balance per month.

Change of Mailing Address or Phone?
Check here & provide information on back.

Account Number: [REDACTED]
Date Due: **Mar 8, 2023**

AMOUNT DUE: \$80.82

Please enter the amount enclosed.

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659

BILLING DATE: Feb 14, 2023 ACCOUNT NUMBER: [REDACTED] DUE DATE: Mar 8, 2023 AMOUNT DUE: \$80.82

NEW CHARGES - 02/23 - CONTINUED	UNITS	COST PER UNIT	CHARGE
Late Payment Charge		0.0100000	0.18
Total New Charges			62.56

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as we receive your payment and you will not receive your check back from your financial institution. If you would like to opt out of this program and continue processing your payment as a check transaction, please call 1-800-895-0561. If you have opted out previously, please disregard this message.

Manage your account with ease

Popular billing options include Auto Pay, Equal Pay and choice of due dates. You can even earn a credit each month when you sign up for paperless billing. See details and enroll at rockymountainpower.net/billoptions

Make a positive impact on the environment. Match all or part of your electricity usage with clean energy. Visit RockyMountainPower.net/BlueSky or call 1-800-769-3717 to learn more.

Looking for other ways to pay?

Visit rockymountainpower.net/pay for all your options. You can choose to pay on your device using our mobile app, on our website, at a pay station in your community, or pay over the phone by calling 1-888-221-7070.

New Mailing Address or Phone?

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

ACCOUNT NUMBER: [REDACTED]

LAST _____ FIRST _____ M.I. _____

NEW STREET ADDRESS _____

CITY _____

ST _____ ZIP _____ TELEPHONE NUMBER _____

This product contains
fiber from well-managed,
independently
certified forests.

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659



Questions: Call
1-888-221-7070
24 hours a day,
7 days a week
rockymountainpower.net



BILLING DATE: **Mar 15, 2023**
ACCOUNT NUMBER: [REDACTED]
DUE DATE: **Apr 6, 2023**
AMOUNT DUE: **\$0.00**



Your Balance With Us

Previous Account Balance	80.82
Payments/Credits	-700.00
New Charges	+61.42
Current Account Balance	-\$557.76

Payments Received

DATE	DESCRIPTION	AMOUNT
Feb 17, 2023	Payment Received - Thank You	100.00
Mar 1, 2023	Payment Received - Thank You	600.00
Total Payments		\$700.00

Note: You're helping the environment and yourself by participating in paperless billing - here's a \$0.50 credit.

Detailed Account Activity

ITEM 7 - ELECTRIC SERVICE

173 E Fiddlers Canyon Rd Unit 68 Cedar City UT
Residential Schedule 1

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
78384480	Feb 13, 2023	Mar 14, 2023	29	27960	28507	1.0	547 kwh

Next scheduled read date: 04-12. Date may vary due to scheduling or weather.

NEW CHARGES - 03/23	UNITS	COST PER UNIT	CHARGE
Basic Charge-1p (multi-family)			6.00
Energy Charge Winter Block 1	400 kwh	0.0798930	31.96
Energy Charge Winter Block 2	147 kwh	0.1037250	15.25
Renewable Energy Adjustment		-0.0008000	-0.04
Energy Balancing Account		0.0353000	1.67
Customer Efficiency Services		0.0384000	1.88
Usip Step Refund		-0.0072000	-0.35
Elec Vehicle Infrastructure		0.0030000	0.15
Home Electric Lifeline Program			0.16
Paperless Bill Credit			-0.50
Municipal Energy Sales/use Tax		0.0600000	3.36
Utah Sales Tax		0.0335000	1.88
Total New Charges			61.42

Historical Data - ITEM 7



Your Average Daily kwh Usage by Month

PERIOD ENDING	MAR 2023	MAR 2022
Avg. Daily Temp.	31	33
Total kwh	547	400
Avg. kwh per Day	19	13
Cost per Day	\$2.12	\$1.37

Manage your account with ease

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Looking for other ways to pay?

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Late Payment Charge for Utah

A late payment charge of 1% may be charged on the delinquent balance per month.

See reverse

Write account number on check & mail to: Rocky Mtn Power, PO Box 26000, Portland, OR 97256-0001

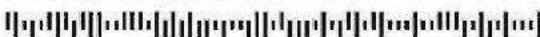
RETAIN THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

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ROCKY MTN POWER
PO BOX 26000
PORTLAND OR 97256-0001



Change of Mailing Address or Phone?
Check here & provide information on back.

