



1407 West North Temple, Suite 330  
Salt Lake City, Utah 84116

RECEIVED  
Thursday, June 8, 2023 5:10:15 PM  
IDAHO PUBLIC  
UTILITIES COMMISSION

June 8, 2023

***VIA ELECTRONIC DELIVERY***

Jan Noriyuki  
Commission Secretary  
Idaho Public Utilities Commission  
11331 W Chinden Blvd.  
Building 8 Suite 201A  
Boise, ID 83714

**Re: CASE NO. PAC-E-23-12  
FORMAL COMPLAINT OF SHERRY COLE**

Dear Ms. Noriyuki:

Please find Rocky Mountain Power's Answer in the above referenced matter.

Informal inquiries may be directed to Mark Alder, Idaho Regulatory Manager at (801) 220-2313.

Very truly yours,

A handwritten signature in blue ink that reads "Joelle Steward". The signature is fluid and cursive.

Joelle Steward  
Senior Vice President of Regulation and Customer/Community Solutions

Joe Dallas (ISB# 10330)  
825 NE Multnomah, Suite 2000  
Portland, OR 97232  
Telephone: (360) 560-1937  
Email: [joseph.dallas@pacificorp.com](mailto:joseph.dallas@pacificorp.com)  
*Attorney for Rocky Mountain Power*

**BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION**

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FORMAL COMPLAINT OF SHERRY COLE VS PACIFICORP D/B/A ROCKY MOUNTAIN POWER	CASE NO. PAC-E-23-12
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**ANSWER AND MOTION TO DISMISS**

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1. In accordance with Rule 57 of the Rules of Procedure of the Idaho Public Utilities Commission (“Commission”), Rocky Mountain Power, a division of PacifiCorp (“Rocky Mountain Power” or the “Company”) hereby provides its answer to the formal complaint (“Complaint”) filed by Sherry Cole (“Complainant” or “Ms. Cole”) with the Commission on April 4, 2023. In addition, the Company moves to dismiss the Complaint in its entirety because Complainant has failed to state a claim upon which relief can be granted. Complainant has not alleged that Rocky Mountain Power violated any specific statute, administrative rule, Commission order, or Company tariff in resolving the billing errors at issue in this proceeding.

2. Communications regarding this Case should be addressed to:

By e-mail (preferred):

[datarequest@pacificorp.com](mailto:datarequest@pacificorp.com)  
[joseph.dallas@pacificorp.com](mailto:joseph.dallas@pacificorp.com)  
[mark.alder@pacificorp.com](mailto:mark.alder@pacificorp.com)

By mail: Data Request Response Center  
Rocky Mountain Power  
825 NE Multnomah St., Suite 2000  
Portland, OR 97232

Mark Alder  
Idaho Regulatory Affairs Manager  
Rocky Mountain Power  
1407 West North Temple, Suite 330  
Salt Lake City, Utah 84116  
Telephone: (801) 220-2313  
Email: [mark.alder@pacificorp.com](mailto:mark.alder@pacificorp.com)

Joe Dallas (*ISB# 10330*)  
Senior Attorney  
Rocky Mountain Power  
825 NE Multnomah, Suite 2000  
Portland, OR 97232  
Telephone: (360) 560-1937  
Email: [joseph.dallas@pacificorp.com](mailto:joseph.dallas@pacificorp.com)

## I. INTRODUCTION

3. The Complainant alleges that the Company owes her \$1170.08 for charges that were mistakenly billed to her due to an error in calculating her billing based on her neighbor's meter. According to the Complainant, her meter and her neighbor's meter were initially crossed approximately 5 years ago. The Company initially credited Ms. Cole's account with \$1850.52 in error, believing that her meter was indeed crossed with her neighbor's. However, a subsequent breaker test conducted by the Company confirmed that Ms. Cole's meter is accurately associated with her own account. Consequently, the Company reversed the initial credit of \$1850.52, but provided a goodwill compensation of \$450 to address the inconvenience caused by the bill credit and reversal. The Company has carefully reviewed and verified that Ms. Cole has been appropriately billed for the electric usage associated with her account. Throughout this process, the Company has acted in good faith and in accordance with its tariffs, specifically Electric Service Regulation No. 7(a), which allows the Company to rectify certain billing errors. Therefore, based on the foregoing and the Company's adherence to its applicable tariffs, the Rocky Mountain Power respectfully requests that the Complaint be dismissed.

