

Complaint Report

Complaint Number: C25 0041

Customer Information

Customer Name: Cantrell , Melissa A

Account Number:

Phone Number: 4357041701

Email Address: melissa.cantrell@hotmail.com

Service 367 S 450 W

Address: Cedar City, UT 84720

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 2/19/2025

Type of Call: Complaint

Complaint Received By: Cynthia Dumas

Gone Formal: NO

Date Resolved: 2/28/2025

Complaint Type: Additional Charges

Utility Company Analyst: James Ingram

Complaint Description:

From: dpu.utah.gov
Date: Wed, Feb 19, 2025 at 10:56 AM
Subject: dpu.utah.gov | Online Complaint Submission From Melissa A Cantrell
To:

UTILITY CUSTOMER

Customer Name: Melissa A Cantrell
If Business, Contact Person: Melissa A Cantrell
Primary Phone: 4357041701
Other Phone:
E-mail Address: melissa_cantrell@hotmail.com
Service Address:
367 S 450 W Cedar City, UT 84720
Mailing Address:

INCIDENT DETAILS

Utility: Rocky Mountain Power
Account Number: [REDACTED]
Complaint Type: Additional Charges

Complaint:

Rocky Mountain Power bill because they are using faulty meters to up my bill x3. I moved into the house on December 10, 2024 with the lease, but did not actually move in until after the end of December post Dec. 26. They were charging me for November – December 2024, a time when I did not rent the residence, and wanted me to pay the back pay. When they found their error, they gave me a \$10 credit. I am not going to pay a bill for a time when I did not live on the site. This is theft and extortion.

Rocky Mountain Power has SERIOUS meter issues. My bill at my old place 900 sq ft apartment was \$35. My new place is a house that is 750 sq ft is \$103 (more than 3x the bill with less space) within 5 miles of each other. The old apartment leaked air and only cost \$35. The house I moved to is brick with solid wood walls, highly insulated from cold weather, and cost me 3x the money. Also it has not snowed in Southern Utah. There were NO weather issues. Plain and simple Rocky Mountain Power is a monopoly, greedy crooks. I want a serious back credit on my bill. Rocky Mountain Power, that has been outsourced to a predatory utility company out of state Wyoming, They want to up the rates 15% (August 2024) and then up the rates again! Another 15% (coming soon). People in Utah CANNOT afford it. There is no rhyme or reason to how they are billing. You live in an apartment and you pay \$35. You live in a house where you pay \$107. That's not reading a meter. That is selective billing.

Rhe meter reader called me back past 8 p.m. 2/18/24 and said that if I did not like my bill now, my next month's bill the meter reader called me back past 8 p.m. 2/18/24 and

said that if I did not like my bill now, my next month's bill would be even higher and quoted me that my bill would be \$348.40 (Please review the call with Rocky Mountain Power he said this over the phone). This is retaliatory. For me filing a complaint, they are upping my bill..

Suggested Resolution:

Break the Rocky Mountain Power monopoly. Out of state predatory utility company from Wyoming should not be dictating Utah power bills. The only power company that should be in the state of Utah should be run by Utahns.

Complaint Response:

From: Ingram, James (PacifiCorp)

Date: Fri, Feb 28, 2025 at 10:42 AM

Subject: RE: [INTERNET] Informal Complaint ~ Cantrell , Melissa A

To: Cynthia Dumas

Hello Cynthia,

Ms. Cantrell did call our customer service line, and a meter technician was dispatched to her home and tested the meter. Per her instructions, he did not knock on the door, and he left a door hanger with the test results. Her meter tested at 100.02% with full load and 99.95% with light load, indicating a weighted average of 99.99% accuracy, which is well within acceptable accuracy standards.

Ms. Cantrell has now indicated that she believes her neighbor has somehow connected to her service. The company is investigating this claim; however, the company can assert that the meter at her residence is accurately measuring the electric usage onsite.

