

# Complaint Report

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**Complaint Number:** C24 0390

## Customer Information

**Customer Name:** Hall , Van

**Account Number:** [REDACTED]

**Email Address:** van.hall@live.com

**Phone Number:** (801) 864-0779

**Cell Number:** 8015982683

**Service Address:** 2222 W Cove Canyon Cir  
Cedar City , UT 84720

## Complaint Information

**Company Name:** Rocky Mountain Power

**Date Received:** 12/17/2024

**Type of Call:** Complaint

**Complaint Received By:** Cynthia Dumas

**Gone Formal:** NO

**Date Resolved:** 12/18/2024

**Complaint Type:** Billing Problems

**Utility Company Analyst:** Risa Talo

**Complaint Description:**

The following was received via email and is copies as is:

From: dpu.utah.gov

Date: Sun, Dec 15, 2024 at 9:17 PM

Subject: dpu.utah.gov | Online Complaint Submission From Van Hall

To:

UTILITY CUSTOMER

Customer Name: Van Hall

If Business, Contact Person: Tonja Hall

Primary Phone: (801) 864-0779

Other Phone: 8015982683

E-mail Address: van.hall@live.com

Service Address:

2222 W Cove Canyon Cir Cedar City, UT 84720

Mailing Address:

2222 W Cove Canyon Cir Cedar City, UT 84720

INCIDENT DETAILS

Utility: Rocky Mountain Power

Account Number: [REDACTED]

Complaint Type: Billing Problems

Complaint:

Earlier in the year 2023, Van Hall talked to the Rocky Mountain Power representative that was reading the solar panel meters of our neighbors. Van asked about putting the system on the detached garage and was told that Rocky Mountain Power would aggregate the bills for the garage, the home and the solar panel system.

We purchased our system and did a self-installation which passed all inspections.

In October 2023, we installed a 32 panel 400 w per panel solar system on the detached private garage on our property.

We were subsequently notified that we had to apply with Rocky Mountain Power to have the power connected to the grid.

We did everything that was required by RMP and the system was approved and connected to the grid with permission to operate on 12/8/2023.

While filling out the paperwork for RMP, we applied for aggregate billing. The garage that the solar power system is mounted on is a private garage that is approximately 40 feet from our home. We do not use the garage for any kind of business. Additionally, the garage has a bathroom with a toilet and shower, and a kitchenette with a washer, dryer, fridge, water heater, sink, microwave, coffee maker, and hotplate.

The garage was approved as a residence on 11/3/2023 and we were told that aggregate billing would begin within two billing cycles. That should have been no later than January 3, 2024.

After waiting for two billing cycles, 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. My husband 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 had taken care of it, and we would be billed in aggregate going forward.

When the next bill came and was not aggregated, I contacted Rocky Mountain Power to discuss this issue. The record shows that this was approved for a second time on March 13, 2024 (we lost four months o

#### Suggested Resolution:

I want all billing from 11/3/2023 to be recalculated, aggregating our house, garage and solar panel output. I want to be reimbursed for all money I have paid that should have been covered by the output of our solar panel system. I want my home and garaged to be aggregated going forward.

**Complaint Response:**

From: Talo, Florisa (PacifiCorp)  
Date: Wed, Dec 18, 2024 at 12:55 PM.  
Subject: Rocky Mountain Power  
To: van.hall@live.com  
Cc: Cynthia Dumas , Customer Advocacy Team

Dear Mr. Hall,

We received your concerns from the Division of Public Utilities regarding your aggregation credits. I hope you find the following information beneficial.

I truly apologize for the delay in completing your aggregation request. There was miscommunication between our net metering group and our billing department, and your request for aggregation was not completed until October of 2024. This has been corrected moving forward and I have attached your billing statement from November of 2024 that shows the credit adjustments that were made to your March through October of 2024 bills. I have also attached your most recent bill for your records to confirm that the aggregation is being accounted for on your statements. I also confirmed that you have been receiving the correct credit for your overproduction since your net meter was originally installed in December of 2023 and those credits have been reflected on your bills since January of 2024.

To address your request to backdate the adjustments to November of 2023 – Our records show that on November 14, 2023, you requested to have your garage changed to a residential rate schedule. It was confirmed at that time that the garage was not fully converted to living quarters, therefore your request for the rate schedule change and aggregation was denied. On February 28, 2024, you contacted our agent to advise the company that the conversion was complete, and our field agent visited your location and confirmed this on March 12, 2024. The adjustments were only backdated to March 12, 2024, because that is when we confirmed your garage qualified for the residential rate schedule and aggregation.

