

## **FORMAL COMPLAINT FORM PUBLIC SERVICE COMMISSION**

**Heber M. Wells State Office  
Building 160 East 300 South,  
Fourth Floor  
P.O. Box 4558  
Salt Lake City, Utah 84114**

Complaints are public documents and are maintained on the Public Service Commission website. Further information on formal complaints is available at: <https://psc.utah.gov/complaint-process/>

1.

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2. The utility being complained against is: **Rocky Mountain Power**

3. **What did the utility do which you (the Complainant) think is illegal, unjust, or improper? Include exact dates, times, locations and persons involved, as closely as you can.**

### **Late February 2025**

I put in a phone call for high power bill after I received a bill for \$219 for one person. A Rocky Mountain Power tech showed up unannounced banging on my door, ringing my doorbell as if the police. I work nights. He woke me up. I ran around the house to see who it was, and it was a Rocky Mountain Power tech. I apparently scared the tech; he continued to do his work and increased my bill for March to \$274. Since I reported Rocky Mountain Power and was especially on task (turned off lights, unplug microwave, turn off heat, stop flushing toilets, take shorter showers, and STILL my bill increased!). This seemed like a retaliatory amount the next month (utility bill for one person \$274). I paid the \$219. Rocky Mountain Power (Berkshire-Hathaway) customer service falsified and accused me of preventing their technician from getting to the meter. The tech was at the meter for at least 15 minutes before leaving. The meter is in the driveway. Anyone could walk up to it.

**February 27, 2025**, Rocky Mountain Power-Tanner showed up to double check the meter due to high power bill. I checked the numbers; the numbers matched the meter. For a moment, the Rocky Mountain Power techs shut off the electricity to my meter. That day my next-door neighbor from 359 S 450 W Cedar City, Utah was on her cell phone pacing back and forth in front of my house screaming at her boyfriend that he needed to fix the electric. That is when I first suspected my neighbors were wiring into the transformer that feeds 5 different residential locations and potentially tapping into my electricity.

On **February 28, 2025**, another tech came out to witness on the transformer there are a total of 5 wires connected, one that is feeding back to my meter. The wire runs to my rooftop and is twisted around my wire, and then runs back to my neighbor's yard, wiring back to my meter making my bill go higher. It was not certain how much higher. The wires are very DIY, different colors that Rocky Mountain Power and loosely wired. I have never seen any Rocky Mountain Power tech use an electrical white wire to double wire and let it hang loosely. There are sheds/tiny houses rented by college students with pink wires. It looked very suspicious. I was told to call Rocky Mountain Power and schedule someone to come out.

On **March 3, 2025, at 8:00 a.m.** I reached Rocky Mountain Power Supervisor - Cindy. She laughed at me on the phone saying if anyone tried to wire into my electric that they would be electrocuted. She was very rude. I gave her a low rating after the call. She said she would have Greg come out or she would call me back. Greg never came out, never called me. Cindy never called me either. I was completely blown off by Rocky Mountain Power (Berkshire-Hathaway) customer service.

On **March 5, 2025**, I got an email from Rocky Mountain Power in their own words:

***We have inspected the service wire attachment to your home and found no tampering or interference. There is no indication that any of your neighbors are tapped into your electric service. At this time, Rocky Mountain Power is confident that you have been billed correctly for your electric usage.***

***Their techs removed the questionable electrical cable TV wire that ran over the transformer from my house to the neighbor's house, and then to my meter. My meter had a lock that appeared to be picked and screws and washers laying there as if someone had broken into it. After they removed the unknown cable from the transformer, they also switched out my regular meter for a smart meter. They claimed nothing was wrong, no theft, and told me to pay my bill or they would disconnect my service.***

On **March 19, 2025**, there was a re-check of the initial Rocky Mountain Power meter, and it showed at 100.17% and another 100.11%, (11% + 17% if Rocky Mountain Power failed to get approval from the state of Utah to charge 30% they will rig the meters and take it anyway, they rigged mine 28%). How do you pay more 100% of your own power bill? You're being robbed. I called on March 19<sup>th</sup> the supervisor lied and denied my claim, of course. I asked to be transferred to a different supervisor, Brock, who tried to put me on a payment plan so Rocky Mountain Power could charge me MORE money. I spoke to supervisor, John, who refused to listen to my claim and continued with the narrative that the bill was legitimate and pay up. I told them it is their fault their meters over charged, it's their fault the tanks are rusted, loose wires are hanging like a fire hazard, and transformers are low hanging anyone could steal power, he refused to acknowledge it and refused to help me with my bill.