Account Number: [REDACTED]
Date Due: **Apr 6, 2023**

AMOUNT DUE: **\$0.00**

Please enter the amount enclosed.

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659

BILLING DATE: Mar 15, 2023 ACCOUNT NUMBER: [REDACTED] DUE DATE: Apr 6, 2023 AMOUNT DUE: \$0.00

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as we receive your payment and you will not receive your check back from your financial institution. If you would like to opt out of this program and continue processing your payment as a check transaction, please call 1-800-895-0561. If you have opted out previously, please disregard this message.

New Mailing Address or Phone?

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

ACCOUNT NUMBER: [REDACTED] 8

LAST FIRST M.I.

NEW STREET ADDRESS

CITY

ST ZIP TELEPHONE NUMBER

This product contains fiber from well managed, independently certified forests.

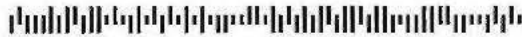
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CEDAR CITY UT 84721-8659



Questions: Call
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24 hours a day,
7 days a week
rockymountainpower.net



BILLING DATE: **Apr 13, 2023**
ACCOUNT NUMBER: **[REDACTED]**
DUE DATE: **May 5, 2023**
AMOUNT DUE: **\$0.00**



Your Balance With Us

Previous Account Balance	-557.76
Payments/Credits	0.00
New Charges	+52.31
Current Account Balance	-\$505.45

Payments Received

No payments have been received since your last billing statement.

Note: You're helping the environment and yourself by participating in paperless billing - here's a \$0.50 credit.

Detailed Account Activity

ITEM 7 - ELECTRIC SERVICE

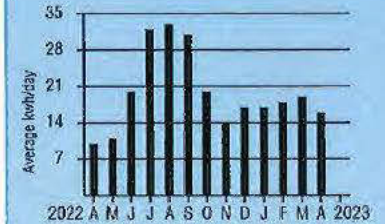
173 E Fiddlers Canyon Rd Unit 68 Cedar City UT
Residential Schedule 1

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
78364480	Mar 14, 2023	Apr 12, 2023	29	28507	28979	1.0	472 kwh

Next scheduled read date: 05-11. Date may vary due to scheduling or weather.

NEW CHARGES - 04/23	UNITS	COST PER UNIT	CHARGE
Basic Charge-1p (multi-family)			6.00
Energy Charge Winter Block 1	400 kwh	0.0798930	31.96
Energy Charge Winter Block 2	72 kwh	0.1037250	7.47
Renewable Energy Adjustment		-0.0008000	-0.03
Energy Balancing Account		0.0353000	1.39
Customer Efficiency Services		0.0384000	1.57
Usip Step Refund		-0.0072000	-0.29
Elec Vehicle Infrastructure		0.0030000	0.12
Home Electric Lifeline Program			0.16
Paperless Bill Credit			-0.50
Municipal Energy Sales/use Tax		0.0600000	2.86
Utah Sales Tax		0.0335000	1.60
Total New Charges			62.31

Historical Data - ITEM 7



Your Average Daily kwh Usage by Month

PERIOD ENDING	APR 2023	APR 2022
Avg. Daily Temp.	38	45
Total kwh	472	296
Avg. kwh per Day	16	10
Cost per Day	\$1.80	\$1.14

Manage your account with ease

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Looking for other ways to pay?

Visit rockymountainpower.net/pay for all your options. You can choose to pay on your device using our mobile app, on our website, at a pay station in your community, or pay over the phone by calling 1-888-221-7070.

Late Payment Charge for Utah

A late payment charge of 1% may be charged on the delinquent balance per month.

See reverse

Write account number on check & mail to: Rocky Mtn Power, PO Box 26000, Portland, OR 97256-0001 **RETAIN THIS PORTION FOR YOUR RECORDS.**

RETURN THIS PORTION WITH YOUR PAYMENT.

↑ INSERT THIS EDGE FIRST ↑



ROCKY MTN POWER
PO BOX 26000
PORTLAND OR 97256-0001



Change of Mailing Address or Phone?
Check here & provide information on back.

Account Number: **[REDACTED]**
Date Due: **May 5, 2023**

AMOUNT DUE: **\$0.00**

Please enter the amount enclosed.

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659

BILLING DATE: Apr 13, 2023 ACCOUNT NUMBER: [REDACTED] DUE DATE: May 5, 2023 AMOUNT DUE: \$0.00

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as we receive your payment and you will not receive your check back from your financial institution. If you would like to opt out of this program and continue processing your payment as a check transaction, please call 1-800-895-0561. If you have opted out previously, please disregard this message.

