

# Complaint Report

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**Complaint Number:** C25-0134

## Customer Information

**Customer Name:** Shelton, James

**Account Number:**

**Other Contact Info:** Aspen Cove Resort

**Phone Number:** 714-404-1420

**Email Address:** greylightmarine@gmail.com

**Service** 284 E. North Shore Rd

**Address:** Penguitch, UT 84759

## Complaint Information

**Company Name:** Rocky Mountain Power

**Date Received:** 6/11/2025

**Date Resolved:** 7/8/2025

**Type of Call:** Complaint

**Complaint Type:** Billing Problems

**Complaint Received By:** Cynthia Dumas

**Utility Company Analyst:** Sarena Westbrook

**Gone Formal:** NO

## Complaint Description:

The Division received a call from Mr. Shelton regarding services at Aspen Cove Resort being shut off by RMP. Mr. Shelton explained the ongoing issue he has with RM; Aspen Cove Resort is open during the summer and closed for the winter season, however, RMP bills Mr. Shelton every winter when he doesn't use services. RMP has been aware of the issue and in Nov & Dec 2023 - Jan, Feb, March, April, May of 2024 - RMP adjust the bills since billed wrong. Mr. Shelton explained RMP told him they would adjust 2021 Nov & Dec - 2022 Jan - Feb, March, April, May 2023, 2023 Nov & December - Jan, Feb, March, April, May of 2024, 2024 Nov. Dec - Jan, Feb, March. April, until May 15 2025, and they never did. Aspen Cove Resort is currently out of services, and needs services turned on asap since customers will be arriving. Mr. Shelton would like to pay the bill, but is unsure what he owes since all the bills are incorrect. Mr. Shelton's resolution is for RMP to credit him back for the years they wrong billed last year over \$6000 and to turn services. Please contact the customer via phone as soon as possible.

**Complaint Response:**

From: Westbrook, Sarena (PacifiCorp)  
Date: Wed, Jul 2, 2025 at 2:18 PM  
Subject: RE: Informal Complaint ~ Shelton, James  
To: Cynthia Dumas  
Cc: \_Customer Advocacy Team

Hi Cynthia,

I've completed my investigation into Mr. Shelton's account and would like to provide a summary of actions taken and communication attempts.

#### Customer Outreach

Emails were sent on June 11, June 17, and July 1, 2025. (please see attached)  
I attempted to contact Mr. Shelton by phone; however, I was unable to reach him, and his voicemail is not set up to receive messages.

#### Billing Adjustments

A credit of \$528.08 was issued for the period between 12/12/2023 and 12/3/2024, during which services were cut at the pole.  
\$1,339.83 in late fees were waived as a goodwill gesture.  
Total credit applied to the account: \$1,867.91.

#### Meter and Rate Evaluation:

A meter test conducted on 11/19/2024 confirmed that the meter is registering usage accurately.  
The account was found to be incorrectly billed under a residential rate and was updated to the appropriate general service rate.

#### Seasonal Disconnect Option:

The customer has been informed that the off-seasonal program must be reactivated annually via a phone call.  
If off-season usage exceeds 1,000 kWh, the program ends early. Usage history indicates this threshold was surpassed during past winter months.

#### Full Account Review

No additional billing discrepancies were identified from the service start date of 11/2/2020 to present.

#### Payment Plan Offer

I extended the option of setting up a payment plan if the customer requires assistance.

Please let me know if you need any further details.

Thank you for your time,  
Sarena Westbrook  
Customer Advocacy Team

**Additional Info:**

From: Westbrook, Sarena (PacifiCorp)  
Date: Wed, Jun 11, 2025 at 2:44 PM  
Subject: RE: Informal Complaint ~ Shelton, James  
To: Cynthia Dumas  
Cc: \_Customer Advocacy Team

Hello Cynthia,

Thank you again for your time during our phone call earlier.

I spoke with James to inform him that we have received his complaint and will be conducting a thorough investigation. In the meantime, I have submitted a work order to have the power restored. While we were speaking, James agreed to make a payment of \$2,000.00 online.

Please find attached the email I sent to James following our conversation. He mentioned having additional information that he would like to share to assist with my investigation.

Thank you for your time,  
Sarena Westbrook  
Customer Advocacy Team