Regards,

James Ingram

Rocky Mountain Power Customer Advocacy

Toll Free# 1-800-532-1626 ext. 7431

Additional Info:

From: Cynthia Dumas
Date: Mon, Feb 24, 2025 at 9:19 AM
Subject: Re: [INTERNET] Informal Complaint ~ Cantrell , Melissa A
To: Ingram, James (PacifiCorp)

Good Morning James,

I hope you are doing well. Sorry to hear the difficulty you are having with Ms. Cantell. Let me know if there's anything I can do to help.

Thank you,
Cynthia Dumas

On Thu, Feb 20, 2025 at 5:34 PM Ingram, James (PacifiCorp) wrote:
Hello Cynthia,

I called Ms. Cantell, but upon identifying myself over the phone she hung up and return calls have gone to voicemail. She does not appear willing to communicate with the company.

Rocky Mountain Power would be happy to test her meter to ensure accuracy of her billing, but we do need her cooperation to do so.

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

From: Cynthia Dumas
Sent: Thursday, February 20, 2025 3:53 PM
To: Ingram, James (PacifiCorp)
Subject: Re: [INTERNET] Informal Complaint ~ Cantrell , Melissa A

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 James,

Thank you for the update and filling me in on what happened. I will contact Ms. Cantell in regards to scheduling her meter test with RMP.

FYI - I will be out of the office tomorrow as it is my day off. I will be back on Monday.

Have a great weekend.

Cynthia Dumas

On Thu, Feb 20, 2025 at 4:47 PM Ingram, James (PacifiCorp) wrote:

Hello Cynthia,

Because Ms. Cantrell has concerns regarding the electric usage billed to her, the company dispatched a meter technician to her home to test her meter.

Ms. Cantrell refused the meter test, and she also indicated to the employee that she did not want to reschedule a time to have her meter tested. The company was attempting to address her concerns regarding her complaint, as she stated in her complaint that, "they are using faulty meters... and Rocky Mountain Power has SERIOUS meter issues." indicating that she had concerns regarding the accuracy of the company's meter. The company attempted to check in with Ms. Cantrell to inform her that we were there to test her meter, but she turned the employee away and refused the test.

The company would be happy to schedule a time with Ms. Cantrell to test her meter. Without a meter test, there is no way for the company to validate the accuracy of the meter at her home. It is unclear how the company can address Ms. Cantrell's concerns regarding meter accuracy if she refuses to allow the company to perform a meter test.

Regards,

James Ingram

Rocky Mountain Power Customer Advocacy

Toll Free# 1-800-532-1626 ext. 7431

From: Cynthia Dumas

Sent: Thursday, February 20, 2025 3:39 PM

To: Ingram, James (PacifiCorp)

Subject: Re: [INTERNET] Informal Complaint ~ Cantrell , Melissa A

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 James,

I hope you are doing well. I had an interesting call with Ms. Cantrell regarding a RMP

representative showing up to her house unannounced and without her approval. Is there any way you could check on this for me, and give Ms. Cantrell a call?

Looking forward to hearing from you.

Cynthia Dumas

From: melissa cantrell

Date: Mon, Mar 3, 2025 at 7:31 PM

Subject: Re: Informal Complaint

To: Cynthia Dumas

Hello Cynthia,

I emailed James, and have not heard back. I had a Rocky Mountain Power technician come out to check the wiring. He believes that the neighbors at 359 S 450 W Cedar City, Utah 84720 were committing utility theft. Supervisor-Alexa at Rocky Mountain Power then told me to call the Cedar City Police Department. Dispatch at Cedar City Police Department said that they did not handle utility theft and had not seen a case of it in over 10 years, and then referred me back to Rocky Mountain Power again. Rocky Mountain Power supervisor Cindy today 3/3/25 around 8:00 a.m. I told her what was going on, and she said she would either send a tech named Greg to check it out or she would call me herself. No one called. No one stopped by.

From either 2/27/25 Thursday or Friday 2/28/25 a tech stopped by and said it could be my neighbors stealing my electricity.