New Mailing Address or Phone?

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

ACCOUNT NUMBER: [REDACTED]

LAST_____
FIRST_____
M.I._____
NEW STREET ADDRESS_____
CITY_____
ST_____
ZIP_____
TELEPHONE NUMBER

This product contains
fiber from well-managed,
independently
certified forests.

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659



Questions: Call
1-888-221-7070
24 hours a day,
7 days a week
rockymountainpower.net



BILLING DATE: **May 12, 2023**
ACCOUNT NUMBER: [REDACTED]
DUE DATE: **Jun 6, 2023**
AMOUNT DUE: **\$0.00**



Your Balance With Us

Previous Account Balance	-505.45
Payments/Credits	0.00
New Charges	+64.31
Current Account Balance	-\$441.14

Payments Received

No payments have been received since your last billing statement.

Note: You're helping the environment and yourself by participating in paperless billing - here's a \$0.50 credit.

Detailed Account Activity

ITEM 7 - ELECTRIC SERVICE

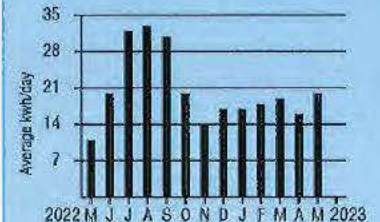
173 E Fiddlers Canyon Rd Unit 68 Cedar City UT
Residential Schedule 1

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
78384480	Apr 12, 2023	May 11, 2023	29	28979	29550	1.0	571 kwh

Next scheduled read date: 06-12. Date may vary due to scheduling or weather.

NEW CHARGES - 05/23	UNITS	COST PER UNIT	CHARGE
Basic Charge-1p (multi-family)			6.00
Energy Charge Winter Block 1	400 kwh	0.0798930	31.96
Energy Charge Winter Block 2	171 kwh	0.1037250	17.74
Renewable Energy Adjustment		-0.0008000	-0.04
Energy Balancing Account		0.0353000	1.75
Customer Efficiency Services		0.0384000	1.97
Usip Step Refund		-0.0072000	-0.37
Elec Vehicle Infrastructure		0.0030000	0.15
Home Electric Lifeline Program			0.16
Paperless Bill Credit			-0.50
Municipal Energy Sales/use Tax		0.0600000	3.52
Utah Sales Tax		0.0335000	1.97
Total New Charges			64.31

Historical Data - ITEM 7



Your Average Daily kWh Usage by Month

PERIOD ENDING	MAY 2023	MAY 2022
Avg. Daily Temp.	50	50
Total kwh	571	308
Avg. kWh per Day	20	11
Cost per Day	\$2.22	\$1.19

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Late Payment Charge for Utah

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See reverse

Write account number on check & mail to: Rocky Mtn Power, PO Box 26000, Portland, OR 97256-0001

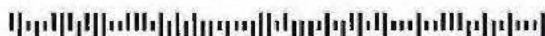
RETAIN THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

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ROCKY MTN POWER
PO BOX 26000
PORTLAND OR 97256-0001



Change of Mailing Address or Phone?
Check here & provide information on back.

Account Number: [REDACTED]
Date Due: **Jun 6, 2023**

AMOUNT DUE: **\$0.00**

Please enter the amount enclosed.

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659

H [REDACTED]

BILLING DATE: **May 12, 2023** ACCOUNT NUMBER: [REDACTED] DUE DATE: **Jun 6, 2023** AMOUNT DUE: **\$0.00**

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as we receive your payment and you will not receive your check back from your financial institution. If you would like to opt out of this program and continue processing your payment as a check transaction, please call 1-800-895-0561. If you have opted out previously, please disregard this message.

New Mailing Address or Phone?

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

ACCOUNT NUMBER: [REDACTED]

LAST FIRST M.I.

NEW STREET ADDRESS

CITY

ST ZIP TELEPHONE NUMBER

This product contains fiber from well-managed, independently certified forests.

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659



Questions: Call
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24 hours a day,
7 days a week
rockymountainpower.net



BILLING DATE: Jun 13, 2023
ACCOUNT NUMBER: [REDACTED]
DUE DATE: Jul 6, 2023
AMOUNT DUE: \$0.00



Your Balance With Us

Previous Account Balance	-441.14
Payments/Credits	0.00
New Charges	+111.56
Current Account Balance	-\$329.58

Payments Received

No payments have been received since your last billing statement.

