

Van and Tonja Hall
2222 W Cove Canyon Cir
Cedar City, UT 84720
Van (801) 864-0779
Tonja (801)598-2683
van.hall@live.com
tonja.hall@live.com
Complainants

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

Formal Complaint of Van and Tonja Hall against Rocky Mountain Power	DOCKET NO. 25-035-07 COMPLAINANTS' ANSWER AND COUNTER MOTION TO COMPANY'S ANSWER AND MOTION TO DISMISS
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Van and Tonja Hall (“Complainants”), file this ANSWER AND COUNTER MOTION TO COMPANY’S ANSWER AND MOTION TO DISMISS, filed March 5, 2025, by Rocky Mountain Power (“Company”) and subsequently emailed to Complainants.

In the Company **Answer and Motion to Dismiss** (“Answer”), filed on March 5, 2025, the Company alleged and asserted statements that excluded certain information, dates, and communications from Company to Complainants. Complainants answer as follows.

BACKGROUND AND ANSWER TO COMPANY’S ANSWER

1. In ¶¶ 2, 3, 4, and 5, of Answer, Company states the circumstances regarding Complainants’ Request for Aggregated billing. Company stated that Complainants did not qualify for Aggregated billing because the garage “could not be moved to Schedule 1 because it did not qualify as a residence”.

1 Answer In communications from Company, information from PowerClerk (the online Solar Application Management Tool that Company used), or in the

PowerClerk portal, there is no evidence that a physical inspection of the garage was scheduled or made prior to the initial Rejection of Complainants' application for aggregation on or about November 14, 2023. (Exhibit 1- PDF Copy of PowerClerk portal App-79091, pg. 3 of 4)

2. In ¶ 6, of Answer, Company states that Company did not begin aggregating Complainants' bill "at this time" because the Company does not aggregate billing until both meters are set to the same schedule.

2 Answer Complainants' requested aggregate billing which was logged in PowerClerk on or about November 3, 2023. PowerClerk does not show any additional application for aggregate billing, however, the log shows on November 3, 2023, Aggregate Form from Applicant, with "Approved" in the same line item. (Exhibit 1 PDF Copy of PowerClerk portal App-79091, pg. 3 of 4)

3. In ¶¶ 7, and 8, of Answer, the Company states that on or around February 28, 2024, Complainants submitted a new application to the Company, requesting aggregate billing, explaining adjustments had been made to the garage to qualify as a residence. And that on or around March 12, 2024, Company did a site visit to Complaints' garage and confirmed it qualified as a residence and qualified for aggregate billing as of March 12, 2024.

3 Answer The **Complaint Report, Complaint Number: C24 0390**, pg. 4 of 4, ¶3 states "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.” (Exhibit 2, Complaint Report, Complaint Number: C24 0390, pg. 4)

The Company has not provided any evidence or documentation proving that any kind of physical inspection regarding the garage qualifying as living quarters was scheduled or had taken place prior to March 12, 2024.

On information and belief, Complainants assert that when the only document posted in PowerClerk titled **Customer Generation Meter Aggregation Form** was initially processed, (Exhibit 1) Company acted under assumption that, because the previous owners of the Complainants’ property, who initially constructed the detached garage, qualified this structure under a different rate schedule, that the garage would not qualify for Schedule 1 rates.

At the time of Complainants’ application for aggregate billing, on or about November 3, 2023, (Exhibit 1) the garage already had an enclosed room that included a toilet, shower stall, sink, refrigerator, washer and dryer, hot water, heat, and cooking plate, as well as two (2) wood-burning stoves and gas heat in the remainder of the building.

Complainants assert that the Company did not complete a site visit to conclude that the detached garage was, indeed, qualified as a residence for more than four (4) months after the initial request. Additionally asserted is that there was not a second (new) application requesting aggregate billing, but rather several telephone calls over a period of several days from Complainants to Company, trying to get to the correct person to discuss and request a physical site visit. These requests by Complainants, over telephone

conversations made to Company, were denied several times before speaking with a person who was willing to schedule a physical site visit and approve the Schedule billing change. Complainants' have requested documentation and other information from Company to corroborate this assertion.

4. In ¶¶ 12, 15 and 16 of the Answer, the Company admits that it did not aggregate the Complainants' bill within 30 days of March 12, 2024, and asserts a response was sent to Complainants on December 18, 2024, with an explanation regarding untimely billing corrections. Company states "Once the Company was made aware of its error, it recalculated the Complainants bills and posted \$1,009.55 in credits to Complainants' account in October of 2024 to account for proper compensation to Complainants beginning March 12, 2024, through October of 2024". Company states that on or about December 18, 2024, the Company responded to Complainants, apologized for the delay in aggregating Complainants' bill and explained how the Company mistakenly did not aggregate Complainants' bill until October of 2024, as opposed to the two billing cycles previously stated to Complainants.

4 Answer Complainants have done an exhaustive search in all email accounts and have no record of this communication before requesting a copy of this document (March 17, 2025) and receiving an emailed copy (March 18, 2025). Complainants assert that if we had received this communication at the stated time, we may not have filed a Formal Complaint. However, Complainants contend that several telephone and email requests were made prior to the Informal Complaint that went unanswered. (Exhibit 3 – Email communications between Complainants and the Company)

5. In ¶ 9 of the Answer, the Company states that Complainants contacted Company in September of 2024, stating their bill did not reflect the meter aggregation.

