

Sherry Cole Pro Se
350 S 12th W #14
Saint Anthony Idaho 83445
(208)624-4020
slordaz@hotmail.com

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

Motion for RECONSIDERATION

)
) CASE NO. PAC-E-23-12
)

SHERRY COLE PETITIONER IN THE PROCEEDING AGAINST PACIFICORP DBA
ROCKY MOUNTAIN POWER RESPONDANT

I BEG YOUR INDULGENCE AS WAS UNABLE TO OBTAIN PROPERLY
FORMATED FORMS AND DO NOT AS THE REPSONDENTS LAWYER SO APPTLY
POINTED OUT I DO NOT HAVE LEGAL TRAINNG SO YES THERE ARE BOUND TO
BE ERRORS I WAS UNABLE TO OBTAIN LEGAL ASSISTANCE FOR THE
PROCEEDING SO DOING THE BEST I CAN AS THIS IS CONFUSING FOR ME AS
IT'S NOT IN THE COURT SYSTEM.

THE FACTS OF THE CASE SUPPORTED BY THE DOCUMENTATION IN EXHIBIT 1
THROUGH 3 ARE: AND IDAHO CODE Statutory Reference: Idaho Code § 61-642.

Cross-Reference: Rules 005, 200, 204, 313.

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WHICH SHOULD BE GRANTED AN EXPEMPTION TO THE 3 YEAR LIMIT AS I
CONTACTED THEM AS SOON AS I HAD THE PROOF I NEEDED TO TRY AND
RECOUP THE MONEY OVERCHARGED AS PREVIOUS CHECK AFTER THE MOVE
OF METER BANKS BY ROCKY MOUNTAIN POWER SAID EVERYTHING WAS FINE.

I WAS MISINFORMED BY ROCKY MOUNTAIN POWER AND THE INFORMAL INVESTIGATOR JON KRUSK WHY I ORIGINALLY ASKED FOR THE 1620.08 MINUS THE 450.00 GOOD WILL WAS INCORRECT AMOUNT:

THAT ON DEC 2022 A REPAIR CREW WAS DISPATCHED. AND WAS DISCOVERED THAT 2 OF THE 4 METERS HAD BEEN CROSSED WHEN THEY WERE MOVED. THEY TURNED MY METER OFF AND INSTEAD OF TURNING OFF MY POWER IT TURNED OFF THE NEIGHBORS INSTEAD , THEY WERE ABLE TO FIX MY BAD METER AND TOLD ME SOMEONE WOULD BE OUT IN A COUPLE OF DAYS AS THE 2 METER WERE CROSSED, WHICH DID NOT OCCUR SO I CALLED BACK IN JANUARY AND REQUESTED A REPORT FOR THE CROSSED METERS MENTIONED AS CREW SAID THEY WOULD BE OUT IN A FEW DAYS AND HAD NOT BEEN OUT, CAN BE SEEN FROM MY HOME, BE SENT TO ME WHICH IS EXHIBIT 1: REPORT FROM ROCKY MOUNTAIN POWER.INCLUDING THE REMEDIES AND THE PROBLEM REVERIFYING WHAT DISPATCHED CREW HAD TOLD ME IN DECEMBER 2022

EXHIBIT 2: IS A BREAK DOWN OF THEM CORRECTING BILLING FOR 6 MONTHS OF BEING OVER CHARGED FOR MY NEIGHBORS METER INSTEAD OF MINE. JANUARY 2023 DUE IN FEBRUARY 2023 THEY SAID THAT IS ALL THAT IS ALLOWED BY STATE LAW.

EXHIBIT 3 IS FEBRUARY BILL DUE IN MARCH WHERE THEY ADDED IN 1620.08 TO MY BILL SAYING THE LINES WERE NOT CROSSED NOW AND HAD NEVER BEEN WHEN THEY WENT OUT IN FEBRUARY AND MARCH, IGNORING THAT THEY HAD BEEN UNCROSSED IN JANUARY 2023

RESPONDENTS IGNORED THE FIRST SUMMONS ALL ARE UPLOADED BY STAFF TO CASE FILE BUT A SECOND SUMMONS WAS ISSUED 13 DAYS LATER WITHOUT CANCELLATION OF THE FIRST SUMMONS WHICH WAS UPLOADED BY STAFF TO CASE FILE ALSO

WHEN I TRIED CALLING THE OFFICE IN MARCH THE CUSTOMER SERVICE UNDERSTOOD THE PROBLEM I WAS TRYING TO WORK WITH THEM ON BUT HAD TO PASS ME TO THE SUPERVISOR WHO DID NOTHING BUT TELL ME THERES NOTHING THEY COULD DO ABOUT THE CHARGES THEY HAD ADDED ON FOR FEB BILL DUE IN MARCH THAT THE METERS HAD NEVER BEEN CROSSED WHICH ALREADY HAD PROOF OF AND IT BEING FIXED IN JANUARY 2023, ASKED FOR A MANAGER AT THIS POINT AND WAS TOLD TO LEAVE A MESSAGE WHAT IT WAS CONCERING AND DID, I SHOULD HEAR BACK WITHIN NO MORE THAN 10 BUSSINESS DAYS AND STILL NEVER HEARD BACK FOM THEM TO DATE.