## II. BACKGROUND INFORMATION ON BILLING ERROR

4. The following is a timeline of events:

- January 3, 2023: Ms. Cole contacted the Company and expressed her belief that her meter was crossed with her neighbor's meter. In response, the Company's customer service agent initiated a work order to have her meter checked.
- January 13, 2023: The Company's meter reader visited the location to inspect the meters. However, during this visit, the meter reader misunderstood the purpose of the visit and did not conduct a breaker test to electrically verify if the meters were crossed. A breaker test is a procedure performed to determine whether there is a cross-connection or misalignment in the electrical wiring between meters. It involves temporarily disconnecting the electrical supply to each meter and observing any impact on neighboring meters to identify potential cross-connections. The main service disconnect breaker is utilized, if available, to turn off the electrical supply downstream from a specific meter, allowing an individual to assess what is served (or not served) by that meter. This helps in identifying any cross-connections or misalignments in the electrical wiring between meters. Instead of conducting a breaker test, the meter reader concluded that the meters were crossed based on a visual inspection of the meters and information provided by Ms. Cole.
- January 25, 2023: Based on the information provided by the meter reader, the Company's billing agent made adjustments to the billing.<sup>1</sup> The adjustment was made pursuant to Electric Service Regulation No. 7(a) which states that the corrected billing

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<sup>1</sup> It is important to note that the Company subsequently rectified this error by conducting a subsequent breaker test. The breaker test confirmed the accurate association of Ms. Cole's meter with her own account, thereby resolving any doubts or confusion. The Company took prompt action to correct the issue and ensure that Ms. Cole's billing and meter were properly aligned.

should not exceed six months if the time when the malfunction or error began cannot be reasonable determined. However, the billing agent made a seven-month adjustment,<sup>2</sup> reconciling the neighbor's and Ms. Cole's meter. As a result, Ms. Cole received a bill on January 30, 2023, which removed \$1,857.20 in charges and added \$600.75 in charges, resulting in net credit of \$1,256.45 for the period from June 2022 to December 2022. The January 30, 2023 bill, detailing these adjustments, is attached to this Answer as Confidential Exhibit No. 1 – Customer Bills.

- February 8, 2023: A Company meter reader revisited the property and conducted a breaker test, which confirmed that the meters were not crossed.
- February 20, 2023: The initial billing adjustment made on January 30, 2023, was reversed which removed \$596.20 in charges and added \$1850.52 in charges resulting in \$1,254.20 net credit reversal for the months from June 2022 to December 2022. The net credit reversal was \$2.25 less than the net credit due to the Company's system which automatically calculates prorations when making monthly adjustments. The details of this adjustment are included with Ms. Cole's February 28, 2023 billing statement which is included in Confidential Exhibit No. 1 – Customer Bills. The calculation for the net credit and net credit reversal are attached as Exhibit No. 2 – Credit Reversal Calculations.
- On March 2, 2023, Ms. Cole contacted the Company after receiving the adjusted bill. She was extremely upset and wanted the charges removed. The Company's billing agent attempted to explain the reason for the reversal, but Ms. Cole was convinced that

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<sup>2</sup> The Company acknowledges that the adjustment made on January 25, 2023 should have been for six months as required by Electric Service Regulation No. 7(a). However, the Company believes that the customer was not harmed by this additional month since the Company has since reversed this charge.

the meters were crossed and believed she had been paying for her neighbor's bill for years. She expressed she would contact the public utility commission and ended the phone call.

- March 13, 2023: A Company meter reader revisited the location once again and verified that the meters were not crossed by conducting a second breaker test. The meter reader performed the breaker test to ensure the accuracy of the meter readings. During this visit, Ms. Cole was present at home and was informed about the results of the breaker test.
- March 15, 2023: The Company credited Ms. Cole with a goodwill credit of \$450 for the inconvenience caused by the bill credit and reversal. The credit is on Ms. Cole's March 29, 2023 billing statement which is included with Confidential Exhibit No. 1 – Customer Bills.
- May 17, 2023: The Company confirmed electronic receipt of Complainant's Complaint from Staff and notification that the Company would have 21 days from May 18, 2023, to respond to the Complaint.

### **III. ANSWER TO COMPLAINANT'S ALLEGATIONS**

5. On January 30, 2023, a credit of \$1,256.45 was applied to Ms. Cole's bill in accordance with Electric Service Regulation No. 7(a). The rule specifies that corrected billing should not exceed six months if the time when the malfunction or error began cannot be reasonable determined. The credit was initially given based on the assumption that Ms. Cole's meter was crossed with her neighbor's. However, a breaker test performed by the Company confirmed that Ms. Cole's meter was never actually physically crossed with her neighbor's. Therefore, the credit of \$1,256.45 credit was given in error and was subsequently reversed by the Company. The

Company acknowledges that there was an initial error during the January 13 visit when the meter reader relayed the incorrect information to the customer service representative. As a gesture of goodwill, the Company credited Ms. Cole \$450 for the inconvenience caused by the credit and its subsequent reversal. The Company recognizes that utility bills can be a substantial fixed costs for its customers and expresses regret for the initial billing error made in this case.

6. Electric Service Regulation No. 7(a) specifically anticipates the occurrence of billings errors during operations and outlines the appropriate procedures to follow once an error is discovered. The Company has acted in good faith and in accordance with this rule throughout the entire process.<sup>3</sup> Furthermore, after thorough investigation, the Company has confirmed that Ms. Cole's meter is not crossed with her neighbor's meter. Both Ms. Cole and her neighbor are being billed appropriately for their electric usage. The verification of the meters through the breaker tests confirmed that the billing is accurate and reflective of their actual electricity consumption. Moreover, the Company has already provided the customer with an adequate credit to address the inconvenience caused by the billing error. Granting any additional credits or compensation to the customer would result in an excessively large credit, which would not be aligned with Rocky Mountain Power's ability to effectively and reliably serve all of its customers in a cost-effective manner. Consequently, the Company respectfully requests that the relief sought in the Compliant be denied based on its compliance with Electric Service Regulation No. 7(a), confirmation of meter accuracy, and the credit already provided to address the initial billing error.