5 Answer Complainants' assert that there were at least 4 phone calls and 2 emails to Company prior to "September of 2024" (Exhibit 3) in an attempt to work with the Company in correcting the billing issues. Furthermore, Complainants had asked for a contact in the billing department that Complainants could communicate directly with. Complainants' state further, that during this time, they were denied contact information with anyone in Company billing, and there were no communications from Company billing to Complainants.

6. In ¶ 10 of the Answer, the Company states that Complainants' bills were recalculated and credits of \$1009.55 were posted to Complainants' November 6, 2024 statement...which are calculated in accordance with the rates on Schedule 137.

6 Answer After multiple attempts by Complainants to obtain detailed information regarding the Net Billing and how the customer-generated power had been applied to Complainants' aggregated service, this information was finally provided to Complainants on or about March 5, 2025, only after the Company had filed the Answer with the Commission.

Complainants assert that, according to Rocky Mountain Power Electric Service Schedule No. 137, State Of Utah, Net Billing Service P.S.C.U. No 51, ("RMP Sch 137") (Exhibit 4, page 2) states that Exported Customer-Generated Energy means the **amount of customer-generated Energy in excess of the customer's on-site consumption** that is exported to the grid".

Additionally, on page 5, of RMP Sch 137, ¶ 11 states “Upon the customer-generator’s request and within thirty (30) days’ notice to the Company, the Company shall aggregate for billing purposes the meter to which the net metering facility is physically attached (“designated meter”) with one or more meters (“additional meter”) “ .

Complainants allege that the Company did not act in good faith Pursuant to Utah Code Ann. §54 -15-102 (10-12), in calculating the net electricity consumed before applying the customer-generated net electricity.

On information and belief, according to the Billing Explanation - Billing Under Schedule 137 with Aggregation (Halls) (“Bill Explanation”) (Exhibit 5) provided to Complainants, Company calculated the consumption against the consumer-produced kWh at the garage meter, then converted the excess production to a dollar amount (less than the kWh rate that the Company charges consumers), then, applied that dollar amount to the second meter.

On information and belief, Complainants' contend that the correct manner of Net Billing and aggregated meters would be to combine the total kWhs used by the customer through the aggregated meters, then apply the kWhs generated by the customer to the kWhs used, at a kWh to kWh ratio, then convert the remaining kWhs to a dollar credit (at the Company’s computed lesser rate) on the customers next bill.

Complainants maintain that the Company’s billing, as represented in the Bill Explanation spreadsheet, provided to Complainants on or about March 5, 2025 was computed incorrectly in favor of the Company.

COMPLAINANTS' COUNTER-MOTION

7. Complainants respectfully request the Commission to deny the Company's **Motion to Dismiss** due to the discrepancies listed above regarding the Company's stated assertions, and the conflicting information asserted by Complainants.

8. Complainants respectfully request the Commission to order the Company to remedy the incorrect application of aggregating the kWhs delivered to Complainants' residence and Net Billing of Complainants accordingly.

9. Complainants respectfully request the Commission to assess compensatory damage in favor of Complainants, as the Company has caused undue stress to Complainants during a time when one of Complainants has been dealing with debilitating health issues. Complainants have spent in excess of 100 hours gathering data, compiling data into reports, calling and emailing the Company and got no response until finally filing a complaint. Additionally, Complainants are not represented by Counsel and the stress of having to navigate a case that, due to the Company's lack of compliance, Complainants should not have had to file, has been difficult at best.

10. Complainants request the Commission to order the Company to conduct an internal audit regarding the "unfortunate miscommunication within the Company between the net billing group and the billing department", and report the findings and resolution.

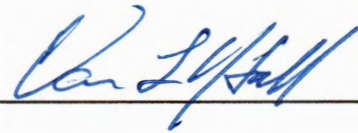
CONCLUSION

11. For the foregoing reasons, Complainants' respectfully request the Commission to deny Company's **Motion to Dismiss**.

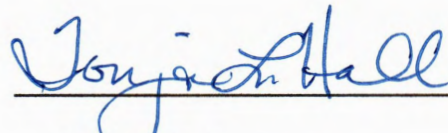
Complainants hereby certify that the statements contained herein are true and correct to the best of our knowledge and understanding.

Dated this 20th day of March, 2025

Complainants



Van L Hall



Tonja L Hall

CERTIFICATE OF SERVICE

Docket No. 25-035-07

I hereby certify that on March 5, 2025, a true and correct copy of the foregoing was served by electronic mail to the following:

Utah Office of Consumer Services

Michele Beck <mailto:mbeck@utah.gov>
ocs@utah.gov

Division of Public Utilities

dpudatarequest@utah.gov

Assistant Attorney General

Patricia Schmid pschmid@agutah.gov
Robert Moore rmoore@agutah.gov
Patrick Grecu pgrecu@agutah.gov

Rocky Mountain Power

Data Request Response datarequest@pacificorp.com
Center
Jana Saba jana.saba@pacificorp.com
utahdockets@pacificorp.com
Max Backlund max.backlund@pacificorp.com
Katherine Smith katherine.smith@pacificorp.com

Van Hall van.hall@live.com
Tonja Hall tonja.hall@live.com

EXHIBITS COVERSHEET

- Exhibit 1. PDF Copy of PowerCleark portal App-79091
- Exhibit 2. Complaint Report, Complaint Number: C24 0390
- Exhibit 3. Email communications between Complainants and the Company
- Exhibit 4. Rocky Mountain Power Electric Service Schedule No. 137, State Of Utah, Net Billing Service P.S.C.U. No 51
- Exhibit 5. Billing Under Schedule 137 with Aggregation (Halls) ("Bill Explanation")

