

**From:** S Cole <[slordaz@hotmail.com](mailto:slordaz@hotmail.com)>  
**Sent:** Thursday, March 16, 2023 2:21 PM  
**To:** Jan Noriyuki <[jan.noriyuki@puc.idaho.gov](mailto:jan.noriyuki@puc.idaho.gov)>  
**Subject:** Fw: Rocky Mountain Power

CASE NO. PAC-E-23-12

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Jan,

This needs to be done in formal complaint please if I am understanding Jon on this as he has steeped out of the informal with this

Concerning complaint about Rocky Mountain Power

Fact one when they came out and replaced the meter on 22, I had been arguing with them since not sure on date but it was approx 5 years ago when they moved the meter banks , they let me know that the meters were crossed due to my power having an issue and when they turned off the meter that was supposedly mine it turned off the neighbors power instead of mine, when the workman left he said someone would be out to get it fixed, in January I called as nobody had been out they sent someone out to check and fix the issue, which I received written report Dated January 25<sup>th</sup> 2023 of their findings and that it was corrected and billing also was corrected which reflected on my January bill dated due February. We were good at this point.

When I received the February Bill due in March they had reversed the credit given for the improper billed meter , 1620.08 claiming they reversed the charges due to the meters never being crossed according to them which we already had the proof and had sent it to Jon, but my neighbor had called cause her bill was different apparently after being corrected from what they were telling Jon. Issue here is because it was corrected in January when Neighbor called in February they said no the meters were not crossed so Rocky mountain Power ignored the crossed meters being fixed in January and charged me this amount which they had given credit for their over charging me before.

I know it's a mess and add in they sent out another on March 13 as per Jons request. This is very complicated but meters haven't been crossed since January 2023. but they should not have reversed charged the 6 months credit given in January when they were uncrossed, on Feb and March visits, of 1620.08 the 450 they agreed with Jon to give me as sign of good will but that does not cover the taking back of the credit as I was billed for wrong meter of 1620.08 I was not saying the lines were crossed after January I was explaining why that credit was given on my account.

I just want the proper credit reinstated that they took away since it was uncrossed in January and that is confirmed by the subsequent visits now minus the 450 credit they issued, and that's not anything for my time and a guarantee this is over cause this credit ,reverse, credit is just complicating things worse.

Hopefully we can get this straightened out and finally done, I am preparing paper work to take it to small claims if I need to and having trouble pinning down where to send legal paperwork to them

Thank you for your help and time  
Sherry Cole