#### **IV. MOTION TO DISMISS**

7. Rocky Mountain Power incorporates by reference paragraphs 4 through 6 as if set forth herein.

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<sup>3</sup> *Supra* footnote 2.

8. Based on the foregoing, Rocky Mountain Power moves to dismiss the Complaints under Rule 256 of the Rules of Procedure of the Idaho Public Utilities Commission for failure to state a claim. The Complainant has not identified any specific administrative rule, order, statute, or applicable provision of the Company's tariff that Rocky Mountain Power violated. The Company has acted in accordance with Electric Service Regulation No. 7(a) to rectifying the billing error identified in this case. Additionally, the Company has conducted thorough verification confirming that the customer's meter is not crossed with her neighbor's and has already provided the customer with an appropriate credit to address the inconvenience caused by the billing error. Accordingly, the Company requests that the Commission dismiss the Complaint with prejudice.

#### V. CONCLUSION

9. For the foregoing reasons, the Company requests that the Commission deny the relief sought in the Compliant and dismiss the Complaint with prejudice.

DATED this 8th day of June, 2023.

Respectfully submitted,

ROCKY MOUNTAIN POWER



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Joe Dallas (*ISB# 10330*)  
Senior Attorney  
Rocky Mountain Power  
825 NE Multnomah, Suite 2000  
Portland, OR 97232  
Telephone: (360) 560-1937  
Email: [joseph.dallas@pacificorp.com](mailto:joseph.dallas@pacificorp.com)

*Attorney for Rocky Mountain Power*



REDACTED EXHIBIT 1

SHERRY COLE  
FRANCISCO L SANTIBANEZ  
SAINT ANTHONY ID 83445-1752

REDACTED

FIRST-CLASS  
MAIL  
PRESORTED  
U.S. POSTAGE  
PAID  
PACIFICORP

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



BILLING DATE: **Jan 30, 2023**  
ACCOUNT NUMBER: **75048095-001 3**

**DUE DATE: Feb 25, 2023**

**AMOUNT DUE: \$0.00**



**Your Balance With Us**

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

**Payments Received**

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

**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**

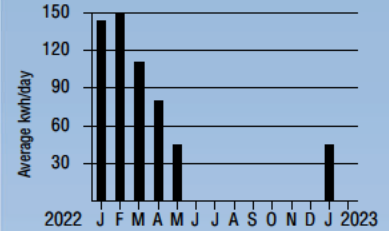
Residential Schedule 1

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
<b>CLOSING CHARGES</b>			
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

**Historical Data - ITEM 6**



**Your Average Daily kwh Usage by Month**

PERIOD ENDING	Jan 2023	Jan 2022
Avg. Daily Temp.	49	53
Total kwh	0	4316
Avg. kwh per Day	45	144
Cost per Day	\$0.00	\$14.75

Effective March 6, 2023, residential fees for all phone payments and online card payments will increase from \$1.75 to \$1.99 per payment with a \$500 maximum.

Effective March 6, 2023, commercial fees for all phone payments and online card payments will increase from \$1.75 to \$7.99 per payment with a \$2,000 maximum.

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.

↑ INSERT THIS EDGE FIRST ↑

**Late Payment Charge for Idaho**

A late payment charge of 1% may be charged on the delinquent balance per month.

**Change of Mailing Address or Phone?**  
Check here & provide information on back.

Account Number: **75048095-001 3**

Date Due: **Feb 25, 2023**

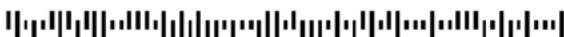
**AMOUNT DUE: \$0.00**

Please enter the amount enclosed. \*

SHERRY COLE  
FRANCISCO L SANTIBANEZ  
SAINT ANTHONY ID 83445-1752



ROCKY MTN POWER  
PO BOX 26000  
PORTLAND OR 97256-0001



H 75048095 001 327 000000000

BILLING DATE: **Jan 30, 2023** ACCOUNT NUMBER: **75048095-001 3** DUE DATE: **Feb 25, 2023** AMOUNT DUE: **\$0.00**

NEW CHARGES 05/22 CONTINUED	UNITS	COST PER UNIT	CHARGE
St Anthony Franchise Fee		0.0100000	0.04
<b>Total New Charges</b>			<b>4.43</b>

ADJUSTMENTS	CHARGE
05/22 Fee Waived	-1.35
06/22 Billed From Incorrect Meter 05/25/22 - 06/24/22	-122.11
06/22 Fee Waived	-0.65
07/22 Billed From Incorrect Meter 06/24/22 - 07/27/22	-213.31
08/22 Billed From Incorrect Meter 07/27/22 - 08/25/22	-149.61
09/22 Billed From Incorrect Meter 08/25/22 - 09/26/22	-159.55
10/22 Billed From Incorrect Meter 09/26/22 - 10/25/22	-209.09
11/22 Billed From Incorrect Meter 10/25/22 - 11/28/22	-507.18
12/22 Adjusted Estimated Read 11/28/22 - 12/28/22	-494.35
<b>Total Adjustments</b>	<b>-1,857.20</b>