Exhibit 1. PDF Copy of PowerClearn portal App-79091

View/Edit: APP-79091



▼ Current Status

Status marked as **Complete** on 12/14/2023 at 10:24 PM

Project Owner: **Van Hall (Applicant)**

Created on 11/3/2023 at 1:01 PM (500 days ago)

Last Updated on 12/14/2023 at 10:24 PM (458 days ago)

▼ Project Summary

Customer First & Last Name Van Hall	Generation Site Address 2222 W Cove Canyon Cir Separate Garage Cedar City UT 84720	Customer Company None	Customer Email van.hall@live.com
PV System Specification Nameplate Rating 12.8	Generator Output (kW DC) - non PV None	Battery Manufacturer and Model	Battery System Size (kW) 0
Description of Service This is a new generation system at an existing site.	Account Fees will be Charged To 35942376-008 1	Application Fee + Taxes 65.76	Wattsmart Battery Program Selection None
Work Request Number 7157329	Site Identification Number 757902874 002	Date Net Meter Set 12/5/2023	Net Meter Number 350396666

▼ Current Forms

Form Name		▲▼ Form Status	▲▼
Complete	Begin	New Form Became available on 12/14/2023 at 10:24 PM	
Sensor Information for the Wattsmart Battery Program	Begin	New Form Became available on 12/14/2023 at 10:24 PM	

▼ Previously Submitted Forms

Form Name		▲▼ Form Status	▲▼
RMP - AHJ Inspection & Signatures Needed ①	View	Submitted Last submitted on 12/4/2023 at 1:26 PM	

Form Name	Form Status	
Rocky Mountain Power Customer Generation Application	View	Submitted Last submitted on 11/3/2023 at 5:03 PM
RMP - Cancellation Form	View	Opened previously

[Access Grants For This Project ?](#)

No project grants have been granted for project: APP-79091

Grantee Email Address:



Read Only

☐ Read/Write

Add Grant

[Attachments](#)

Upload Timestamp	Description	Filename	Note	Status
12/4/2023 1:07:39 PM	Utah Level 1 Net Billing Contract - Schedule 137	Utah Level 1 Net Billing Contract - Schedule 137APP-79091.pdf	View	
11/21/2023 10:01:39 AM	Photo of Labeling on AC Disconnect	Hall Solar Paralell Meter 2.pdf	View	Approved
11/21/2023 10:00:57 AM	Photo of Labeling on Meter Base	Hall Solar Paralell Meter 2.pdf	View	Approved
11/21/2023 9:54:34 AM	AHJ Inspection	Hall Solar - Cedar City Solar Permit 2023.pdf	View	Approved
11/3/2023 5:02:50 PM	MMD Authorization Form	RMP Meter Mounted Device Work Order Auth-executed.pdf	View	This isn't needed as they don't have one installed on their meter base. Rejected
11/3/2023 4:40:13 PM	Aggregation Form from Applicant	Meter Agregate Form-executed.pdf	View	Garage has been verified as being a residence. Approved
11/3/2023 4:08:43 PM	Director Placard	ShopExteriorSetup.pdf	View	
11/3/2023 3:05:36 PM	Site Plan Drawing	Hall Solar-ArchitecturalPlanPgs.pdf	View	
11/3/2023 2:54:46 PM	One Line Drawing - Required	IMO SI16-PEL64R-2 Enclosed DC Disconnect Switch Schematic and Design.pdf	View	
11/3/2023 1:49:42 PM	Photo of Meter	Elec Panel on Shop-al.pdf	View	

▼ Communications Sent to van.hall@live.com

Date	▲▼ Status ▲▼	Subject	▲▼
3/12/2024 10:07:38 AM	Received	Application APP-79091 has approval to aggregate their meters	View
12/14/2023 10:24:18 PM	Received	Project APP-79091 complete	View
12/8/2023 6:39:10 AM	Received	Project APP-79091: Meter installed, permission to operate	View
12/4/2023 2:07:49 PM	Received	Project APP-79091 will be scheduled for a new meter installation	View
12/4/2023 1:26:27 PM	Received	Project APP-79091: AHJ Inspection Received	View
12/4/2023 8:37:26 AM	Received	Project APP-79091: System Design Approved, Inspection and Signature Needed	View
11/17/2023 1:49:51 AM	Received	Net metering application APP-79091 in engineering review	View
11/14/2023 5:50:53 AM	Received	Project number: APP-79091 is ready for payment	View
11/14/2023 5:43:03 AM	Received	Application APP-79091 has been denied to aggregate their meters	View
11/3/2023 5:03:19 PM	Received	Project number: APP-79091 has been assigned to your customer generation application	View
11/3/2023 5:03:17 PM	Received	Project number: APP-79091 has been assigned to your customer generation application	View

▼ Deadlines

No data available.

▼ eSignature Statuses

Date	▲▼ Documents	▲▼ Signatories	▲▼ Status ▲▼
12/4/2023 1:07:34 PM	Utah Level 1 Net Billing Contract - Schedule 137APP-79091.pdf	Customer, Contractor Van Hall (van.hall@live.com) Completed PacifiCorp Representative Jessica Patton (customergensignatures@pacificorp.com) Completed	Completed

Exhibit 2. Complaint Report, Complaint Number: C24 0390

Complaint Report

Complaint Number: C24 0390

Customer Information

Customer Name: Hall , Van

Account Number: [REDACTED]

Phone Number: (801) 864-0779

Email Address: van.hall@live.com

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



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
Current Account Balance	-\$740.88

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
Total Payments		\$1,364.70

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.