Please feel free to contact me directly if you have any additional questions or concerns. My direct phone number is 801-955-2435 or you can respond directly to this email. I am available Monday through Friday from 8am to 5pm MST.

Regards,

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

VAN L HALL  
2222 W COVE CANYON CIR  
CEDAR CITY UT 84720-8230

FIRST-CLASS  
MAIL  
PRESORTED  
U.S. POSTAGE  
PAID  
PACIFICORP

Questions: Call  
**1-888-221-7070**  
24 hours a day,  
7 days a week  
[RockyMountainPower.net](http://RockyMountainPower.net)

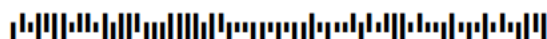


BILLING DATE: **Nov 6, 2024**

ACCOUNT NUMBER: [REDACTED]

**DUE DATE: Dec 3, 2024**

**AMOUNT DUE: \$0.00**



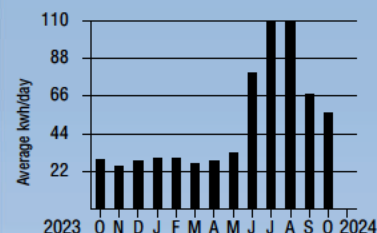
### Your Balance With Us

Previous Account Balance	355.15
Payments/Credits	-1,364.70
New Charges	+268.67
<b>Current Account Balance</b>	<b>-\$740.88</b>

### Payments Received

DATE	DESCRIPTION	AMOUNT
Oct 18, 2024	Payment Received - Thank You	355.15
Oct 23, 2024	EXPORTED ENERGY CREDITS MO 03 FROM METER 350396666	72.10
Oct 23, 2024	EXPORTED ENERGY CREDITS MO 04 FROM METER 350396666	75.11
Oct 23, 2024	EXPORTED ENERGY CREDITS MO 05 FROM METER 350396666	90.98
Oct 23, 2024	EXPORTED ENERGY CREDITS MO 06 FROM METER 350396666	229.55
Oct 23, 2024	EXPORTED ENERGY CREDITS MO 07 FROM METER 350396666	147.97
Oct 23, 2024	ENERGY CREDITS MO 08 FROM METER 350396666	134.09
Oct 23, 2024	EXPORTED ENERGY CREDITS MO 09 FROM METER 350396666	148.57
Nov 6, 2024	EXPORTED ENERGY CREDITS MO 10 - CREDIT BALANCE \$0.00	12.97
Nov 6, 2024	EXPORTED ENERGY CREDITS MO 10 FROM METER 350396666	98.21
<b>Total Payments</b>		<b>\$1,364.70</b>

### Historical Data - ITEM 6



### Your Average Daily kwh Usage by Month

PERIOD ENDING	OCT 2024	OCT 2023
Avg. Daily Temp.	62	57
Total kwh	1636	850
Avg. kwh per Day	56	29
Cost per Day	\$8.21	\$3.75

### Looking for other ways to pay?

Visit [RockyMountainPower.net/Pay](http://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.

### 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](http://RockyMountainPower.net/BillOptions)

**Note:** You're helping the environment and yourself by participating in paperless billing - here's a \$1.00 credit.

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



### 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: **35942376-002 4**

Date Due: **Dec 3, 2024**

**AMOUNT DUE: \$0.00**

### Bank Payment - Do Not Pay

Please enter the amount enclosed. \*

VAN L HALL  
2222 W COVE CANYON CIR  
CEDAR CITY UT 84720-8230

**Automatic Withdrawal for Total Amount Due to occur on the payment due date**



Questions about your bill: Call toll free 1-888-221-7070 RockyMountainPower.net

BILLING DATE: Nov 6, 2024 ACCOUNT NUMBER: [REDACTED] DUE DATE: Dec 3, 2024 AMOUNT DUE: \$0.00

Detailed Account Activity

ITEM 6 - ELECTRIC SERVICE 2222 W Cove Canyon Cir Cedar City UT  
Nb Res- Agg From Mtr 350396666 Schedule 137

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
66499167	Sep 24, 2024	Oct 23, 2024	29	73315	74951	1.0	1,636 kwh

Next scheduled read date: 11-22. Date may vary due to scheduling or weather.