**ITEM 9 - ELECTRIC SERVICE**

Residential Schedule 1

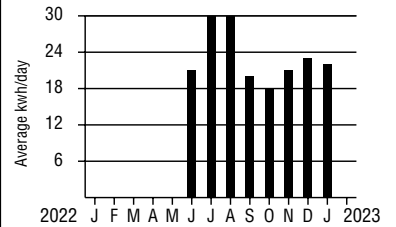
METER NUMBER	SERVICE PERIOD From	To	ELAPSED DAYS	METER READINGS Previous	Current	METER MULTIPLIER	AMOUNT USED THIS MONTH
342852591	Dec 28, 2022	Dec 28, 2022		8390	8390	1.0	
341834327	Dec 29, 2022	Jan 27, 2023		8390	9043	1.0	
<b>Total</b>			<b>30</b>				<b>653 kwh</b>

Next scheduled read date: 02-27. Date may vary due to scheduling or weather.

NEW CHARGES 01/23	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			8.00
Energy Charge Winter Block 1	653 kwh	0.0933050	60.93
Energy Cost Adjustment	653 kwh	0.0073300	4.79
Customer Efficiency Services		0.0250000	1.84
Tax Act Adjustment	653 kwh	-0.0018200	-1.19
B P A Columbia River Benefits	653 kwh	-0.0101330	-6.62
St Anthony Franchise Fee		0.0100000	0.68
<b>Total New Charges</b>			<b>68.43</b>

NEW CHARGES 12/22	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			8.00
Energy Charge Winter Block 1	685 kwh	0.0933050	63.91
Energy Cost Adjustment	685 kwh	0.0073300	5.02

**Historical Data - ITEM 9**



**Your Average Daily kwh Usage by Month**

PERIOD ENDING	Jan 2023	Jan 2022
Avg. Daily Temp.	21	17
Total kwh	653	0
Avg. kwh per Day	22	0
Cost per Day	\$2.28	\$0.00

**New Mailing Address or Phone?**

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

ACCOUNT NUMBER: **75048095-001 3**

LAST FIRST M.I.

NEW STREET ADDRESS

CITY

ST ZIP TELEPHONE NUMBER

This product contains fiber from well-managed, independently certified forests.



Questions about your bill: Call toll free 1-888-221-7070 [rockymountainpower.net](http://rockymountainpower.net)

BILLING DATE: **Jan 30, 2023** ACCOUNT NUMBER: **75048095-001 3** DUE DATE: **Feb 25, 2023** AMOUNT DUE: **\$0.00**

<b>NEW CHARGES 12/22 CONTINUED</b>	UNITS	COST PER UNIT	CHARGE
Customer Efficiency Services		0.0250000	1.92
Tax Act Adjustment	685 kwh	-0.0018200	-1.25
B P A Columbia River Benefits	685 kwh	-0.0101330	-6.94
St Anthony Franchise Fee		0.0100000	0.71
<b>Total New Charges</b>			<b>71.37</b>

<b>NEW CHARGES 11/22</b>	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			8.00
Energy Charge Summer Block 1 for 6 day(s)	123 kwh	0.1119660	13.77
Energy Charge Winter Block 1 for 28 day(s)	574 kwh	0.0933050	53.56
Energy Cost Adjustment	697 kwh	0.0073300	5.11
Customer Efficiency Services		0.0250000	2.01
Tax Act Adjustment	697 kwh	-0.0018200	-1.27
B P A Columbia River Benefits	697 kwh	-0.0101330	-7.06
St Anthony Franchise Fee		0.0100000	0.74
<b>Total New Charges</b>			<b>74.86</b>

<b>NEW CHARGES 10/22</b>	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			8.00
Energy Charge Summer Block 1	534 kwh	0.1119660	59.79
Energy Cost Adjustment	534 kwh	0.0073300	3.91
Customer Efficiency Services			
for 25 day(s)		0.0250000	1.55
for 4 day(s)		0.0225000	0.22
Tax Act Adjustment	534 kwh	-0.0018200	-0.97
B P A Columbia River Benefits	534 kwh	-0.0101330	-5.41
St Anthony Franchise Fee		0.0100000	0.67
<b>Total New Charges</b>			<b>67.76</b>

<b>NEW CHARGES 09/22</b>	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			8.00
Energy Charge Summer Block 1	635 kwh	0.1119660	71.10
Energy Cost Adjustment	635 kwh	0.0073300	4.65
Customer Efficiency Services		0.0225000	1.88
Tax Act Adjustment	635 kwh	-0.0018200	-1.16
B P A Columbia River Benefits	635 kwh	-0.0101330	-6.43
St Anthony Franchise Fee		0.0100000	0.78
<b>Total New Charges</b>			<b>78.82</b>