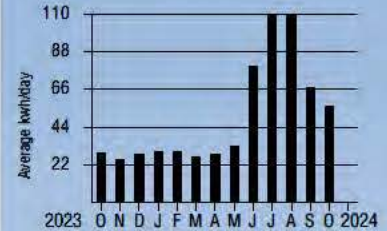
↑ INSERT THIS
EDGE FIRST ↑



ROCKY MTN POWER
PO BOX 26000
PORTLAND OR 97256-0001



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 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

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.

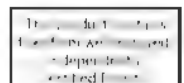
ACCOUNT NUMBER: [REDACTED]

LAST FIRST M.I.

NEW STREET ADDRESS

CITY

ST ZIP TELEPHONE NUMBER





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.

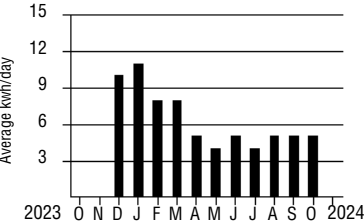
Your invoice is based on the total amount of Energy you receive from Rocky Mountain Power.

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

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

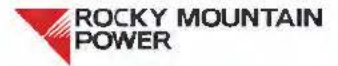
When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be 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, 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
Current Account Balance	-\$616.93

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
Total Payments		\$64.42

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.

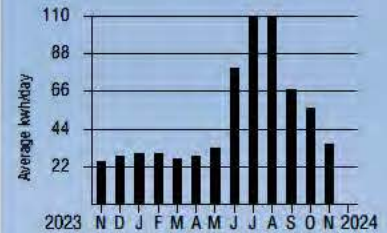
RETURN THIS PORTION WITH YOUR PAYMENT.



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: [REDACTED] 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 SERVICE2222 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.

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.

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.

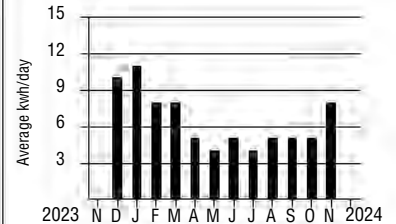
NEW STREET ADDRESS

CITY

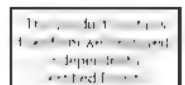
ST

ZIP

TELEPHONE NUMBER

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



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.

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

Keep your contact information current so we can reach you. Login at 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

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



Exhibit 3. Email communications between
Complainants and the Company

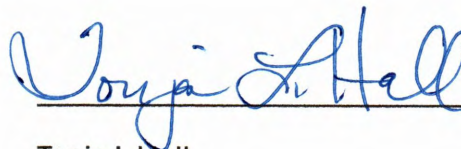
Emails RE Hall Electric Billing Issues

I, Tonja L Hall, do hereby certify that the following are true and correct copies of email correspondance between Van/Tonja Hall and Pacificorp regarding billing issues after having requested, and subsequently been approved, for aggregate or Net Billing as pertaining to the Solar Power generation from our residence garage.

In order to make the reading of the emails and the dates appear in chronological order, I did copy the contents of each email and paste it into the compliation, by date order. I formated the Sent Date with **Heading 5** to make the document searchable. I also grayed out some of the original markings placed by email programs due to the difficulty in reading the content of the email.

The content of the Header information, content of the email body and signatures have not been altered.

Dated this 20th day of March, 2025



Tonja L Hall

From: Tonja Hall <tonja.hall@live.com>

Sent:

Tuesday, June 25, 2024 1:42 PM

To: Davis, Mary (PacifiCorp) <mary.davis@PacifiCorp.com>

Cc: Van hall <van.hall@live.com>

Subject: Requesting Help

Hi Mary,

I hope that you are doing well.

You have been working with my husband, Van Hall, and I over the past several months in getting our

Solar System approved, etc.

More than 2 months ago, my husband was told that we would have our detached garage (which is where the solar panels are mounted) and our home aggregated into a single monthly bill.

Our bill is still at well over \$100 per month and it does not appear to be aggregated.

Can you please help us understand what is going on?

The address is: 2222 W Cove Canyon Cir. , Cedar City, UT 84720

Additionally, where online can I find the daily report showing how much electricity we are generating into the system? I found it once but have been unable to find it again.
I appreciate any help you can provide.

Thank you,

Tonja Hall

(801) 598-2683

tonja.hall@live.com

and

Van Hall

(801) 864-0779

Van.hall@live.com

Choose the life you want to live!

From: Davis, Mary (PacifiCorp)

To: [Tonja Hall](#)

Cc: [Van hall](#)

Subject: RE: Requesting Help

Date:

Wednesday, June 26, 2024 1:04:39 PM

Attachments: [image001.png](#)

Hello Tanya and Van,

Aggregation is only a billing process where the over production from your solar is used to offset your non-solar meter. In UT a garage and a home can't aggregated because they are on different rate schedules.

Your meters may be listed on the same bill but that is not aggregation.

What you are describing is having only one meter at your site with both the house and the garage tied into one meter. You would need an electrician to do that.

To see your daily solar production, that would be an app from the inverter manufacturer. Did you ask the inverter manufacturer if they had that? You may be able to look online to find out if they have an app for that.

If Van was going to combine the meters himself he should get a request made for an estimator to come and meet with him to see is there is anything he needs to be aware of before he starts.

Thank you,

Mary Davis | Customer Generation | Senior Administrative Services Coordinator

| PacifiCorp | Pacific Power | Rocky Mountain Power |

825 NE Multnomah, Suite 300 | Portland, OR 97232 |

O: 503-813-6663 | C: 503-333-8023 | mary.davis@PacifiCorp.com | netmetering@PacifiCorp.com

| customergeneration@pacificorp.com

5 AM – 2 PM Monday - Friday

From: [Tonja Hall](#)

To: [Davis, Mary \(PacifiCorp\)](#)

Cc: [Van hall](#)

Subject: Still being billed
Date:

Monday, September 23, 2024 2:28:38 PM

Attachments: [image.png](#)

Hi Mary,

I'm writing to check with you, following up on a conversation we had over the phone more than two months ago.

