

**From:** [William Roskelley](#)  
**To:** [Jan Noriyuki](#)  
**Subject:** Rocky Mount and Power Case pac-e-22-15  
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re: Order No. 35615

I object to the rate restructuring as proposed.

I strongly suggest that the request to restructure schedule 36 prices be rejected.

According to the case document the restructuring of the customer service charges will not have an impact on the financial consideration for either the company or the customer.

I believe their propaganda is false. It is apparent that the various campaigns to reduce energy usage by installing solar cells and the use of LED lighting and a myriad of other cost-saving factors that the customers are using to reduce their Power bill is Being more effective than the company expected. The result Being an erosion of their revenue base.

Recently the company has been installing "smart meters" that allows them to have much greater Control over their customers' billing and Power usage. In addition, the use of the smart meters saves the company hundreds of thousands of dollars in labor, material and transportation costs.

So in addition to a tremendous savings of expenses in regards to the maintenance of their customer base, They now want to double the individual customer service charges. The effect of this will be to reduce the ability and incentive for the customer to continue to seek ways to reduce energy usage and billing charges.

The company's implication that the restructuring of the customer service charge will have no net effect is false. The accounting juggernaut proposed maintains the current revenue income for the company by reducing financial incentives and options for the customers. The net result of this "modernization" will be to reduce the use of alternate energy sources and personal options for energy usage thus mitigating an otherwise positive impact on the environment.

Since the company's claim that this "modernization" will have no net effect to the company, I strongly urge you to reject their proposal as It does have a negative effect for the customers under their service.

Sincerely,  
William Roskelley