<b>NEW CHARGES 08/22</b>	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			8.00
Energy Charge Summer Block 1	700 kwh	0.1119660	78.38
Energy Charge Summer Block 2	158 kwh	0.1309990	20.70
Energy Cost Adjustment	858 kwh	0.0073300	6.29
Customer Efficiency Services		0.0225000	2.55
Tax Act Adjustment	858 kwh	-0.0018200	-1.56
B P A Columbia River Benefits	858 kwh	-0.0101330	-8.69
St Anthony Franchise Fee		0.0100000	1.06
<b>Total New Charges</b>			<b>106.73</b>

<b>NEW CHARGES 07/22</b>	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			8.00
Energy Charge Summer Block 1	700 kwh	0.1119660	78.38
Energy Charge Summer Block 2	281 kwh	0.1309990	36.81
Energy Cost Adjustment	981 kwh	0.0073300	7.19
Customer Efficiency Services		0.0225000	2.93
Tax Act Adjustment	981 kwh	-0.0018200	-1.79
B P A Columbia River Benefits	981 kwh	-0.0101330	-9.94
St Anthony Franchise Fee		0.0100000	1.22
<b>Total New Charges</b>			<b>122.80</b>

<b>NEW CHARGES 06/22</b>	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase for 29 day(s)			7.73
Energy Charge Summer Block 1 for 24 day(s)	510 kwh	0.1119660	57.10
Energy Charge Winter Block 1 for 5 day(s)	106 kwh	0.0933050	9.89
Energy Cost Adjustment			
for 24 day(s)	510 kwh	0.0073300	3.74

BILLING DATE: **Jan 30, 2023** ACCOUNT NUMBER: **75048095-001 3** DUE DATE: **Feb 25, 2023** AMOUNT DUE: **\$0.00**

<i>NEW CHARGES 06/22 CONTINUED</i>	UNITS	COST PER UNIT	CHARGE
for 5 day(s)	106 kwh	0.0035400	0.38
Customer Efficiency Services		0.0225000	1.77
Tax Act Adjustment for 29 day(s)	616 kwh	-0.0018200	-1.12
B P A Columbia River Benefits for 29 day(s)	616 kwh	-0.0101330	-6.24
St Anthony Franchise Fee		0.0100000	0.73
<b>Total New Charges</b>			<b>73.98</b>

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as we receive your payment and you will not receive your check back from your financial institution. If you would like to opt out of this program and continue processing your payment as a check transaction, please call 1-800-895-0561. If you have opted out previously, please disregard this message.

### Manage your account with ease

Popular billing options include Auto Pay, Equal Pay and choice of due dates. You can even earn a credit each month when you sign up for paperless billing. See details and enroll at [rockymountainpower.net/billoptions](http://rockymountainpower.net/billoptions)

### Looking for other ways to pay?

Visit [rockymountainpower.net/pay](http://rockymountainpower.net/pay) for all your options. You can choose to pay on your device using our mobile app, on our website, at a pay station in your community, or pay over the phone by calling 1-888-221-7070.

SHERRY COLE  
FRANCISCO L SANTIBANEZ  
SAINT ANTHONY ID 83445-1752

REDACTED

FIRST-CLASS  
MAIL  
PRESORTED  
U.S. POSTAGE  
PAID  
PACIFICORP

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



BILLING DATE: Feb 28, 2023  
ACCOUNT NUMBER: 75048095-001 3  
**DUE DATE: Mar 25, 2023**  
**AMOUNT DUE: \$1,154.13**



**Your Balance With Us**

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

**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
<b>Total Payments</b>		<b>\$0.00</b>

**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 9 - ELECTRIC SERVICE**

Residential Schedule 1

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

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

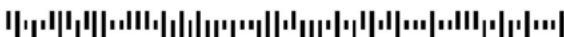
RETAIN THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

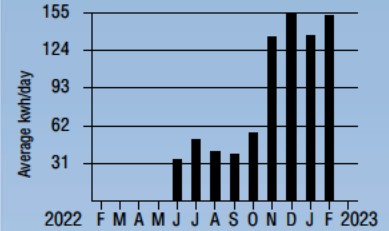
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ROCKY MTN POWER  
PO BOX 26000  
PORTLAND OR 97256-0001



**Historical Data - ITEM 9**



**Your Average Daily kwh Usage by Month**

PERIOD ENDING	FEB 2023	FEB 2022
Avg. Daily Temp.	14	16
Total kwh	4733	0
Avg. kwh per Day	153	0
Cost per Day	\$16.31	\$0.00

Effective March 6, 2023, residential fees for all phone payments and online card payments will increase from \$1.75 to \$1.99 per payment with a \$500 maximum.

Effective March 6, 2023, commercial fees for all phone payments and online card payments will increase from \$1.75 to \$7.99 per payment with a \$2,000 maximum.

**Late Payment Charge for Idaho**  
A late payment charge of 1% may be charged on the delinquent balance per month.

**Change of Mailing Address or Phone?**  
Check here & provide information on back.

Account Number: 75048095-001 3  
Date Due: Mar 25, 2023

**AMOUNT DUE: \$1,154.13**

Please enter the amount enclosed.