We have been working on getting the solar that was installed on our detached garage to cover the bill for our garage and home.

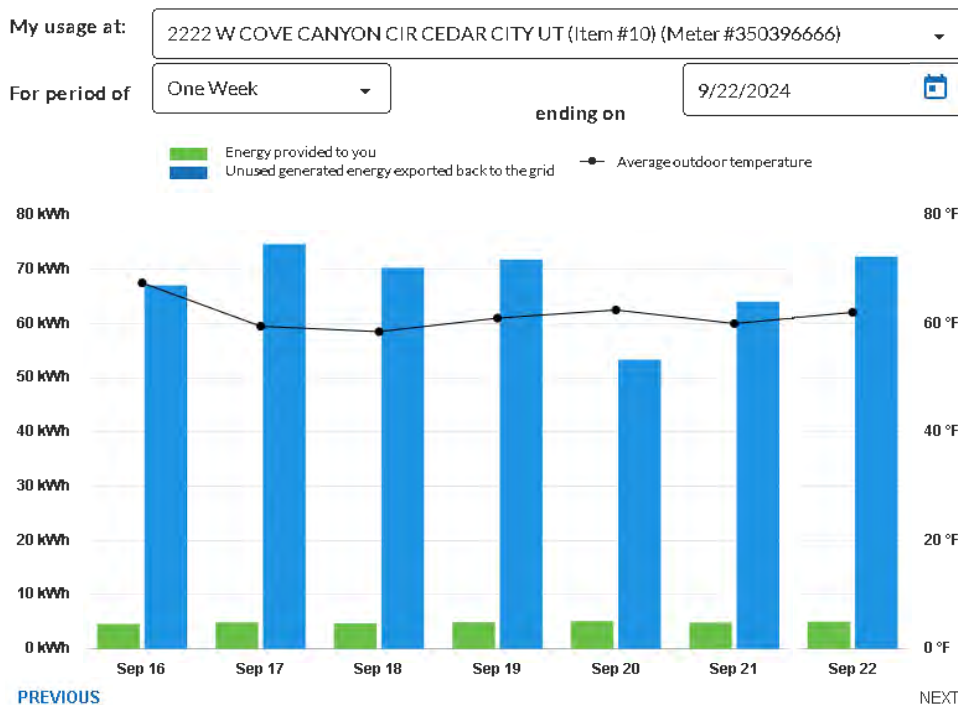
We have had someone come out to confirm that our garage is used for personal use only. We have had several discussions with various people who have told us that we should be able to have the electricity used in both the home and the detached garage covered by our solar.

We just paid our third bill in excess of \$350.00 and the last two were over \$500.00!

When we last spoke with you, you sent a request to another person to go through and correct the billing for the previous several months (since the date our solar was "online") which was in the last quarter of last year.

As you can see by the chart below, we are consistently overproducing huge amounts of power that should be compensating for the use of the house.

This has got to get corrected. I'm ready to go to the State of Utah Public Utilities Commission. This has been ongoing for more than 10 months and must get resolved.



Please advise as to how and when this is going to be corrected.

Thank you,
Tonja Hall

(801) 598-2683

tonja.hall@live.com

Choose the life you want to live!

From: Tonja Hall <tonja.hall@live.com>

Sent:

Monday, September 23, 2024 6:45 PM

To: Davis, Mary (PacifiCorp) <mary.davis@PacifiCorp.com>

Cc: Van hall <van.hall@live.com>

Subject: Follow Up on Phone Conversation of 9-23-24 App# 79091

Hi Mary,

Thank you for the return call today, and for helping me to get the billing for our electric service corrected.

The Application Reference is: 79091

Account Number: 35942376-002 4

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

As a follow up to our phone conversation today:

The detached garage was approved as an additional living quarter in mid-March 2024, and we have been waiting since this time for the over-production of our solar power installed on the garage to be

applied to the billing of the house at the same address.

Today, while you and I were on the phone, you sent a second email request to have the billing corrected retroactively beginning the date in March that this was approved.

As of today's date, we have not been contacted, or received any communication regarding this billing correction request from any other person or department in PacifiCorp or Rocky Mountain Power.

I am putting it in my calendar to contact you again on or about Oct 7, 2024 to inquire about an update on the billing corrections.

Thank you again for your help and time in resolving this issue for my husband and myself.

Best

Tonja Hall

(801) 598-2683

tonja.hall@live.com

Choose the life you want to live!

From: Tonja Hall <tonja.hall@live.com>

Sent:

Wednesday, October 9, 2024 11:51 AM

To: Davis, Mary (PacifiCorp) <mary.davis@PacifiCorp.com>

Cc: Van hall <van.hall@live.com>

Subject: [INTERNET] Re: Follow Up on Phone Conversation of 9-23-24 App# 79091

THIS MESSAGE IS FROM AN EXTERNAL SENDER.

Look closely at the **SENDER** address. Do not open **ATTACHMENTS** unless expected. Check for **INDICATORS** of phishing. Hover over **LINKS** before clicking. Learn to spot a phishing message

Hi Mary,

I'm checking on the status of our billing correction. When looking at our account online, there is an upcoming bill of over \$300 posted.

Please let me know where we are in getting this corrected.

