

Complaint Report

Complaint Number: C24-0113

Customer Information

Customer Name: Orlinski, Michael

Account Number:

Phone Number: 954-699-8517

Email Address:

Service Address: 152 E Midvillage Blvd. Building #3405
Sandy, UT 84070

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 5/3/2024

Date Resolved: 5/3/2024

Type of Call: Complaint

Complaint Type: Shut Off or Notice

Complaint Received By: Maria Martinez

Utility Company Analyst: James Ingram

Gone Formal: NO

Complaint Description:

Mr. Orlinski states that his power service was disconnected. When he called Rocky Mountain Power (RMP), he was told that in January, an individual called the company to change the name on the account which he just learned yesterday. He has always paid his bill directly but since the change, RMP sends the billing to his landlord and his landlord adds the charge to his rent and over charges him. The bill gets paid automatically from his debit card. He recently noticed the overcharges when he reviewed his bank statements. In addition, he had to pay a fee just to change the account's name back to his name. He has lived in the same address for the last 2+ plus years. He is upset that he never even received a call from RMP to verify whether the request was legitimate.

Complaint Response:

5-3-2024

Hello Marialie,

I contacted Mr. Orlinski and assisted him with his concerns. I have attached my email summary sent to him regarding the company's actions to correct his billing.

When the company receives a valid application for service, it is normally accepted. We do not require customers to provide proof regarding the right to occupy a service. In this instance, a couple that moved into Mr. Orlinski's complex provided his apartment number as their new residence. Unfortunately, that was incorrect information, and they re-contacted the company to have billing moved to the correct unit. Unfortunately, this did not result in Mr. Orlinski's account being re-activated, so the service did go into his landlord's account for a few months until we heard from Mr. Orlinski on May 2, 2024.

Upon receipt of Mr. Orlinski's complaint, all billing has been corrected, and the company applied a goodwill credit towards his account for the February, March and April billing periods when service had been out of his name. His normal billing will resume May 20, 2024. The company has offered to furnish letters to Mr. Orlinski's landlord regarding this matter at Mr. Orlinski's request.

Regards,

James Ingram
Rocky Mountain Power Customer Advocacy
Toll Free# 1-800-532-1626 ext. 7431

5-3-2024

Hello Mr. Orlinski,

As we discussed over the phone this afternoon, your electric account with Rocky Mountain Power was closed when another party applied for electric service at your residence in error.

On January 16, 2024, the company accepted an application for service at your residence, resulting in the closure of your electric account. Then the company was contacted by that party since the incorrect apartment number had been furnished to the company when they applied for service. That party contacted the company about the error and established an electric account for their correct apartment within your complex; however, your account was not re-activated at that time, leading to the activation of the landlord agreement in place for your service. Therefore, your landlord's account was billed for the electric service from January 16, 2024 to April 18, 2024.

You contacted the company on May 2, 2024, and the company corrected the billing at that time by re-established your account and crediting your landlord's account for all service charges related to your residence for the period when the landlord was billed in error. I have applied a goodwill credit to your account of \$70.71 so that you will owe nothing for the period when service was out of your name.

Regular billing of your account will resume with your May 2024 billing statement. Your statement should be available for online viewing on the morning of May 21, 2024, and a paper bill will be mailed to your residence.

Please let me know if you have any additional questions, or if you need further assistance regarding this matter. I would be happy to forward a letter to your landlord explaining this matter at your request.

Regards,

James Ingram
Rocky Mountain Power Customer Advocacy
Toll Free# 1-800-532-1626 ext. 7431