SHERRY COLE  
FRANCISCO L SANTIBANEZ  
SAINT ANTHONY ID 83445-1752

H 75048095 001 324 000115413



Questions about your bill: Call toll free 1-888-221-7070 rockymountainpower.net

BILLING DATE: Feb 28, 2023 ACCOUNT NUMBER: 75048095-001 3 DUE DATE: Mar 25, 2023 AMOUNT DUE: \$1,154.13

NEW CHARGES 02/23 CONTINUED	UNITS	COST PER UNIT	CHARGE
St Anthony Franchise Fee		0.0100000	5.01
<b>Total New Charges</b>			<b>505.54</b>

ADJUSTMENTS	CHARGE
01/23 Billed From Incorrect Meter 12/28/22 - 01/27/23	366.88
06/22 Billed From Incorrect Meter 05/26/22 - 06/24/22	43.45
07/22 Billed From Incorrect Meter 06/24/22 - 07/27/22	90.51
08/22 Billed From Incorrect Meter 07/27/22 - 08/25/22	42.88
09/22 Billed From Incorrect Meter 08/25/22 - 09/26/22	80.73
10/22 Billed From Incorrect Meter 09/26/22 - 10/25/22	141.33
11/22 Billed From Incorrect Meter 10/25/22 - 11/28/22	432.32
12/22 Billed From Incorrect Meter 11/28/22 - 12/28/22	422.98
<b>Total Adjustments</b>	<b>1,621.08</b>

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as we receive your payment and you will not receive your check back from your financial institution. If you would like to opt out of this program and continue processing your payment as a check transaction, please call 1-800-895-0561. If you have opted out previously, please disregard this message.

**Manage your account with ease**

Popular billing options include Auto Pay, Equal Pay and choice of due dates. You can even earn a credit each month when you sign up for paperless billing. See details and enroll at rockymountainpower.net/billoptions

Make a positive impact on the environment. Match all or part of your electricity usage with clean energy. Visit RockyMountainPower.net/BlueSky or call 1-800-769-3717 to learn more.

**Looking for other ways to pay?**

Visit rockymountainpower.net/pay for all your options. You can choose to pay on your device using our mobile app, on our website, at a pay station in your community, or pay over the phone by calling 1-888-221-7070.

**New Mailing Address or Phone?**

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

ACCOUNT NUMBER: 75048095-001 3

\_\_\_\_\_  
LAST FIRST M.I.

\_\_\_\_\_  
NEW STREET ADDRESS

\_\_\_\_\_  
CITY

\_\_\_\_\_  
ST ZIP TELEPHONE NUMBER



SHERRY COLE  
FRANCISCO L SANTIBANEZ  
[REDACTED]  
SAINT ANTHONY ID 83445-1752

REDACTED

FIRST-CLASS  
MAIL  
PRESORTED  
U.S. POSTAGE  
PAID  
PACIFICORP

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



BILLING DATE: **Mar 29, 2023**  
ACCOUNT NUMBER: **75048095-001 3**

**DUE DATE: Apr 25, 2023**

**AMOUNT DUE: \$925.20**



**Your Balance With Us**

Previous Account Balance	1,154.13
Payments/Credits	-600.00
<b>Past Due Amount</b>	<b>554.13</b>
New Charges	+371.07
<b>Current Account Balance</b>	<b>\$925.20</b>

**Payments Received**

DATE	DESCRIPTION	AMOUNT
Mar 3, 2023	Payment Received - Thank You	150.00
Mar 15, 2023	Good Will Payment	450.00
<b>Total Payments</b>		<b>\$600.00</b>

**Detailed Account Activity**

**ITEM 9 - ELECTRIC SERVICE**

[REDACTED]  
Residential Schedule 1

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
342852591	Feb 27, 2023	Mar 28, 2023	29	30775	34218	1.0	3,443 kwh

Next scheduled read date: 04-26. Date may vary due to scheduling or weather.

NEW CHARGES 03/23	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	2,443 kwh	0.1091650	266.69
Energy Cost Adjustment	3,443 kwh	0.0073300	25.24
Customer Efficiency Services		0.0250000	9.83
Tax Act Adjustment	3,443 kwh	-0.0018200	-6.27
B P A Columbia River Benefits	3,443 kwh	-0.0101330	-34.89
St Anthony Franchise Fee		0.0100000	3.62
Late Payment Charge		0.0100000	5.54
<b>Total New Charges</b>			<b>371.07</b>

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as we receive your payment and you will not receive your check back from your financial institution. If you would like to opt out of this program and

See reverse

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

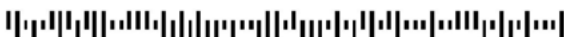
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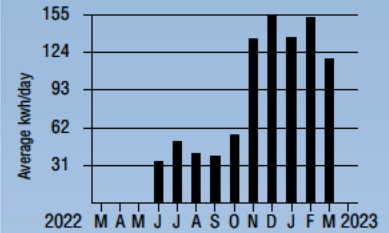
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ROCKY MTN POWER  
PO BOX 26000  
PORTLAND OR 97256-0001



**Historical Data - ITEM 9**



**Your Average Daily kwh Usage by Month**

PERIOD ENDING	MAR 2023	MAR 2022
Avg. Daily Temp.	23	32
Total kwh	3443	0
Avg. kwh per Day	119	0
Cost per Day	\$12.60	\$0.00

**Manage your account with ease**

Popular billing options include Auto Pay, Equal Pay and choice of due dates. You can even earn a credit each month when you sign up for paperless billing. See details and enroll at rockymountainpower.net/billoptions

**Looking for other ways to pay?**

Visit rockymountainpower.net/pay for all your options. You can choose to pay on your device using our mobile app, on our website, at a pay station in your community, or pay over the phone by calling 1-888-221-7070.