Thank you,

Tonja Hall

(801) 598-2683

tonja.hall@live.com

Choose the life you want to live!

From: Davis, Mary (PacifiCorp) <mary.davis@PacifiCorp.com>

Sent:

Friday, October 11, 2024 7:01 AM

To: Tonja Hall <tonja.hall@live.com>

Cc: Van hall <van.hall@live.com>

Subject: RE: [INTERNET] Re: Follow Up on Phone Conversation of 9-23-24 App# 79091

Hi,

I have sent this over to the billing group. Hopefully they get hold of you soon.

Thank you,

Mary Davis | Customer Generation | Senior Administrative Services Coordinator

| PacifiCorp | Pacific Power | Rocky Mountain Power |

825 NE Multnomah, Suite 300 | Portland, OR 97232 |

O: 503-813-6663 | C: 503-688-8399 | mary.davis@PacifiCorp.com | netmetering@PacifiCorp.com

| customergeneration@pacificorp.com

5 AM – 2 PM Monday - Friday

From: Tonja Hall <tonja.hall@live.com>

Sent:

Tuesday, October 22, 2024 9:20 AM

To: Davis, Mary (PacifiCorp) <mary.davis@PacifiCorp.com>

Cc: Van hall <van.hall@live.com>

Subject: [INTERNET] Re: Application# 79091 Follow Up on Phone Conversation of 9-23-24 and email of 10/11/2024

Importance: High

THIS MESSAGE IS FROM AN EXTERNAL SENDER.

Look closely at the **SENDER** address. Do not open **ATTACHMENTS** unless expected. Check for **INDICATORS** of phishing. Hover over **LINKS** before clicking. Learn to spot a phishing message

Hi Mary,

We have still not heard from the billing group. To date, we have paid \$2152.19 for power that most, if not all, should have been covered by our solar. This is not tenable.

How can we get this escalated in order to get it resolved?

We are in the 9th month of paying for electricity that should have been covered by the solar that we installed.

We have another billing cycle ending any day, which will put us close to \$2500.00 paid out and into the 10th month. Please let me know what additional steps can be taken with Rocky Mountain Power.

I don't want to have to go to the Utilities Commission for the state, however, I feel that we are being pushed into a corner.

Please advise,

Thank you,

Tonja

Tonja Hall

(801) 598-2683

tonja.hall@live.com

Choose the life you want to live!

From: Davis, Mary (PacifiCorp) <mary.davis@PacifiCorp.com>

Sent:

Thursday, October 24, 2024 11:12 AM

To: Tonja Hall <tonja.hall@live.com>

Cc: Van hall <van.hall@live.com>

Subject: RE: [INTERNET] Re: Application# 79091 Follow Up on Phone Conversation of 9-23-24 and email of 10/11/2024

Hello,

I just heard back from billing.

"Their month 10 statement should be available on Monday or Tuesday next week."

Here are the credit details which will be listed at the top of their next statement (along with the month 10 credits for BOTH meters):

Month Back Credit

Mar \$ 72.10

Apr \$ 75.11

May \$ 90.98

Jun \$ 229.55

July \$ 147.97

Aug \$ 134.09

Sept \$ 148.57

\$ 898.37

New

Bank **\$ 0.00**

Thank you,

Mary Davis | Customer Generation | Senior Administrative Services Coordinator

| PacifiCorp | Pacific Power | Rocky Mountain Power |

825 NE Multnomah, Suite 300 | Portland, OR 97232 |

O: 503-813-6663 | C: 503-688-8399 | mary.davis@PacifiCorp.com | netmetering@PacifiCorp.com

| customergeneration@pacificorp.com

5 AM – 2 PM Monday – Friday

From: Tonja Hall <tonja.hall@live.com>

Sent:

Monday, November 18, 2024 10:02 AM

To: Davis, Mary (PacifiCorp) <mary.davis@PacifiCorp.com>

Cc: Van hall <van.hall@live.com>

Subject: Re: [INTERNET] Re: Application# 79091 Follow Up on Phone Conversation of 9-23-24 and email of 10/11/2024

Hi Mary,

I have attached a spreadsheet with all of the information available on the Rocky Mountain Power site regarding our account. This includes kWh delivered to our house, kWh delivered to our garage, and, kWh received from our solar.

According to the billing information provided to us, we were given random "credits" with no other information. This is not acceptable. I expected a detailed report.

Additionally, we are in the 11th month of dealing with this issue and STILL we are not seeing any aggregation of our electric bill.

According to my calculations, we should have paid somewhere in the neighborhood of \$150 - \$200 for the power received - after aggregation - not the in excess of \$2500 we have paid to this point.

I need to hear from whomever in the billing department that can get this rectified by Wednesday of this week about the detailed information and how there is still a discrepancy of over \$1600.

Additionally, we want this money refunded - not credited.

I will be filing a complaint with the Utah Department of Public Utilities Thursday morning if this is not resolved by then.

I want to thank you for all of your help with this situation and I understand that so much of this is out of your control. I really do appreciate your time and attention to trying to help us get this resolved.

Please forward this email to whomever within Rocky Mountain Power with the ability to resolve this issue.

Thank you,

Tonja

Tonja Hall

(801) 598-2683

tonja.hall@live.com

Choose the life you want to live!

END OF DOCUMENT

Exhibit 4. Rocky Mountain Power Electric Service
Schedule No. 137, State Of Utah,
Net Billing Service P.S.C.U. No 51

ROCKY MOUNTAIN POWER
ELECTRIC SERVICE SCHEDULE NO. 137

STATE OF UTAH

Net Billing Service

AVAILABILITY: At any point on the Company's interconnected system.