NEW CHARGES - 10/24	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			10.00
Net Meter Aggregation Charge			2.00
Energy Charge Summer Block 1 for 6 day(s)	83 kwh	0.0902790	7.49
Energy Charge Summer Block 2 for 6 day(s)	255 kwh	0.1172100	29.89
Energy Charge Winter Block 1 for 23 day(s)	317 kwh	0.0798930	25.33
Energy Charge Winter Block 2 for 23 day(s)	981 kwh	0.1037250	101.75
Renewable Energy Adjustment		-0.0018000	-0.30
Energy Balancing Account		0.1988000	32.69
Customer Efficiency Services		0.0384000	7.56
Elec Vehicle Infrastructure		0.0030000	0.59
Home Electric Lifeline Program			0.16
Paperless Bill Credit			-0.50
Municipal Energy Sales/use Tax		0.0600000	12.99
Utah Sales Tax		0.0390000	8.44
Total New Charges			238.09

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.



Questions about your bill: Call toll free 1-888-221-7070 RockyMountainPower.net

BILLING DATE: Nov 6, 2024 ACCOUNT NUMBER: [REDACTED] DUE DATE: Dec 3, 2024 AMOUNT DUE: \$0.00

ITEM 10 - ELECTRIC SERVICE

2222 W Cove Canyon Cir Cedar City UT  
Net Billing-12.80 Kw Solar Schedule 137

METER NUMBER	SERVICE PERIOD From To	ELAPSED DAYS	METER READINGS Previous Current	METER MULTIPLIER	AMOUNT USED THIS MONTH
350396666	Sep 24, 2024 Oct 23, 2024	29	1860 2018	1.0	158 kwh
350396666	Sep 24, 2024 Oct 23, 2024	29	15595 17267	1.0	1,672 revkwh

Next scheduled read date: 11-22. Date may vary due to scheduling or weather.

NEW CHARGES - 10/24	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			10.00
Net Meter Aggregation Charge			2.00
Energy Charge Summer Block 1 for 6 day(s)	33 kwh	0.0902790	2.98
Energy Charge Winter Block 1 for 23 day(s)	125 kwh	0.0798930	9.99
Renewable Energy Adjustment		-0.0018000	-0.02
Energy Balancing Account		0.1988000	2.58
Customer Efficiency Services		0.0384000	0.60
Elec Vehicle Infrastructure		0.0030000	0.05
Home Electric Lifeline Program			0.16
Paperless Bill Credit			-0.50
Municipal Energy Sales/use Tax		0.0600000	1.66
Utah Sales Tax		0.0390000	1.08
Total New Charges			30.58

Wildfire safety & preparedness

Safety is a community effort that takes all of us working together. At Rocky Mountain Power, we're continuing to take steps to mitigate wildfire risks.

You can take action at home: Make a plan, create defensible space around your home, and plan for your family's needs in the event of an emergency. Consider a backup generator if you have medical equipment. Check your local emergency management or public safety website for more information on how to sign up for alerts. It's also important for you to update your contact information and sign up for alerts with us.

Visit our wildfire safety web page to prepare for wildfire season at RockyMountainPower.net/WildfireSafety.

Seguridad y preparación

La seguridad es un esfuerzo comunitario que requiere la colaboración de todos. En Rocky Mountain Power seguimos tomando medidas para mitigar el riesgo de incendios forestales.

Aquí hay unos pasos para prepararse: Cree un plan, identifique un espacio defendible alrededor de su casa y prevea las necesidades de su familia en caso de emergencia. Considere la posibilidad de instalar un generador de reserva si tiene equipos médicos. Consulte la página web local sobre emergencias o seguridad pública para obtener más información sobre cómo inscribirse para recibir alertas. También es importante que actualice sus datos de contacto y se inscriba para nuestras alertas.

Visite nuestra página web sobre seguridad contra incendios forestales para prepararse para la temporada de incendios forestales en RockyMountainPower.net/Listo.

Net Billing Program

Thank you for choosing to participate in the Net Billing Program.

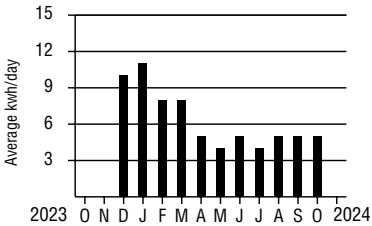
Your invoice is based on the total amount of Energy you receive from Rocky Mountain Power.

