

FORMAL COMPLAINT FORM  
PUBLIC SERVICE COMMISSION  
Heber M. Wells State Office Building  
160 East 300 South, Fourth Floor  
P.O. Box 45585  
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. Name of Complainant: James Shelton  
Address: 284 E. North Shore Rd. Panguitch Ut, 84759  
Telephone No.: 714-404-1420  
Email Address: greylightmarine@gmail.com  
Preferred method of contact:  Email or  U.S. Mail

*If represented by counsel, list:*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Email Address: \_\_\_\_\_

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.

See attached

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

See attached

5. What relief does the Complainant request? Refund or bill adjustment  
and fair billing/charges in the future.

6. Signature of Complainant [Signature]

Date: 12-10-2025

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

My name is James Shelton, I am the owner of Aspen Cove resort, 284 E North Shore Road Panguitch Lake UT 84759.

It is imperative that the electricity stay On during this process so that our property and business do not suffer any more damage due to the freezing temperatures while we are off season!

We've been a customer with Rocky Mountain power since January 2021. we have experienced overcharging since the beginning. I've wasted countless hours on the phone to extremely rude Rocky Mountain power employees. Getting hung up on several times after hours of work on the phone, multiple escalations to more Rocky Mountain power reps in higher positions that are still not willing to do anything but run me in circles. We were just starting the new business at that time and honestly the business required much more attention than I ever dreamed of. And quite frankly I just paid the bill and couldn't do much about it.

In may of 2024, at the beginning of our 2024 season, Rocky Mountain power hand delivered a shut off notice and when I logged into my account I saw there was a bill that was close to \$18,000! I was shocked.

You can look at your billing and energy usage online when you log into your account that's when I saw that we had been charged almost \$1000 per month. When the building is basically closed and nobody is there. we are a small mountain fishing resort That operates during the summer. our season generally runs from May until the end of September. The peak of our season is generally May to the end of July. So obviously I was shocked that's when I decided to check my past billing and I saw a pattern develop where we are paying more for electricity and somehow the billing says that we are using more energy in the winter time than then in the summer.

Now this is a very strange thing considering that there are no customers there no RV's any RV park. No lights on no kitchen running no anything. and yet the bill is almost double what it is in the peak of our season.

I immediately called Rocky Mountain power and literally spent the next three days dealing with this on this particular Instance. The gal that I spoke with knew that they had overcharged us and actually admitted that they do not read the meter that they "estimate" or Fabricate a bill based on whatever they decide they want to charge you. The gal I was dealing with I can't recall her name wound up "adjusting" About \$4000 out of the bill. They also told me that they could not turn on the power unless I paid the entire bill and after this adjustment happened they were willing to negotiate and have me pay \$6500 which was roughly half of what was owed on the entire bill after the adjustment. I had no choice but to

pay the \$6500 or not have any electricity to run my business or to live. At that time I was completely unaware of the Public Service Commission and its ability to actually help consumers like me.

The person that I spoke with told me that they would look into the other offseason months from 2021 and 2022 and 2023 they said they would make the adjustments for the winter time billing which was obviously unfair and fabricated. Unfortunately I never heard back from anybody no emails no phone calls no adjustments nothing.

During the beginning of this season we arrived I believe on or around May 8<sup>th</sup> 2025 to Aspen Cove resort. when we arrived immediately we noticed that there was no power on. We had to drive 15 miles into the town of Panguitch so that we could have cell phone service. I was informed by Rocky Mountain power that they had disconnected the power at the pole in December of 2024. The building was closed and the business was in offseason during this time. Literally almost nobody was there. And the electricity was cut off at the pole, and yet we still received bills averaging about \$900 per month and that is still on our bill and Rocky Mountain power says we still owe them that money! They have been scamming us and ripping us off for a long time fabricating each and every inflated bill.

We have two electric meters, they adjusted The bill for For meter number #348740736 Between December 2024 and may 2025 down to about \$10 per month, they did not adjust anything out of the \$900 per month bill for meter#348210602 and they refuse to do so. Even though the power was literally disconnected by them at the pole! The reason we kept receiving a bill after the power was already cut at the pole is because Rocky Mountain power billing system is designed to RIP us off it was literally generating a huge bill out of thin air. they are not reading meters and charging fairly they are literally making up a price making up a bill making up energy usage and charging us for it. They don't even attempt to read your meter and even if they do they don't go by that they go by their fabricated billing system.

I have a large packet of documentation that is from Rocky Mountain power and it's only obtainable by employees it was delivered to me and given to me by the lady that used to read our meters. she says that they've been ripping me off and they've been ripping everybody off around here for a long time and that the paperwork that I have proves it. I am currently in California and the packet of paperwork is in Utah I would like to submit it with this formal complaint however I am not in Utah to access it but I will be forwarding it to your office. she told me a lot of things she said that they actually did have access to the meters at every single month during the winter seasons over the past couple years and that they ignored the meter reads and were sending out estimated bills fabricated bills that were much higher than they were supposed to be and I'm not the only one they're doing it to. She

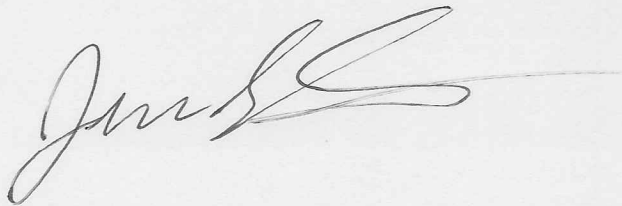
knows they had access to the meters because she was the one driving there literally herself, also informed me that Rocky Mountain power had installed a multiplier on my meter and that that was completely unnecessary and it was just a way to bill me much higher.

There is no choice of who provides power in our area Rocky Mountain power has a monopoly on the power grid and they are corrupt. nobody in their customer service side wants to take responsibility for anything and supposedly doesn't have the power to do anything. If not for the Public Service Commission I don't know what I would have done.

I request that all of our offseason months since billing began with Rocky Mountain power be refunded or adjusted per our account status as of 12-10-2025. Especially this last winter when they literally had the power disconnected from the pole. Furthermore all of our during season bills need to be adjusted I do not trust that those bills were formed in a legal and fair manner. in fact this past 2025 season, after I figured out I could call the Public Service Commission, I talked to somebody at Rocky Mountain power and advised them that I would be seeking help from the Public Service Commission if they would not fix these issues. and for some reason for a couple of months my bill went to a normal level about \$300 per month that was also after making a partial payment of \$2000 for them again to come out and turn electricity on. They have been overcharging us about 70% across the board. According to my calculations there is approximately \$25,700 in overbilling since we became customers. I request that we be made whole according to this amount of \$25,700. In the form of adjustments to the Current total amount due as of 12-10-2025 and a refund.

Thank you,

James Shelton

A handwritten signature in black ink, appearing to read 'James Shelton', with a long horizontal flourish extending to the right.