APPLICATION: To a customer that owns or leases a customer-operated renewable generating facility or, an eligible customer that purchases electricity from an independent energy producer operating a renewable generating facility, with a capacity of not more than twenty-five (25) kilowatts for a residential facility or two (2) megawatts for a non-residential facility that is located on, or adjacent to, the customers' premises, is interconnected and operates in parallel with the Company's existing distribution facilities, is intended primarily to offset part or all of the customer's own electrical requirements, is controlled by an inverter capable of enabling safe and efficient synchronous coupling with Rocky Mountain Power's electrical system, and has executed an Interconnection Agreement for Net Billing Service with the Company.

DEFINITIONS:

An Inverter means a device that converts direct current power into alternating current power that is compatible with power generated by the Company.

Annualized Billing Period for all customers except Customers taking service under Electric Service Schedule 10 means the period commencing after the regularly scheduled meter reading for the month of March or in the case of new Schedule 137 service customers, the date that the customer first takes service on Schedule 137 and ending on the regularly scheduled meter reading for the month of March. The Annualized Billing Period for Schedule 10 Customers shall commence after the regularly scheduled meter reading for the month of October, or for new Schedule 10 Customers beginning service on Schedule 137, the date that the customer first takes service on Schedule 137 and ending on the regularly scheduled meter reading for the month of October.

(continued)

Issued by authority of Report and Order of the Public Service Commission of Utah in Docket No. 20-035-04

FILED: January 13, 2021

EFFECTIVE: January 1, 2021

DEFINITIONS: (continued)

Installed Capacity is the nameplate capacity measured in watt direct current (DC).

Residential Customer means any customer that receives electric service under Electric Service Schedules 1, 2, 2E or 3.

Non-Residential Customer means any customer that does not receive electric service under Electric Service Schedules 1, 2, 2E or 3.

Renewable Generating Facility means a facility that uses energy derived from one of the following:

- a) solar photovoltaics;
- b) solar thermal energy;
- c) wind energy;
- d) hydrogen;
- e) organic waste;
- f) hydroelectric energy;
- g) waste gas and waste heat capture or recovery;
- h) biomass and biomass byproducts, except for the combustion of wood that has been treated with chemical preservatives such as creosote, pentachlorophenol, chromated copper arsenate, or municipal waste in a solid form;
- i) forest or rangeland woody debris from harvesting or thinning conducted to improve forest or rangeland ecological health and to reduce wildfire risk;
- j) agricultural residues;
- k) dedicated energy crops;
- l) landfill gas or biogas produced from organic matter, wastewater, anaerobic digesters, or municipal solid waste;
- m) geothermal energy; or
- n) batteries.

Exported Customer-Generated Energy means the amount of customer-generated Energy in excess of the customer's on-site consumption that is exported to the grid.

(continued)

Issued by authority of Report and Order of the Public Service Commission of Utah in Docket No. 20-035-04

FILED: January 13, 2021

EFFECTIVE: January 1, 2021

MONTHLY BILL: Energy charges for electricity consumption shall be computed in accordance with a Customer's applicable standard service tariff. Credits for Exported Customer-Generated Energy, if any, shall be computed at the following rates. Regardless of whether the Customer exports net generation during the month, the Customer shall be billed the minimum monthly amount from the applicable standard service tariff. All other charges shall be calculated in accordance with the Customer's applicable standard service tariff.

Exported Customer-Generated Energy Credit Rates:

Billing Months – June through September inclusive

5.704¢ per kWh for all exported kWh

Billing Months – October through May inclusive

4.199¢ per kWh for all exported kWh

SPECIAL CONDITIONS:

1. Applications for service under this schedule will be subject to the following fees, in addition to any other applicable charges in Public Service Commission Rule R746-312-13:
 - a) Interconnection review request (non-refundable):
 - Level 1 - \$60 per application
 - Level 2 - \$75 per application plus \$1.50 per kilowatt of installed capacity
 - Level 3 - \$150 per application plus \$3.00 per kilowatt of installed capacity
2. Energy Charges in the applicable standard service tariff shall be computed from the total purchased Energy for the billing period.
3. The credit value in dollars computed for the Exported Customer-Generated Energy will be applied against the Power and Energy Charges on the Customer's monthly bill. Excess credits will carry-over to the next monthly bill during the Annualized Billing Period.
4. All unused credits accumulated by the customer-generator shall expire with the regularly scheduled meter reading at the conclusion of the Annualized Billing Period.
5. The customer-generator shall provide at the customer's expense all equipment necessary to meet applicable local and national standards regarding electrical and fire safety, power quality, and interconnection requirements established by the National Electrical Code, the Institute of Electrical and Electronics Engineers, and Underwriters Laboratories.