**Late Payment Charge for Idaho**

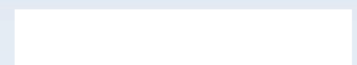
A late payment charge of 1% may be charged on the delinquent balance per month.

Change of Mailing Address or Phone?  
Check here & provide information on back.

Account Number: **75048095-001 3**

Date Due: **Apr 25, 2023**

**AMOUNT DUE: \$925.20**



Please enter the amount enclosed.

SHERRY COLE  
FRANCISCO L SANTIBANEZ  
[REDACTED]  
SAINT ANTHONY ID 83445-1752

H 75048095 001 328 000092520 000055413 000037107





Questions about your bill: Call toll free 1-888-221-7070 rockymountainpower.net

BILLING DATE: **Mar 29, 2023** ACCOUNT NUMBER: **75048095-001 3** DUE DATE: **Apr 25, 2023** AMOUNT DUE: **\$925.20**

continue processing your payment as a check transaction, please call 1-800-895-0561. If you have opted out previously, please disregard this message.

***New Mailing Address or Phone?***

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

ACCOUNT NUMBER: **75048095-001 3**

\_\_\_\_\_  
LAST FIRST M.I.

\_\_\_\_\_  
NEW STREET ADDRESS

\_\_\_\_\_  
CITY

\_\_\_\_\_  
ST ZIP TELEPHONE NUMBER

This product contains fiber from well-managed, independently certified forests.

## EXHIBIT 2

<b>Date</b>	<b>Billing Transaction</b>	<b>Payment</b>	<b>Adjustment</b>	<b>New Charges</b>	<b>End Balance</b>
04/26/22	Beginning Balance				\$ 99.37
4/27/2022	Regular Bill			\$ 235.32	\$ 334.69
5/18/2022	Payment	\$ 200.00			\$ 134.69
5/26/2022	Regular Bill			\$ 130.44	\$ 265.13
6/2/2022	Payment	\$ 200.00			\$ 65.13
6/27/2022	Regular Bill			\$ 122.76	\$ 187.89
7/11/2022	Payment	\$ 187.89			\$ -
7/28/2022	Regular Bill			\$ 213.31	\$ 213.31
8/2/2022	Payment	\$ 213.31			\$ -
8/29/2022	Regular Bill			\$ 149.61	\$ 149.61
9/12/2022	Payment	\$ 150.00			\$ (0.39)
9/28/2022	Regular Bill			\$ 159.55	\$ 159.16
10/5/2022	Payment	\$ 215.00			\$ (55.84)
10/27/2022	Regular Bill			\$ 209.09	\$ 153.25
11/8/2022	Payment	\$ 639.25			\$ (486.00)
11/30/2022	Regular Bill			\$ 507.18	\$ 21.18
12/2/2022	Payment	\$ 150.00			\$ (128.82)
12/30/2022	Regular Bill			\$ 494.35	\$ 365.53
1/3/2023	Payment	\$ 150.00			\$ 215.53
1/30/2023	Regular Bill - January 2023		\$ 68.43		\$ (972.49)
1/30/2023	Removed January 2023		\$ (68.43)		\$ (1,040.92)
1/30/2023	Corrected January 2023		\$ 435.31		\$ 648.59
2/28/2023	Regular Bill - February 2023		\$ 505.54		\$ 1,154.13
3/3/2023	Payment	\$ 150.00			\$ 1,004.13
3/15/2023	Good Will Payment	\$ 450.00			\$ 554.13
3/29/2023	Regular Bill - March 2023			\$ 371.07	\$ 925.20
4/5/2023	Payment	\$ 125.00			\$ 800.20
4/27/2023	Regular Bill - April 2023			\$ 275.53	\$ 1,075.73
4/28/2023	Payment	\$ 150.00			\$ 925.73

<b>Net Credit Calculation</b>				
1/30/2023	Removed Dec 2022 Crossed Meter	-494.35		-278.82
1/30/2023	Removed Nov 2022	-507.18		-786
1/30/2023	Removed Oct 2022	-209.09		-995.09
1/30/2023	Removed Sept 2022	-159.55		-1154.64
1/30/2023	Removed Aug 2022	-149.61		-1304.25
1/30/2023	Removed July 2022	-213.31		-1517.56
1/30/2023	Removed June 2022	-122.11		-1639.67
1/30/2023	Removed June 2022 Late fee	-0.65		-1640.32
1/30/2023	Removed late fee	-1.35		-1641.67
1/30/2023	Billed closing charge	4.43		-1637.24
1/30/2023	Corrected June 2022	73.98		-1563.26
1/30/2023	Corrected July 2022	122.8		-1440.46
1/30/2023	Corrected August 2022	106.73		-1333.73
1/30/2023	Corrected Sept 2022	78.82		-1254.91
1/30/2023	Corrected Oct 2022	67.76		-1187.15
1/30/2023	Corrected Nov 2022	74.86		-1112.29
1/30/2023	Corrected Dec 2022	71.37		-1040.92
<b>Net Credit</b>				<b>-1256.45</b>