I went online and saw multiple complaints about Rocky Mountain Power jacking power bills. It must be the whole state that is having utility theft - that or the REAL utility thieves are Rocky Mountain Power themselves. They refused to call me. They won't send techs. I try to reach out to them. James has not reached back. Cindy never reached back, and the tech Greg never called me. This is more suspicious.

I am leaving what the Rocky Mountain technician left on my front door as an explanation. Will you please add this to the docket?

Melissa

From: dpu.utah.gov

Date: Wed, Mar 5, 2025 at 9:07 AM

Subject: dpu.utah.gov | Online Complaint Submission From Melissa Cantrell

To:

UTILITY CUSTOMER

Customer Name: Melissa Cantrell

If Business, Contact Person: Melissa Cantrell

Primary Phone: 4357041701

Other Phone:

E-mail Address: melissa_cantrell@hotmail.com

Service Address:

367 S 450 W Cedar City, UT 84720

Mailing Address:

,

INCIDENT DETAILS

Utility: Rocky Mountain Power

Account Number: [REDACTED]

Complaint Type: Additional Charges

Complaint:

My name is Melissa Cantrell. I turned Rocky Mountain Power in for a high unexplained bill in February. Part of the month I was not home due to work demands. My bill for 1 person was \$219.00 in February. A tech banged on my door and rang the doorbell multiple times, woke me up as I work nights, and then was at my meter checking it. It seemed suspicious. I had them come out another day because my March bill was \$274 with me being even more cautious about electrical use, the bill went up like they were retaliating against me for turning them in - very suspicious.

I had a tech come out again and check the power lines to be sure the neighbors were not using my electricity, and there is power 5 lines on the same transformer. No way to tell who is powering up what. I have asked them to fix it as a broken transformer with wires down could be a fire hazard, and Rocky Mountain Power is no longer responding. I need them to come out now and fix this issue. I cannot be charged over \$500 for other people's bills.

Suggested Resolution:

I want a full refund for the last 2 months because the bill was inaccurate, I should not be charged anything.

From: Stefanie Liebert
Date: Wed, Mar 5, 2025 at 3:58 PM
Subject: UT - Cantrell, Melissa A
To: Ingram, James
Cc: Cynthia Dumas

Good afternoon James,

The Division has received additional comments from Ms. Cantrell, which I've included at the end of the additional information section of the complaint. I have informed Ms. Cantrell that her comments will be forwarded to Rocky Mountain Power in hopes of resolving her concerns. Additionally, I have provided her with the forms and instructions to file a formal complaint.

Best regards,

Stefanie Liebert | Customer Service

From: Ingram, James (PacifiCorp)
Date: Wed, Mar 5, 2025 at 4:14 PM
Subject: RE: [INTERNET] UT - Cantrell, Melissa A
To: Stefanie Liebert
Cc: Cynthia Dumas

Hello Stefanie,

Rocky Mountain Power did investigate Ms. Cantrell's claims regarding her service. As you know, the company was able to test the meter on the second visit, and the meter tested within accuracy standards. On Monday, March 3, 2025, the company also was able to inspect Ms. Cantrell's service based upon her claims that someone had tampered with the service connection. The company found no evidence of tampering or anyone interfering with the electric service to her home. I have attached company pictures taken onsite.

The company has informed Ms. Cantrell of the outcome of our investigation by email.

Regards,

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

From: melissa cantrell

Date: Wed, Mar 12, 2025 at 8:55 AM

Subject: Fw: Utah Division of Public Utilities Complaint Number: C25-0041 - Rocky Mountain Power

To: Cynthia Dumas

Hello Cynthia,

I responded to Rocky Mountain Power this morning. I have this for the record. If you would like to add it to the docket, please do so.

Thanks,

Melissa Cantrell

From: melissa cantrell

Sent: Wednesday, March 12, 2025 8:53 AM

To: Customer Advocacy Team

Subject: Re: Utah Division of Public Utilities Complaint Number: C25-0041 - Rocky Mountain Power

Hello Rocky Mountain Power,

You need to catch up.