Note: You're helping the environment and yourself by participating in paperless billing - here's a \$0.50 credit.

Detailed Account Activity

ITEM 7 - ELECTRIC SERVICE

173 E Fiddlers Canyon Rd Unit 68 Cedar City UT
Residential Schedule 1

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
78384480	May 11, 2023	Jun 12, 2023	32	29550	30470	1.0	920 kwh

Next scheduled read date: 07-12. Date may vary due to scheduling or weather.

NEW CHARGES - 06/23	UNITS	COST PER UNIT	CHARGE
Basic Charge-1p (multi-family)			6.00
Energy Charge Summer Block 1 for 12 day(s)	150 kwh	0.0902790	13.54
Energy Charge Summer Block 2 for 12 day(s)	195 kwh	0.1172100	22.86
Energy Charge Winter Block 1 for 20 day(s)	250 kwh	0.0798930	19.97
Energy Charge Winter Block 2 for 20 day(s)	325 kwh	0.1037250	33.71
Renewable Energy Adjustment for 12 day(s)		-0.0006000	-0.02
for 20 day(s)		-0.0008000	-0.05
Energy Balancing Account		0.0353000	3.18
Customer Efficiency Services		0.0384000	3.58
Uslp Step Refund		-0.0072000	-0.67
Elec Vehicle Infrastructure		0.0030000	0.28
Home Electric Lifeline Program			0.16
Paperless Bill Credit			-0.50
Municipal Energy Sales/use Tax		0.0600000	6.11

See reverse

Write account number on check & mail to: Rocky Mtn Power, PO Box 26000, Portland, OR 97256-0001

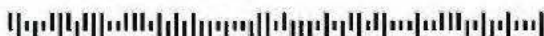
RETAIN THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

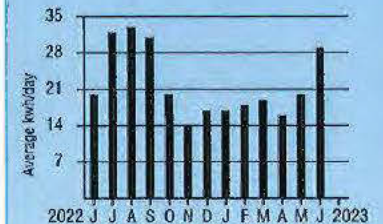
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PORTLAND OR 97256-0001



Historical Data - ITEM 7



Your Average Daily kwh Usage by Month

PERIOD ENDING	JUN 2023	JUN 2022
Avg. Daily Temp.	62	63
Total kwh	920	610
Avg. kwh per Day	29	20
Cost per Day	\$3.49	\$2.38

Manage your account with ease

Popular billing options include Auto Pay, Equal Pay and choice of due dates. You can even earn a credit each month when you sign up for paperless billing. See details and enroll at rockymountainpower.net/billoptions

Looking for other ways to pay?

Visit rockymountainpower.net/pay for all your options. You can choose to pay on your device using our mobile app, on our website, at a pay station in your community, or pay over the phone by calling 1-888-221-7070.

Late Payment Charge for Utah
A late payment charge of 1% may be charged on the delinquent balance per month.

Change of Mailing Address or Phone?
Check here & provide information on back.

Account Number: [REDACTED]
Date Due: Jul 6, 2023

AMOUNT DUE: \$0.00

Please enter the amount enclosed.

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659

BILLING DATE: Jun 13, 2023 ACCOUNT NUMBER: [REDACTED] DUE DATE: Jul 6, 2023 AMOUNT DUE: \$0.00

NEW CHARGES - 06/23 - CONTINUED	UNITS	COST PER UNIT	CHARGE
Utah Sales Tax		0.0335000	3.41
Total New Charges			111.56

Wildfire safety & preparedness

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Seguridad y preparación

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Effective June 1, 2023, the Utah Public Service Commission approved a change to the Renewable Energy Adjustment (Schedule 98). This change reflects the difference between the estimated and actual amount received from renewable energy credits. Your bill may reflect charges billed at old and new rates.

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as we receive your payment and you will not receive your check back from your financial institution. If you would like to opt out of this program and continue processing your payment as a check transaction, please call 1-800-895-0561. If you have opted out previously, please disregard this message.

New Mailing Address or Phone?