Energy that you send us from your generation facility (Exported Customer-Generated Energy) is measured by Rocky Mountain Power, and per Utah Public Service Commission approval, effective March 1, 2024, earns \$0.07715 per kilowatt-hour (kWh) from June 1 through September 30, and \$0.06372 per kWh from October 1 through May 31. These credit rates are evaluated and subject to annual adjustments to reflect the updated value of exported energy.

The value of this Exported Customer-Generated Energy will be applied against the Power and Energy Charges on your monthly bill. Unused credits expire at the end of the Annualized Billing Period.

For more information, please visit RockyMountainPower.net/Solar.

Historical Data - ITEM 10



Your Average Daily kwh Usage by Month

PERIOD ENDING	OCT 2024	OCT 2023
Avg. Daily Temp.	62	57
Total kwh	158	0
Avg. kwh per Day	5	0
Cost per Day	\$1.05	\$0.00



Questions about your bill: Call toll free **1-888-221-7070** [RockyMountainPower.net](http://RockyMountainPower.net)

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BILLING DATE: **Nov 6, 2024** ACCOUNT NUMBER: [REDACTED] DUE DATE: **Dec 3, 2024** 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.

Keep your contact information current so we can reach you. Login at [RockyMountainPower.net](http://RockyMountainPower.net), create an online profile with your email address and mobile number, or call us with your updates at 1-888-221-7070.



VAN L HALL  
2222 W COVE CANYON CIR  
CEDAR CITY UT 84720-8230



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



BILLING DATE: **Dec 5, 2024**

ACCOUNT NUMBER: **[REDACTED]**

DUE DATE: **Dec 30, 2024**

AMOUNT DUE: **\$0.00**



#### Your Balance With Us

Previous Account Balance	-740.88
Payments/Credits	-64.42
New Charges	+188.37
<b>Current Account Balance</b>	<b>-\$616.93</b>

#### Payments Received

DATE	DESCRIPTION	AMOUNT
Dec 5, 2024	EXPORTED ENERGY CREDITS MO 11 - CREDIT BALANCE \$0.00	18.69
Dec 5, 2024	AGGR EXPORT ENERGY CREDITS MO 11 FROM METER 350396666	45.73
<b>Total Payments</b>		<b>\$64.42</b>

**Note:** You're helping the environment and yourself by participating in paperless billing - here's a \$1.00 credit.

#### Detailed Account Activity

##### ITEM 6 - ELECTRIC SERVICE

2222 W Cove Canyon Cir Cedar City UT  
Nb Res- Agg From Mtr 350396666 Schedule 137

METER NUMBER	SERVICE PERIOD From To	ELAPSED DAYS	METER READINGS Previous Current	METER MULTIPLIER	AMOUNT USED THIS MONTH
66499167	Oct 23, 2024 Nov 22, 2024	30	74951 76008	1.0	1,057 kwh

Next scheduled read date: 12-26. Date may vary due to scheduling or weather.

NEW CHARGES - 11/24	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			10.00
Net Meter Aggregation Charge			2.00
Energy Charge Winter Block 1	400 kwh	0.0798930	31.96
Energy Charge Winter Block 2	657 kwh	0.1037250	68.15
Renewable Energy Adjustment		-0.0018000	-0.18
Energy Balancing Account		0.1988000	19.90
Customer Efficiency Services		0.0384000	4.60
Elec Vehicle Infrastructure		0.0030000	0.36
Home Electric Lifeline Program			0.16
Paperless Bill Credit			-0.50
Municipal Energy Sales/use Tax		0.0600000	8.18

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.



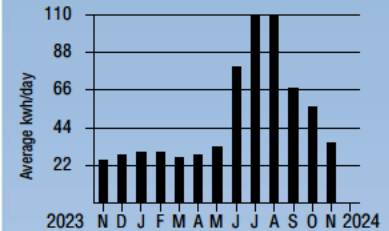
RETURN THIS PORTION WITH YOUR PAYMENT.



ROCKY MTN POWER  
PO BOX 26000  
PORTLAND OR 97256-0001



#### Historical Data - ITEM 6



#### Your Average Daily kwh Usage by Month

PERIOD ENDING	NOV 2024	NOV 2023
Avg. Daily Temp.	41	44
Total kwh	1057	833
Avg. kwh per Day	35	25
Cost per Day	\$5.00	\$3.08

From all of us at Rocky Mountain Power, we wish you a safe and happy holiday season.