Late February 2025

A tech came late February banging on my door, ringing my door bell as if the police. I had a bill of \$219 and was complaining about it. I work nights. He woke me up. I ran around the house to see who it was. I apparently scared the tech; he continued to do his work and gave me a bill of \$274 for the next month (for 1 person). I paid the \$219. Your customer service accused me of preventing them 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, it was accurate. I checked the numbers; the numbers were correct. 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 my electricity.

On February 28, 2025 another tech came out 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. 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 your customer service.

On March 5, 2025 I got an email from you in your 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.

You must not be keeping up with your techs. I have a note from a technician TELLING me that the wires went back to my neighbor's yard. YOUR OWN TECH LEFT A NOTE. Stop trying to lie, deny and cover it up.

In the back of my neighbor's house 359 S 450 W there is a DIY tiny house village with about 3-4 tiny houses, they are wired to the same transformer that I am. On Saturday night March 8, 2025 there was a loud party at my neighbor's house 359 S 450 W. On Sunday, March 9 at 4:26 a.m. I heard a loud popping sound like a gun firing. I looked around, did not know where the sound was coming from. I looked in the morning and there were some odd pink wires going to the tiny house units. These are not Rocky Mountain Power wires. The pop noise sounded like they were moving something electrical. There are trees and numerous houses. This is a fire hazard. My neighbors should not be touching any of the Rocky Mountain Power wiring.

I have not had a day off from work and have been in and out of town unable to take care of this. I am home for the next 5 days and I need Rocky Mountain Power to fix this immediately. I believe the bills you have been sending me are theirs. In 359 S 450 W there is an upstairs/downstairs unit that are separate and they rent by the room to college students. The DIY tiny houses have about 3-4 units and they also rent by the room. There are numerous people in the living area. Spring Break is 3-11-25 to 3-16-25. It's the perfect time for Rocky Mountain Power to check/change the wires.

I want the wiring of my house to be moved away from 359 S 450 W. The wiring goes from the roof top please bring a ladder. The transformer is a good 20-30 feet high. I also am requesting to not be on the same transformer as the next-door neighbor and to move my electrical wiring to a different phone pole to prevent utility theft. Please call me 435-704-1701/Melissa Cantrell.

Thanks,
Melissa

From: Cynthia Dumas
Date: Mon, Mar 17, 2025 at 11:30 AM
Subject: Re: Fw: Utah Division of Public Utilities Complaint Number: C25-0041 - Rocky Mountain Power
To: melissa cantrell

Good Morning Melissa,

I hope this email finds you well. Thank you for your patience with me as I was out of town for a couple of weeks. I have been catching up on the details of your case and reading all the emails. At this time the next step is for you to file the Formal Complaint with the Public Service Commission (Commission). The Commission is the one who has jurisdiction over them and you will file your complaint with them. All of the instructions to do so are on the last page of the formal complaint instructions, see attached.

Once you file your Formal Complaint with the Commission they will ask the Division for a copy of your informal complaint, so everything that has been sent from you and RMP will all be sent to the Commission to have for record to your docket.

I hope this is helpful.

Have a great day,
Cynthia Dumas



Fwd: Docket No: 24-035-04

1 message

PublicService Commission <psc@utah.gov>

Wed, Feb 19, 2025 at 11:06 AM

To: melissa.cantrell921@gmail.com, Utility Complaints <utilcomp@utah.gov>

Hello,

Thank you for your email.

I am forwarding your email to the Division of Public Utilities to start the informal complaint process (they are also copied on this email).

Please let us know if you have any other questions.

Have a great day.