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

ACCOUNT NUMBER: [REDACTED]

LAST _____ FIRST _____ M.I. _____

NEW STREET ADDRESS _____

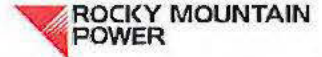
CITY _____

ST _____ ZIP _____ TELEPHONE NUMBER _____

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659



Questions: Call
1-888-221-7070
24 hours a day,
7 days a week
rockymountainpower.net

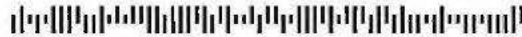


BILLING DATE: **Jul 13, 2023**

ACCOUNT NUMBER: [REDACTED]

DUE DATE: Aug 7, 2023

AMOUNT DUE: \$0.00



Your Balance With Us

Previous Account Balance	-329.58
Payments/Credits	0.00
New Charges	+137.23
Current Account Balance	-\$192.35

Payments Received

No payments have been received since your last billing statement.

Note: You're helping the environment and yourself by participating in paperless billing - here's a \$0.50 credit.

Detailed Account Activity

ITEM 7 - ELECTRIC SERVICE

173 E Fiddlers Canyon Rd Unit 68 Cedar City UT
Residential Schedule 1

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
78384480	Jun 12, 2023	Jul 12, 2023	30	30470	31501	1.0	1,031 kwh

Next scheduled read date: 08-11. Date may vary due to scheduling or weather.

NEW CHARGES - 07/23	UNITS	COST PER UNIT	CHARGE
Basic Charge-1p (multi-family)			6.00
Energy Charge Summer Block 1	400 kwh	0.0902790	36.11
Energy Charge Summer Block 2	631 kwh	0.1172100	73.96
Renewable Energy Adjustment		-0.0006000	-0.07
Energy Balancing Account for 12 day(s)		0.0806000	3.55
for 18 day(s)		0.0353000	2.33
Customer Efficiency Services		0.0384000	4.45
Usip Step Refund		-0.0072000	-0.83
Elec Vehicle Infrastructure		0.0030000	0.35
Home Electric Lifeline Program			0.16
Paperless Bill Credit			-0.50
Municipal Energy Sales/use Tax		0.0600000	7.52
Utah Sales Tax		0.0335000	4.20
Total New Charges			137.23

See reverse

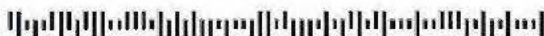
Write account number on check & mail to: Rocky Mtn Power, PO Box 26000, Portland, OR 97256-0001

RETAIN THIS PORTION FOR YOUR RECORDS.

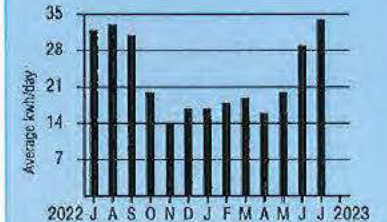
RETURN THIS PORTION WITH YOUR PAYMENT.



ROCKY MTN POWER
PO BOX 26000
PORTLAND OR 97256-0001



Historical Data - ITEM 7



Your Average Daily kwh Usage by Month

PERIOD ENDING	JUL 2023	JUL 2022
Avg. Daily Temp.	68	72
Total kwh	1031	1033
Avg. kwh per Day	34	32
Cost per Day	\$4.57	\$4.20

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Late Payment Charge for Utah

A late payment charge of 1% may be charged on the delinquent balance per month.

Change of Mailing Address or Phone?
Check here & provide information on back.

Account Number: [REDACTED]

Data Due: **Aug 7, 2023**

AMOUNT DUE: \$0.00

Please enter the amount enclosed.

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659

H [REDACTED]

BILLING DATE: Jul 13, 2023 ACCOUNT NUMBER: [REDACTED] DUE DATE: Aug 7, 2023 AMOUNT DUE: \$0.00

Wildfire safety & preparedness

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Effective July 1, 2023, the Utah Public Service Commission approved an increase to the Energy Balance Account (Schedule 94) charge. This charge collects the difference between the estimated costs of power and the actual, incurred costs of power. Your bill will reflect charges billed at old and new rates.

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as we receive your payment and you will not receive your check back from your financial institution. If you would like to opt out of this program and continue processing your payment as a check transaction, please call 1-800-895-0561. If you have opted out previously, please disregard this message.

New Mailing Address or Phone?

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

ACCOUNT NUMBER: [REDACTED]

LAST FIRST M.I.

NEW STREET ADDRESS

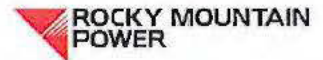
CITY

ST ZIP TELEPHONE NUMBER

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659



Questions: Call
1-888-221-7070
24 hours a day,
7 days a week
rockymountainpower.net



BILLING DATE: Aug 14, 2023
ACCOUNT NUMBER: [REDACTED]
DUE DATE: Sep 6, 2023
AMOUNT DUE: \$0.00



Your Balance With Us

Previous Account Balance	-192.35
Payments/Credits	0.00
New Charges	+172.96
Current Account Balance	-\$19.39

Payments Received

No payments have been received since your last billing statement.