IF IT WAS ANYBODY ELSE BUT A PUBLIC UTILITY THEY WOULD BE FACING CRIMINAL CHARGES FOR GRAND THEFT EVEN JUST FOR FEB FOR MARCH LET ALONE THE MONEY THEY OWED ME BACK

RELIEF REQUESTED

I PRAY THAT THE COMMISSION WILL AS I HAVE IN GOOD FAITH TRIED TO WORK WITH THE COMPANY EVEN STUGGLING WITH THE LEGALITIES, THEN THROUGH AN INFORMAL HEARING TRIED TO WORK WITH THEM TO NO AVAIL AND TRYING TO NEGOTIATE WHEN THEIR LAWYER CONTACTED ME, ORDER THE CORRECT AMOUNT OF MONEY WRONGFULLY CHARGED ME AND ADDED TO THE BIL1620.08 WITHOUT IT BEING OWED THEM AS METERS WERE CROSSED FROM TIME THEY MOVED THE METER BANK UNTIL JANUARY 2023 .

I DID OFFER THEM IF THEY WANTED TO GO BACK AND FIGURE CORRECTLY AS THEY HAD ACESS TO BOTH METERS INSTEAD OF GOING ON THE ESTIMATE OF THE 6 MONTHS ALREADY CREDITED AND REMOVE THE 1620.08 THAT THEY WERE NOT ENTITLED TO CHARGE ME, MINUSED OUT THAT 6 MONTH CREDIT AND A 450 GOOD WILL CREDIT FOR APPROXIMATE TOTAL OF 10870.00 OVER THE TIME I WAS PAYING FOR ENERGY USAGE THAT WAS NOT MINE AND WAS OVER CHARGED NOT UNDER CHARGED, IF I WAS FULLY REIMBURSED I WOULD HAVE DONE THEIR NO FURTHER LIABILITY AND THEY HAD THE OPTION OF GOING BACK AND DOING THE WORK TO GET CORRECT AMMOUNT AS THAT

IS JUST AND FAIR TO BOTH PARTIES, AS ONLY 2 OF 4 METERES WERE INVOLVED. AND IT WOULD HAVE EASILY BEEN RESOLVED WITH THE RESPONDANT ROCKY MOUNTAIN POWER

EXHIBIT 1 REDACTED



SHERRY COLE
FRANCISCO L. SANTIBANEZ



Acc

Dear Sherry Cole and Francisco L Santibanez:

Recent investigation shows that you were billed incorrectly for electric service at 14, Saint Anthony, Idaho. You were billed for a meter that serves a neighboring meter that provides service to you. This is most often the result of incorrect meter the property's builder, electrician, or owner. We have taken action to fix the problem correctly in the future.

Your bill from May 25, 2022 to December 28, 2022 has been corrected to reflect a credit of \$1,262.52 will be subtracted from your next bill.

We are committed to providing excellent customer service and making sure you receive timely bills. If you would like more information or have any questions, please call 1-888-221-7070. Any of our customer service representatives will be happy to assist you.

Our secure, convenient, and easy-to-use website empowers you to manage your account, stay informed by signing up for email alerts, text alerts, or both. Once you have set up your profile, you can choose to go paperless and receive monthly email notifications with your bill, set up automatic payments, enroll in Equal Pay, plus much more. Downloading our app on Apple and Android devices is another option for quickly accessing your electric usage and provides many self-service channels, including the ability to report and track outages and look up your account history. Get started at www.rockymountainpower.net.

It's a pleasure to serve you.

Sincerely,

Rocky Mountain Power

Para más información, llame al 1-888-225-2611 para hablar con un representante.

EXHIBIT 2 REDACTED

SHERRY COLE
FRANCISCO L SANTIBANEZ



Questions: Call
1-888-221-7070
24 hours a day,
7 days a week
rockymountainpower.net



BILLING DATE:
ACCOUNT NUMBER:

DUE DATE:

AMOUNT DUE:

Your Balance With Us

Previous Account Balance	365.53
Payments/Credits	-150.00
New Charges	+669.18
Adjustments	-1,857.20
Current Account Balance	-\$972.49

Payments Received

DATE	DESCRIPTION	AMOUNT
Jan 3, 2023	Payment Received - Thank You	150.00
Total Payments		\$150.00

Note: One or more of your services has been adjusted. If you would like more information or have any questions, please call us anytime toll free at 1-888-221-7070.

Detailed Account Activity

ITEM 6 - ELECTRIC SERVICE

350 S 12TH W Trlr 14 Saint Anthony ID
Residential Schedule 1

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
342852591	May 25, 2022	May 26, 2022	1	5971	6016	1.0	45 kwh

Current Month Estimated. Your bill may not reflect actual usage.