#### 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: **35942376-002 4**

Date Due: **Dec 30, 2024**

AMOUNT DUE: **\$0.00**

#### Bank Payment - Do Not Pay

Please enter the amount enclosed. \*

VAN L HALL  
2222 W COVE CANYON CIR  
CEDAR CITY UT 84720-8230

**Automatic Withdrawal for Total Amount Due to occur on the payment due date**



Questions about your bill: Call toll free 1-888-221-7070 RockyMountainPower.net

BILLING DATE: Dec 5, 2024 ACCOUNT NUMBER: DUE DATE: Dec 30, 2024 AMOUNT DUE: \$0.00

NEW CHARGES - 11/24 - CONTINUED	UNITS	COST PER UNIT	CHARGE
Utah Sales Tax		0.0390000	5.32
Total New Charges			149.95

ITEM 10 - ELECTRIC SERVICE 2222 W Cove Canyon Cir Cedar City UT  
Net Billing-12.80 Kw Solar Schedule 137

METER NUMBER	SERVICE PERIOD From To	ELAPSED DAYS	METER READINGS Previous Current	METER MULTIPLIER	AMOUNT USED THIS MONTH
350396666	Oct 23, 2024 Nov 22, 2024	30	2018 2252	1.0	234 kwh
350396666	Oct 23, 2024 Nov 22, 2024	30	17267 18278	1.0	1,011 revkwh

Next scheduled read date: 12-26. Date may vary due to scheduling or weather.

NEW CHARGES - 11/24	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			10.00
Net Meter Aggregation Charge			2.00
Energy Charge Winter Block 1	234 kwh	0.0798930	18.69
Renewable Energy Adjustment		-0.0018000	-0.03
Energy Balancing Account		0.1988000	3.72
Customer Efficiency Services		0.0384000	0.86
Elec Vehicle Infrastructure		0.0030000	0.07
Home Electric Lifeline Program			0.16
Paperless Bill Credit			-0.50
Municipal Energy Sales/use Tax		0.0600000	2.09
Utah Sales Tax		0.0390000	1.36
Total New Charges			38.42

Net Billing Program

Thank you for choosing to participate in the Net Billing Program.

Your invoice is based on the total amount of Energy you receive from Rocky Mountain Power.

Energy that you send us from your generation facility (Exported Customer-Generated Energy) is measured by Rocky Mountain Power, and per Utah Public Service Commission approval, effective March 1, 2024, earns \$0.07715 per kilowatt-hour (kWh) from June 1 through September 30, and \$0.06372 per kWh from October 1 through May 31. These credit rates are evaluated and subject to annual adjustments to reflect the updated value of exported energy.

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ACCOUNT NUMBER:

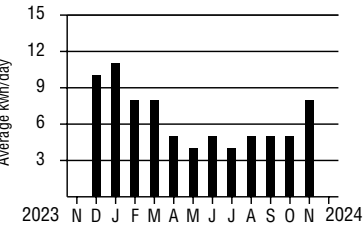
LAST FIRST M.I.

NEW STREET ADDRESS

CITY

ST ZIP TELEPHONE NUMBER

Historical Data - ITEM 10



Your Average Daily kwh Usage by Month

PERIOD ENDING	NOV 2024	NOV 2023
Avg. Daily Temp.	41	44
Total kwh	234	0
Avg. kwh per Day	8	0
Cost per Day	\$1.28	\$0.00

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

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BILLING DATE: **Dec 5, 2024** ACCOUNT NUMBER: XXXXXXXXXX DUE DATE: **Dec 30, 2024** AMOUNT DUE: **\$0.00**

For more information, please visit [RockyMountainPower.net/Solar](http://RockyMountainPower.net/Solar).

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**

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Keep your contact information current so we can reach you. Login at [RockyMountainPower.net](http://RockyMountainPower.net), create an online profile with your email address and mobile number, or call us with your updates at 1-888-221-7070.



Questions about your bill: Call toll free **1-888-221-7070** [RockyMountainPower.net](http://RockyMountainPower.net)

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BILLING DATE: **Dec 5, 2024**    ACCOUNT NUMBER: XXXXXXXXXX    DUE DATE: **Dec 30, 2024**    AMOUNT DUE: **\$0.00**

