



PublicService Commission &lt;psc@utah.gov&gt;

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## New Rocky Mountain Power Website

1 message

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**Mark & Diane Farnsworth** <seven.forevermore@gmail.com>

Wed, Sep 4, 2019 at 8:29 PM

To: psc@utah.gov

Holy cow. I just tried the new website and it's TERRIBLE. To access it, I have to delete the cookies from my browser. They force me to choose a password that's not of my choosing and end up having to maintain a spreadsheet with convoluted passwords.

The time from going from the initial website to actually logging in is nearly double what it was previously - and I have high speed internet.

The have images of moving windmills that's tying up band width and slowing the time for access and navigate to other sections of the website..

Please let them know that this paying customer is ***not happy***.

Mark Farnsworth  
West Valley City, UT