Another person called in from Oregon Rocky Mountain Power as a follow up, and he continued with the mind control narrative repeating himself (trying to brainwash me) into paying my illegitimate bill. He refused to offer help. I told him not to waste my time and hung up on him. Clearly Rocky Mountain Power does not care about their customers; therefore, I have no other option than to seek accountability for Rocky Mountain Power's aim strategy to keep Utah locked into high-cost, polluting fossil fuels. For their poor business practice, Rocky Mountain Power needs to be banned from the state of Utah.

#### **4. Why do you (the Complainant) think these activities are illegal, unjust or improper?**

I was billed for utilities that I did not use. I never lived on the site November 2025 and was billed for November. Rocky Mountain Power could not get an extra 30% approved from the state of Utah, so they took it anyway using a faulty meter to charge me over 130% on my bill. They have used faulty transformers and faulty out of date meters and unknown/unmarked electrical wires as a method to collect. They have left tanks rusted, lines broken and hanging, they have made it easy for neighbors to steal electricity. My meter readings are well over 100%. How do you charge someone more than 100% of their electric bill? Theft. They have lied and denied every part of my claim and have failed to work with me in person and over the phone. I have been lied to by their technicians and lied to by their billing specialists over the phone. I have been lied to by their supervisors, and even lied to by them out of state predatory utility vendors from Oregon Rocky Mountain Power have contacted me with no resolution. They have stolen hundreds of dollars from myself, and other Utahns. Rocky Mountain Power has a monopoly on the state of Utah, and they are thieves.

- Rocky Mountain Power has me listed as a multi-family. I am the only person that lives on site, and they are charging me as a multi-family. **Basic Charge-1p (multi-family) for 8 day(s)** (Wrongful charge) **\$274 for one person in one month!!!**
- Charged twice
  - Energy Charge Winter Block 1**
  - Energy Charge Winter Block 2** (Service double billed)
- **Renewable Energy Adjustment** (Service not provided)
- **Energy Balancing Account** (Service not provided)
- **Customer Efficiency Services** (Service not provided)
- **Elec Vehicle Infrastructure** (I don't own an electric vehicle. Service not provided)
- **H E L P Credit** (Service not provided)
- **Municipal Energy Sales/use Tax** (Overbilled and overtaxed)
- **Utah Sales Tax** (Overbilled and overtaxed)

#### **5. What relief does the Complainant request?**

Due to the meter/transformer being faulty, the billing and technicians mishandling my account, I want my entire bill from December 2024 – May 2025 refunded free of charge and a substantial inconvenience credit added to my account.

I want Rocky Mountain Power to refund the State of Utah the \$2 million in taxes that they illegally claimed and paid back with interest.

For their illegal operations, I want Rocky Mountain Power banned from the State of Utah, and only in state Utah based businesses run by Utahns that reside in state broken down into several different companies (no monopoly) to run utilities in Utah.

I want Berkshire-Hathaway and any Warren Buffet out of state predatory business banned from Utah for their blatant monopoly and theft.

Due to extreme weather changes that are *natural* to Utah, only Utah based business owners that reside in the great State of Utah will be able to provide utilities. Warren Buffet of Berkshire-Hathaway brags about his wealth as Utah families suffer in the cold this winter. I request that Rocky Mountain Power and any other Berkshire-Hathaway business be punished for improper business practice in the great State of Utah, and Berkshire-Hathaway be given a substantial fine of \$165 billion (everything Warren Buffet is worth), banned, and dismantled.

6. Signature of Complainant



Date: NOTE: Submit complaint by email or U.S. mail. (<https://psc.utah.gov/psc-filing-requirements/>)