Note: You're helping the environment and yourself by participating in paperless billing - here's a \$0.50 credit.

Detailed Account Activity

ITEM 7 - ELECTRIC SERVICE

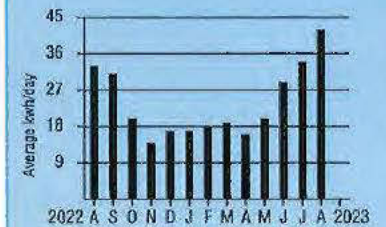
173 E Fiddlers Canyon Rd Unit 68 Cedar City UT
Residential Schedule 1

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
78384480	Jul 12, 2023	Aug 11, 2023	30	31501	32758	1.0	1,257 kwh

Next scheduled read date: 09-12. Data may vary due to scheduling or weather.

NEW CHARGES - 08/23	UNITS	COST PER UNIT	CHARGE
Basic Charge-1p (multi-family)			6.00
Energy Charge Summer Block 1	400 kwh	0.0902790	36.11
Energy Charge Summer Block 2	857 kwh	0.1172100	100.45
Renewable Energy Adjustment		-0.0006000	-0.08
Energy Balancing Account		0.0806000	11.01
Customer Efficiency Services		0.0384000	5.66
Usip Step Refund		-0.0072000	-1.06
Elec Vehicle Infrastructure		0.0030000	0.44
Home Electric Lifeline Program			0.16
Paperless Bill Credit			-0.50
Municipal Energy Sales/use Tax		0.0600000	9.48
Utah Sales Tax		0.0335000	5.29
Total New Charges			172.96

Historical Data - ITEM 7



Your Average Daily kwh Usage by Month

PERIOD ENDING	AUG 2023	AUG 2022
Avg. Daily Temp.	77	75
Total kwh	1257	1000
Avg. kwh per Day	42	33
Cost per Day	\$5.77	\$4.33

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See reverse

Write account number on check & mail to: Rocky Mtn Power, PO Box 26000, Portland, OR 97256-0001

RETAIN THIS PORTION FOR YOUR RECORDS.

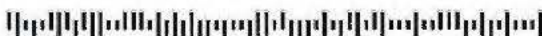
RETURN THIS PORTION WITH YOUR PAYMENT.

↑ INSERT THIS EDGE FIRST ↑

Change of Mailing Address or Phone?
Check here & provide information on back.



ROCKY MTN POWER
PO BOX 26000
PORTLAND OR 97256-0001



Account Number: [REDACTED]
Date Due: Sep 6, 2023

AMOUNT DUE: \$0.00

Please enter the amount enclosed.

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659

H [REDACTED]

BILLING DATE: Aug 14, 2023 ACCOUNT NUMBER: [REDACTED] DUE DATE: Sep 6, 2023 AMOUNT DUE: \$0.00

Wildfire safety & preparedness

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Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

ACCOUNT NUMBER: [REDACTED]

LAST FIRST M.I._____
NEW STREET ADDRESS_____
CITY_____
ST ZIP TELEPHONE NUMBER

This product contains
fiber from well-managed,
independently
certified forests.

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659



Questions: Call
1-888-221-7070
24 hours a day,
7 days a week
rockymountainpower.net



BILLING DATE: **Sep 13, 2023**
ACCOUNT NUMBER: [REDACTED]
DUE DATE: **Oct 5, 2023**
AMOUNT DUE: **\$104.48**



Your Balance With Us

Previous Account Balance	-19.39
Payments/Credits	0.00
New Charges	+123.87
Current Account Balance	\$104.48

Payments Received

No payments have been received since your last billing statement.

Note: You're helping the environment and yourself by participating in paperless billing - here's a \$0.50 credit.

Detailed Account Activity

ITEM 7 - ELECTRIC SERVICE

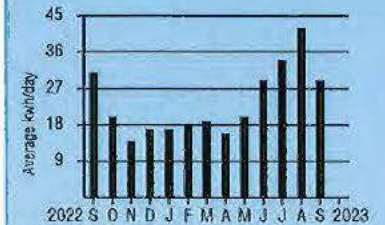
173 E Fiddlers Canyon Rd Unit 68 Cedar City UT
Residential Schedule 1

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
78384480	Aug 11, 2023	Sep 12, 2023	32	32758	33672	1.0	914 kwh

Next scheduled read date: 10-11. Date may vary due to scheduling or weather.