----- Forwarded message -----

From: **Melissa Cantrell** <melissa.cantrell921@gmail.com>

Date: Wed, Feb 19, 2025 at 10:58 AM

Subject: Docket No: 24-035-04

To: psc@utah.gov <psc@utah.gov>

Rocky Mountain Power bill because they are using faulty meters to up my bill x3. I moved into the house on December 10, 2024 with the lease, but did not actually move in until after the end of December post Dec. 26. They were charging me for November - December 2024, a time when I did not rent the residence, and wanted me to pay the back pay. When they found their error, they gave me a \$10 credit. I am not going to pay a bill for a time when I did not live on the site. **This is theft and extortion.**

Rocky Mountain Power has SERIOUS meter issues. My bill at my old place 900 sq ft apartment was \$35. My new place is a house that is 750 sq ft is \$103 (more than 3x the bill with less space) within 5 miles of each other. The old apartment leaked air and only cost \$35. The house I moved to is brick with solid wood walls, highly insulated from cold weather, and cost me 3x the money. Also it has not snowed in Southern Utah. There were NO weather issues. Plain and simple Rocky Mountain Power is a monopoly, greedy crooks. I want a serious back credit on my bill. Rocky Mountain Power, that has been outsourced to a predatory utility company out of state Wyoming, They want to up the rates 15% (August 2024) and then up the rates again! Another 15% (coming soon). People in Utah CANNOT afford it. There is no rhyme or reason to how they are billing. **You live in an apartment and you pay \$35. You live in a house where you pay \$107. That's not reading a meter. That is selective billing.** Their rep called me past 8 p.m. 2/18/25 to discuss my bill. That's insane and illegal by the FTC. Then he let me know that my next bill was going to be EVEN higher. Then their supervisor-Toya told me she would send them out to check my meter again. She offered zero help. Still going to charge me the same 3x the amount.

The other part that upset me is when I called to complain about the bill, the meter reader called me back past 8 p.m. 2/18/24 and said that if I did not like my bill now, my next month's bill would be even higher and quoted me that my bill would be **\$348.40** (Please review the call with Rocky Mountain Power he said this over the phone). This is **retaliatory**. For me filing a complaint, they are upping my bill.

BREAK THE ROCKY MOUNTAIN POWER MONOPOLY. OUT OF STATE PREDATORY UTILITY COMPANY FROM WYOMING SHOULD NOT BE DICTATING UTAH POWER BILLS. IT SHOULD BE A UTAH STATE POWER COMPANY RUN BY UTAHNS THAT LIVE IN STATE.

--

Public Service Commission of Utah

160 E 300 S, 4th Floor

Salt Lake City, UT 84111

801-530-6716

psc@utah.gov

Each House (B) leads off of
the Power Source Point to
each meter, pulling a meter
at each Point would kill
that House, I ~~personally~~
personally
cannot see how a meter
pulled on one house would
cause the Power to go all t
on another House, when
the individual services
clearly feed each House
even though they are
connected together at
the Pole

Electric Meter Work

Today's Date 2-28-25 Time 12:00

Meter # [REDACTED]

Address 367 S 450 W

Employee # 11166 Work Order #

We were here today to:

- ☐ Perform a routine test on the electric meter
- ☐ At your request, test the accuracy of the meter
- ☒ Investigate damage to the electric meter
- ☐ Investigate a damaged or missing meter seal
- ☐ Change your electric meter

We completed the following:

- ☐ Routine meter testing
- ☐ Tested the meter accuracy
- ☐ Replaced a damaged meter
- ☐ Installed new meter seals
- ☐ Replaced your electric meter
- ☐ Installed a new time-of-use meter
- ☐ Installed a new survey meter
- ☐ Installed a remote access electric meter
- ☒ Other Check Source of Power to Meter

Work was not completed because:

- ☐ We were unable to gain access to the meter
- ☐ Other

Follow up:

- ☐ You will receive a letter explaining the details of the test.
- ☐ Please call me at to schedule the work.
- ☒ Other We need both you and your

Comments: Neighbor to be present, so we can
put each meter to determine what
house loses power. They both (along with
3 others house are fed off a common
transformer

ASISTENCIA EN ESPAÑOL
1-888-225-2611 Point and
LUNES-VIERNES, 8 A.M.-7 P.M., MT

If you have any problems or questions, please call our
24-hour customer service line at 1-888-221-7070.