NEW CHARGES - 05/22

	UNITS	COST PER UNIT	CHARGE
CLOSING CHARGES			
Basic Charge - Single Phase for 1 day(s)			0.27
Energy Charge Winter Block 1 for 1 day(s)	33 kwh	0.0933050	3.08
Energy Charge Winter Block 2 for 1 day(s)	12 kwh	0.1091650	1.31
Energy Cost Adjustment for 1 day(s)	45 kwh	0.0035400	0.16
Customer Efficiency Services		0.0225000	0.11
Tax Act Adjustment for 1 day(s)	45 kwh	-0.0018200	-0.08
B P A Columbia River Benefits for 1 day(s)	45 kwh	-0.0101330	-0.46

See reverse

Write account number on check & mail to: Rocky Mtn Power, PO Box 26000, Portland, OR 97256-0001

RETAIN THIS PORTION FOR YOUR RECORDS.

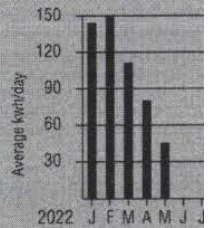
RETURN THIS PORTION WITH YOUR PAYMENT.



ROCKY MTN POWER
PO BOX 26000
PORTLAND OR 97256-0001



Historical Data - /TE



Your Average Daily kwh

PERIOD ENDING	Jan
Avg. Daily Temp.	4
Total kwh	
Avg. kwh per Day	4
Cost per Day	\$0

Effective March 6, 2023, phone payments and online increase from \$1.75 to \$1 \$500 maximum.

Effective March 6, 2023, phone payments and online increase from \$1.75 to \$7 \$2,000 maximum.

Late Payment Charge for
A late payment charge of charged on the delinquent month.

Change of Mailing
Check here & provide

Account Number:

Date Due:

AMOUNT DUE:

Please enter the amount enclosed

SHERRY COLE
FRANCISCO L SANTIBANEZ

EXHIBIT 2-1

IS UPLOADED BY THE STAFF ON THE CASE PAGE CANNOT INSERT IT IN THIS

EXHIBIT 2-2

IS UPLOADED BY THE STAFF ON THE CASE PAGE CANNOT INSERT IT THIS

SHERRY COLE
FRANCISCO L. SANTIBANEZ

FIRST-CLASS
MAIL
PRESORTED
U.S. POSTAGE

Questions: Call
1-888-221-7070
24 hours a day,
7 days a week
rockymountainpower.net



BILLING DATE:
ACCOUNT NUMBER:

DUE DATE:
AMOUNT DUE:

Your Balance With Us

Previous Account Balance	-972.49
Payments/Credits	0.00
New Charges	+505.54
Adjustments	+1,621.08
Current Account Balance	\$1,154.13

Payments Received

DATE	DESCRIPTION	AMOUNT
Jan 30, 2023	Payment Adjustment: Refund Pending Approval	-486.00
Jan 30, 2023	Payment Adjustment: Refund Pending Approval	-215.00
Feb 3, 2023	Payment Adjustment: Refund Applied to Account	486.00
Feb 3, 2023	Payment Adjustment: Refund Applied to Account	215.00
Total Payments		\$0.00

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Detailed Account Activity

ITEM 9 - ELECTRIC SERVICE

350 S 12TH W Trlr 14 Saint Anthony ID
Residential Schedule 1

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
341834327	Jan 27, 2023	Jan 27, 2023		26042	26042	1.0	
342852591	Jan 28, 2023	Feb 27, 2023		26042	30775	1.0	
Total			31				4,733 kwh

Next scheduled read date: 03-28. Date may vary due to scheduling or weather.

NEW CHARGES - 02/23

	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			8.00
Energy Charge Winter Block 1	1,000 kwh	0.0933050	93.31
Energy Charge Winter Block 2	3,733 kwh	0.1091650	407.51
Energy Cost Adjustment	4,733 kwh	0.0073300	34.69
Customer Efficiency Services		0.0250000	13.59
Tax Act Adjustment	4,733 kwh	-0.0018200	-8.61
B P A Columbia River Benefits	4,733 kwh	-0.0101330	-47.96

See reverse

Write account number on check & mail to: Rocky Mtn Power, PO Box 26000, Portland, OR 97256-0001

RETAIN THIS PORTION FOR YOUR RECORDS.

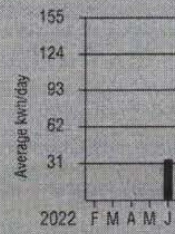
RETURN THIS PORTION WITH YOUR PAYMENT.



ROCKY MTN POWER
PO BOX 26000
PORTLAND OR 97256-0001



Historical Data -



Your Average Daily

PERIOD ENDING
Avg. Daily Temp.
Total kwh
Avg. kwh per Day
Cost per Day

Effective March 6, 2023, phone payments and increase from \$1.75 to \$500 maximum.

Effective March 6, 2023, phone payments and increase from \$1.75 to \$2,000 maximum.

Late Payment Charge
A late payment charge is charged on the delinquent month.

Change of Mail
Check here & p...

Account Number:

Date Due:

AMOUNT DUE:

Please enter the amount

SHERRY COLE
FRANCISCO L. SANTIBANEZ

EXHIBIT 2-1 REDACTED