NEW CHARGES - 09/23	UNITS	COST PER UNIT	CHARGE
Basic Charge-1p (multi-family)			6.00
Energy Charge Summer Block 1	400 kwh	0.0902790	36.11
Energy Charge Summer Block 2	514 kwh	0.1172100	60.25
Renewable Energy Adjustment		-0.0006000	-0.06
Energy Balancing Account		0.0806000	7.77
Customer Efficiency Services		0.0384000	4.00
Usip Step Refund		-0.0072000	-0.75
Elec Vehicle Infrastructure		0.0030000	0.31
Horne Electric Lifeline Program			0.16
Paperless Bill Credit			-0.50
Municipal Energy Sales/use Tax		0.0600000	6.79
Utah Sales Tax		0.0335000	3.79
Total New Charges			123.87

Historical Data - ITEM 7



Your Average Daily kwh Usage by Month

PERIOD ENDING	SEP 2023	SEP 2022
Avg. Daily Temp.	69	72
Total kwh	914	985
Avg. kwh per Day	29	31
Cost per Day	\$3.87	\$4.00

Manage your account with ease

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Make a positive impact on the environment. Match all or part of your electricity usage with renewable energy. Visit RockyMountainPower.net/BlueSky or call 1-800-769-3717 to learn more.

Late Payment Charge for Utah
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See reverse ↻

Write account number on check & mail to: Rocky Mtn Power, PO Box 26000, Portland, OR 97256-0001

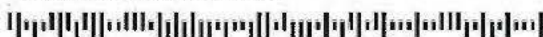
RETAIN THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

↑ INSERT THIS EDGE FIRST ↑



ROCKY MTN POWER
PO BOX 26000
PORTLAND OR 97256-0001



Change of Mailing Address or Phone?
Check here & provide information on back.

Account Number: [REDACTED]
Date Due: **Oct 5, 2023**

AMOUNT DUE: \$104.48

Please enter the amount enclosed.

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659

H [REDACTED]

BILLING DATE: **Sep 13, 2023** ACCOUNT NUMBER: [REDACTED] DUE DATE: **Oct 5, 2023** AMOUNT DUE: **\$104.40****Wildfire safety & preparedness**

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New Mailing Address or Phone?

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

ACCOUNT NUMBER: [REDACTED]

LAST _____ FIRST _____ M.I. _____

NEW STREET ADDRESS _____

CITY _____

ST _____ ZIP _____ TELEPHONE NUMBER _____

This product contains fiber from well-managed, independently certified forests.

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659



Questions: Call
1-888-221-7070
24 hours a day,
7 days a week
rockymountainpower.net

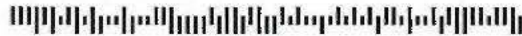


BILLING DATE: **Oct 12, 2023**

ACCOUNT NUMBER: [REDACTED]

DUE DATE: **Nov 3, 2023**

AMOUNT DUE: **\$181.54**



Your Balance With Us

Previous Account Balance	104.48
Payments/Credits	0.00
Past Due Amount	104.48
New Charges	+77.06
Current Account Balance	\$181.54

Payments Received

No payments have been received since your last billing statement.

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Detailed Account Activity

ITEM 7 - ELECTRIC SERVICE

173 E Fiddlers Canyon Rd Unit 68 Cedar City UT
Residential Schedule 1

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
78384480	Sep 12, 2023	Oct 11, 2023	29	33672	34274	1.0	602 kwh

Next scheduled read date: 11-09. Date may vary due to scheduling or weather.

NEW CHARGES - 10/23	UNITS	COST PER UNIT	CHARGE
Basic Charge-1p (multi-family)			6.00
Energy Charge Summer Block 1 for 18 day(s)	248 kwh	0.0902790	22.39
Energy Charge Summer Block 2 for 18 day(s)	126 kwh	0.1172100	14.77
Energy Charge Winter Block 1 for 11 day(s)	152 kwh	0.0798930	12.14
Energy Charge Winter Block 2 for 11 day(s)	76 kwh	0.1037250	7.88
Renewable Energy Adjustment		-0.0006000	-0.03
Energy Balancing Account		0.0806000	4.61
Customer Efficiency Services		0.0384000	2.37
Usip Step Refund		-0.0072000	-0.44
Elec Vehicle Infrastructure		0.0030000	0.19
Home Electric Lifeline Program			0.16
Paperless Bill Credit			-0.50
Municipal Energy Sales/use Tax		0.0600000	4.16

