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January 29, 2025

Utah Public Service Commission  
160 East 300 South 4<sup>th</sup> Floor  
Salt Lake City, UT 84111

RE: Unresolved Issues with Rocky Mountain Power for Account No: [REDACTED]

Dear Utah Public Service Commission,

I am writing this letter to follow up on an informal complaint filed in December of 2024 regarding the above referenced account with Rocky Mountain Power (RMP) at the address listed above.

In 2023, Van Hall began researching solar panel systems to install at our home address. He talked with the Rocky Mountain Power representative that was reading solar panel meters of our neighbors. Van asked about putting the system on the garage that is detached from our home and was told that Rocky Mountain Power would aggregate the bills for the garage and the home meters along with the solar panel system.

In October 2023, we installed a 32 panel 400 w per panel solar system on the detached private garage on our property. All inspections were passed. We applied with Rocky Mountain power and received approval, and the system was connected to the grid with permission to operate on 12/8/2023.

As part of the application process, we did apply for aggregated billing. This was initially approved on 11/3/2023 after the garage was inspected and approve as a 'residence'. We were told that it would take up to two (2) billing cycles for the aggregate billing to show up on our statement.

After waiting two (2) months, we had to contact RMP to again request aggregate billing. We were blown off and told that there was nothing they could do for us. Van asked to speak with a supervisor. After their discussion, the supervisor said they would return the call shortly. Within 30 minutes, we received a return call that they (RMP representative) had taken care of it internally, and we would be billed in aggregate going forward.

When the next bill came and was not aggregated, I contacted RMP to discuss the issue. The record attached to the account referenced above shows that aggregated billing was approved for a second time on March 13, 2024 (losing four months of solar generated power after the initial "approval").

Since March of 2024, we have contacted RMP by way of telephone and email no less than five times. We have still not been credited for the power correctly nor have we received a detailed report regarding credits which we have requested more than once.

We installed a large enough solar system to generate power for the detached garage and the house. This system has been feeding power back into the grid since December 8, 2023, with seemingly no way for us to be reimbursed for all the power we have paid for that should have been covered by our solar system.

I have taken the time to gather all the data as reported on the Rocky Mountain Power website under our account and have put into spreadsheets the daily totals for kWhs delivered to our home, kWhs delivered to our garage, and kWhs delivered to the grid from our solar system through the end of 2024. The difference is approximately 2450 kWhs that we should have paid for.

By contrast, we have paid in excess of \$2500 for power that should have largely been covered by our aggregated power. This is unacceptable.

After multiple emails, there were some “credits” posted on our account in late October 2024, with no information or ability to understand what the credits were or how they were accounted, however, the credits added up to approximately \$1000 and we were not given the option of being credited or refunded.

Emails that were sent to RMP, and subsequently forwarded to “the right person to address the issue” within RMP have gone unanswered. We have requested a detailed report of the listed credits and get no response.

I have attached the following:

Excel Spreadsheet: Power use reports from Rocky Mountain Power with two (2) tabs at the bottom. The first tab shows the House Meter Readings, and the second tab shows the Garage Meter Readings, both are by day/by month

Excel Spreadsheet: Solar Generation Daily Report SEMS 2024. There are tabs at the bottom, beginning with a Cover showing each month’s total solar generation, and the following tabs show each month by day and the monthly total

Excel Spreadsheet: RMP To-From Calculations through end of 2024. This spreadsheet Shows the daily running totals for the solar power generated by the system on our garage; daily running totals from the Garage meter, both delivered to the Garage and received from the solar system; Daily running totals from the House meter delivered to the house; and calculations showing the aggregate difference. Additionally, there are the dates of bills and payments made by us to RMP, and credits as they appear in our account from RMP. The difference between credits issued and what we have paid is approximately \$1467.96.

Without very persistent follow-up on our part, we believe that we would still not be getting any credit for our generated power, and to date, have not been able to get a detailed report, or any communication whatsoever, regarding credits. Additionally, because our system was approved in December of 2023, and had already been approved to be aggregated as of 11/3/2023, there are still several months that our solar generated power has not been credited.

We appreciate your assistance with this issue and look forward to a resolution.

Thank you for your time.

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enc.: Power use reports from Rocky Mountain Power  
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