MELISSA CANTRELL
PO BOX 9599
CEDAR CITY UT 84720-2451



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



BILLING DATE: **Feb 21, 2025**
ACCOUNT NUMBER: **[REDACTED]**
DUE DATE: Mar 17, 2025
AMOUNT DUE: \$273.87



Your Balance With Us

Previous Account Balance	219.20
Payments/Credits	-219.20
New Charges	+273.87
Current Account Balance	\$273.87

Payments Received

DATE	DESCRIPTION	AMOUNT
Jan 23, 2025	Payment Adjustment: Refund Pending Approval	-236.82
Feb 11, 2025	Payment Adjustment: Refund Applied to Account	236.82
Feb 20, 2025	Payment Received - Thank You	219.20
Total Payments		\$219.20

Detailed Account Activity

ITEM 3 - ELECTRIC SERVICE

367 S 450 W Cedar City UT
Utah Residential Service Schedule 3

METER NUMBER	SERVICE PERIOD From To	ELAPSED DAYS	METER READINGS Previous Current	METER MULTIPLIER	AMOUNT USED THIS MONTH
66501935	Jan 21, 2025 Feb 19, 2025	29	35212 37252	1.0	2,040 kwh

Next scheduled read date: 03-20. Date may vary due to scheduling or weather.

NEW CHARGES - 02/25	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			10.00
Energy Charge Winter Block 1	400 kwh	0.0798930	31.96
Energy Charge Winter Block 2	1,640 kwh	0.1037250	170.11
Renewable Energy Adjustment		-0.0018000	-0.36
Energy Balancing Account		0.1988000	40.17
Customer Efficiency Services		0.0384000	9.29
Elec Vehicle Infrastructure		0.0030000	0.73
H E L P Credit	2,040 kwh		-13.95
Municipal Energy Sales/use Tax		0.0600000	15.71
Utah Sales Tax		0.0390000	10.21
Total New Charges			273.87

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 pay-

See reverse

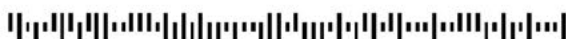
Write account number on check & mail to: Rocky Mtn Power, PO Box 26000, Portland, OR 97256-0001

RETAIN THIS PORTION FOR YOUR RECORDS.

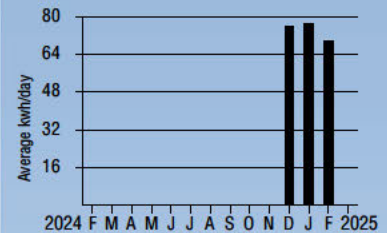
RETURN THIS PORTION WITH YOUR PAYMENT.



ROCKY MTN POWER
PO BOX 26000
PORTLAND OR 97256-0001



Historical Data - ITEM 3



Your Average Daily kwh Usage by Month

PERIOD ENDING	FEB 2025	FEB 2024
Avg. Daily Temp.	35	36
Total kwh	2040	0
Avg. kwh per Day	70	0
Cost per Day	\$9.44	\$0.00

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: **[REDACTED]**
Date Due: **Mar 17, 2025**

AMOUNT DUE: \$273.87

Please enter the amount enclosed. *

MELISSA CANTRELL
PO BOX 9599
CEDAR CITY UT 84720-2451

H **[REDACTED]**



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

BILLING DATE: **Feb 21, 2025** ACCOUNT NUMBER: [REDACTED] DUE DATE: **Mar 17, 2025** AMOUNT DUE: **\$273.87**

ment 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.

The Blue Sky program will not be Green-e® Energy certified in 2025. It will continue to be overseen by your state's public utility commission and audited annually. Learn more at RockyMountainPower.net/BlueSky2025 or call 1-888-221-7070.

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.