See reverse

Write account number on check & mail to: Rocky Mtn Power, PO Box 26000, Portland, OR 97256-0001

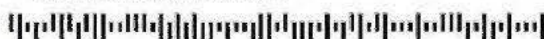
RETAIN THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

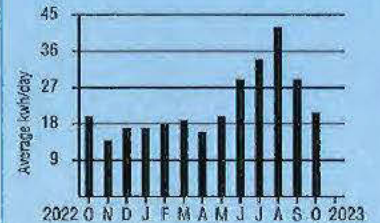
↑ INSERT THIS EDGE FIRST ↑



ROCKY MTN POWER
PO BOX 26000
PORTLAND OR 97256-0001



Historical Data - ITEM 7



Your Average Daily kwh Usage by Month

PERIOD ENDING	OCT 2023	OCT 2022
Avg. Daily Temp.	59	61
Total kwh	602	567
Avg. kwh per Day	21	20
Cost per Day	\$2.62	\$2.35

Manage your account with ease

Popular billing options include Auto Pay, Equal Pay and choice of due dates. You can even earn a credit each month when you sign up for paperless billing. See details and enroll at RockyMountainPower.net/BillOptions

Effective October 1, 2023, Iron County's sales tax increased by 0.25% due to approval of a county option transportation tax.

Late Payment Charge for Utah

A late payment charge of 1% may be charged on the delinquent balance per month.

Change of Mailing Address or Phone?
Check here & provide information on back.

Account Number: [REDACTED]

Date Due: **Nov 3, 2023**

AMOUNT DUE: **\$181.54**

Please enter the amount enclosed.

ANDREA REICH
173 E FIDDLERS CANYON RD UNIT 68
CEDAR CITY UT 84721-8659

BILLING DATE: Oct 12, 2023 ACCOUNT NUMBER: [REDACTED] DUE DATE: Nov 3, 2023 AMOUNT DUE: \$181.54

NEW CHARGES - 10/23 - CONTINUED	UNITS	COST PER UNIT	CHARGE
Utah Sales Tax		0.0335000	2.32
Late Payment Charge		0.0100000	1.04
Total New Charges			77.06

Wildfire safety & preparedness

Safety is a community effort that takes all of us working together. As we're taking steps to continue to mitigate wildfire risks by strengthening our system, pruning more trees and partnering with state and local agencies on emergency preparedness, it's also important for you to update your contact information and sign up for alerts with us.

Other ways to take action at home: Make a plan, create defensible space, and plan for medical needs. Consider a backup generator if your medical equipment requires electricity. Signing up for reverse notifications if an emergency happens is easy and free. Check your local emergency management or public safety website for more information on how to sign up.

Visit our wildfire safety resource center to access outage checklists, frequently asked questions and how you can prepare for a Public Safety Power Shutoff at RockyMountainPower.net/WildfireSafety.

Seguridad y preparación

La seguridad es un esfuerzo comunitario que nos hace trabajar juntos. A medida que estamos tomando pasos para seguir mitigando los riesgos de incendios forestales mediante el fortalecimiento de nuestro sistema, apodando mas arboles y colaborando con agencias estatales y locales en la preparación para emergencias, también es importante que actualice su información de contacto y se registre para recibir nuestras alertas.

Otras formas de tomar medidas en casa: Haga un plan, mantenga un espacio defendible, y planifique para necesidades médicas. Considere como respaldo un generador si su equipo médico requiere electricidad. Registrarse para recibir notificaciones inversas si ocurre una emergencia es fácil y gratuito.

Visite nuestro centro de recursos de seguridad contra incendios forestales para acceder a las listas de verificación de Interrupción, preguntas frecuentes, y como prepararse para un cierre de energía de seguridad pública en RockyMountainPower.net/Lista.

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as we receive your payment and you will not receive your check back from your financial institution. If you would like to opt out of this program and continue processing your payment as a check transaction, please call 1-800-895-0561. If you have opted out previously, please disregard this message.

New Mailing Address or Phone?

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

ACCOUNT NUMBER: [REDACTED]

LAST _____ FIRST _____ M.I. _____

NEW STREET ADDRESS _____

CITY _____

ST _____ ZIP _____ TELEPHONE NUMBER _____

This product contains fiber from well-managed, independently certified forests.