(continued)

Issued by authority of Report and Order of the Public Service Commission of Utah in Docket No. 25-035-T01

FILED: January 27, 2025

EFFECTIVE: March 1, 2025

SPECIAL CONDITIONS: (continued)

6. For customer-generator generation systems of 10 kilowatts or less that are inverter-based, a disconnect switch is not required. For all other generation systems, the customer-generator must install and maintain a manual disconnect switch that will disconnect the generating facility from the Company's distribution system. The disconnect switch must be a lockable, load-break switch that plainly indicates whether it is in the open or closed position. Except as provided in R746-312-4(2) (a) (ii), the disconnect switch must be readily accessible to the Company at all times and located within ten (10) feet of the Company's meter.
7. The Customer shall be responsible for the design, installation, operation and maintenance of the customer generation system and ensure that the customer generation system is in compliance with applicable codes. The Company shall not be held directly or indirectly liable for permitting or continuing to permit an interconnection of a customer-generation facility, or for an act or omission of a customer-generator in this program for loss, injury, or death to any third party. A Customer participating under this Schedule shall hold harmless and indemnify Rocky Mountain Power for all loss to third parties resulting from the operation of the Customer Generation Facility.
8. The Company may test and inspect an interconnection at times that the electrical corporation considers necessary to ensure the safety of electrical workers and to preserve the integrity of the electric power grid.
9. Unless otherwise agreed to by a separate contract, the owner of the renewable energy facility retains ownership of the non-energy attributes associated with electricity the facility generates.
10. A Customer participating under this Schedule may be randomly selected for installation of one or more profile meters, which may include a meter to measure production from a customer generation system. If randomly selected, a Customer must allow the Company to install load research meters at a mutually convenient location. Installation of profile meters will not impact customer bills.

(continued)

Issued by authority of Report and Order of the Public Service Commission of Utah in Docket No. 20-035-04

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SPECIAL CONDITIONS: (continued)

11. Upon the customer-generator's request and within thirty (30) days' notice to the Company, the Company shall aggregate for billing purposes the meter to which the net metering facility is physically attached ("designated meter") with one or more meters ("additional meter") if the following conditions are met:
- (a) the additional meter is located on or adjacent to premises of the customer-generator;
 - (b) the additional meter is used to measure only electricity used for the customer-generator's requirements;
 - (c) the designated meter and additional meter are subject to the same rate schedule; and
 - (d) the designated meter and the additional meter are served by the same primary feeder.

At the time of notice to the Company, the customer-generator must identify the designated meter at which Exported Customer-Generator Energy will be measured and netted, and the specific aggregated meters and a rank order for the aggregated meters to which the computed export credit is to be applied. The Customer may change the designated meter and ranking once in a 12-month period. Aggregation services for billing purposes will be subject to the following fees:

- (e) two to five aggregated meters - \$2.00 per meter per month
- (f) six or more aggregated meters - \$25.00 per month flat fee

ELECTRIC SERVICE REGULATIONS: Service under this Schedule will be in accordance with the terms of the Electric Service Agreement between the Customer and the Company. The Electric Service Regulations of the Company on file with and approved by the Public Service Commission of the State of Utah, including future applicable amendments, will be considered as forming a part of and incorporated in said Agreement.

Exhibit 5. Billing Under Schedule 137 with Aggregation (Halls)
("Bill Explanation")

Billing Explanation - Billing Under Schedule 137 with Aggregation (Halls)

Source/ Calculation	A = per meter	B = A * applicable Energy Charge Rate per Schedule 1/23	C = per meter	D = C * Export Credit Rate Sch. 137	E = Banked Credit (J) + Current Month Credit (D) offsets energy charge (B)	F = D - E	G = per meter	H = G * applicable Energy Charge Rate per Sch 1	I = Banked Credit (J) + Remaining Credit (G) offsets energy charge (H)	J = Export Credits Remaining	K = B + E + H + I
Bill Month	Total kWh Used From RMP For Garage Meter	Total Energy Charge from RMP for Garage Meter	Excess kWh Generated	Dollar Value of Export Credits	Credit Applied to Garage Energy Charge	Export Credit Remaining After Garage (for potential offset for House)	Total kWh Used From RMP For House Meter	Total Energy Charge from RMP for House Meter	Credit Applied to House Energy Charge	Export Credit Banked	Total Energy Charges Amount After Credits Applied
12 2023	229	\$23.73	393	\$18.65	\$18.65	\$0.00	833	\$76.87			\$81.95
01 2024	317	\$32.86	330	\$15.66	\$15.66	\$0.00	900	\$83.82			\$101.02
2 2024	252	\$26.12	1036	\$49.16	\$26.12	\$23.04	932	\$87.14		\$23.04	\$87.14
3 2024	229	\$18.30	1441	\$89.38	\$18.30	\$71.08	787	\$72.10	\$72.10		\$0.00
4 2024	134	\$10.71	1938	\$123.49	\$10.71	\$112.78	816	\$75.11	\$75.11	\$37.67	\$0.00
5 2024	113	\$9.03	1997	\$127.25	\$9.03	\$118.22	969	\$90.98	\$90.98	\$64.91	\$0.00
6 2024	149	\$13.06	2367	\$174.66	\$13.06	\$161.60	2570	\$282.21	\$226.51		\$55.70
7 2024	135	\$12.19	2076	\$160.16	\$12.19	\$147.97	3416	\$389.62	\$147.97		\$241.65
8 2024	147	\$13.27	1910	\$147.36	\$13.27	\$134.09	3164	\$360.08	\$134.09		\$225.99
9 2024	155	\$13.99	2107	\$162.56	\$13.99	\$148.57	2148	\$240.99	\$148.57		\$92.42
10 2024	158	\$12.97	1672	\$111.19	\$12.97	\$98.22	1636	\$164.46	\$98.22		\$66.24
11 2024	234	\$18.69	1011	\$64.42	\$18.69	\$45.73	1057	\$100.11	\$45.73		\$54.38
12 2024	286	\$22.85	870	\$55.44	\$22.85	\$32.59	1421	\$137.86	\$32.59		\$105.27
01 2025	358	\$28.60	649	\$41.35	\$28.60	\$12.75	1364	\$131.95	\$12.75		\$119.20

Export Credits for December 2023 through February 2024 had Complainant been on aggregation.

Credits for aggregation applied to Copmplainants November 2024 bill.