<b>Net Credit Reversal Calculation</b>				
2/28/2023	Removed Dec 2022	-71.37		-1112.29
2/28/2023	Removed Nov 2022	-74.86		-1187.15
2/28/2023	Removed Oct 2022	-67.76		-1254.91
2/28/2023	Removed Sept 2022	-78.82		-1333.73
2/28/2023	Removed August 2022	-106.73		-1440.46
2/28/2023	Removed July 2022	-122.8		-1563.26
2/28/2023	Removed June 2022	-73.98		-1637.24
2/28/2023	Corrected June 2022	117.43		-1519.81
2/28/2023	Corrected July 2022	213.31		-1306.5
2/28/2023	Corrected August 2022	149.61		-1156.89
2/28/2023	Corrected September 2022	159.55		-997.34
2/28/2023	Corrected October 2022	209.09		-788.25
2/28/2023	Corrected November 2022	507.18		-281.07
2/28/2023	Corrected December 2022	494.35		213.28
<b>Net Credit Reversal</b>				<b>1254.20</b>

**Billing Analysis**

4/28/2023	<b>Payment</b>	-150		925.73	925.73
4/27/2023	<b>er Read His</b>	-125	<b>275.53</b>	1075.73	1075.73
3/29/2023	<b>Regular Bil</b>	-150	<b>371.07</b>	925.2	925.2
3/15/2023	<b>odwill Payn</b>	-450		704.13	704.13
2/28/2023	<b>Meter Read History</b>		<b>Meter #:</b>	342852591	
			<b>Account #:</b>	75048095 001 3	

Read Date	Source *	Days	Meter Read	Usage	Invoice Amount
02/27/23	E	31	30775	4733	\$505.54
01/27/23	J	30	26042	4086	\$435.31
12/28/22	J	30	21956	4630	\$494.35
11/28/22	J	34	17326	4576	\$507.18
10/25/22	J	29	12750	1637	\$209.09
09/26/22	J	32	11113	1262	\$159.55
08/25/22	J	29	9851	1186	\$149.61
07/27/22	J	33	8665	1673	\$213.31
06/24/22	J	29	6992	976	\$117.43
05/26/22	M	0	6016		
05/26/22	S	1	6016	45	\$4.43
05/25/22	E	29	5971	1315	\$129.09
04/26/22	E	29	4656	2324	\$234.33
03/28/22	I	31	2332	3452	\$352.01
02/25/22	I	28	11629	4164	\$426.28
01/28/22	I	30	7465	4316	\$442.36
12/29/21	I	33	3149	3829	\$392.45
11/26/21	I	32	302230	2160	\$225.41
10/25/21	I	28	300070	1682	\$221.12
09/27/21	I	32	298388	1147	\$145.47
08/26/21	I	30	297241	1323	\$171.21
07/27/21	R	32	295918	1490	\$195.66
06/25/21	I	30	294428	1019	\$127.13
05/26/21	I	30	293409	1335	\$169.29
04/26/21	I	31	292074	2522	\$260.04
03/26/21	I	29	289552	3186	\$335.09
02/25/21	I	29	286366	3612	\$383.20
01/27/21	I	30	282754	4481	\$481.41
12/28/20	I	34	278273	4767	\$513.72
11/24/20	I	32	273506	3532	\$406.21
10/23/20	I	29	269974	1346	\$177.61
09/24/20	I	30	268628	1058	\$134.81
08/25/20	I	29	267570	1222	\$159.19
07/27/20	I	33	266348	1384	\$183.24
06/24/20	I	29	264964	1011	\$127.38
05/26/20	I	32	263953	1102	\$130.57
04/24/20	I	29	262851	1844	\$178.58
03/26/20	I	28	261007	2169	\$214.44
02/27/20	I	28	258838	3181	\$326.13
01/30/20	I	31	255657	3129	\$320.39

<b>Read Date</b>	<b>Source *</b>	<b>Days</b>	<b>Meter Read</b>	<b>Usage</b>	<b>Invoice Amount</b>
12/30/19	I	35	252528	3777	\$391.91
11/25/19	I	32	248751	3007	\$330.90
10/24/19	I	29	245744	2084	\$281.76
09/25/19	I	30	243660	803	\$94.83
08/26/19	I	31	242857	1001	\$123.71
07/26/19	I	31	241856	690	\$78.73
06/25/19	I	32	241166	1073	\$134.26
05/24/19	I	29	240093	1457	\$181.15
04/25/19	I	29	238636	1709	\$163.95
03/27/19	I	28	236927	2962	\$302.51
02/27/19	I	29	233965	3634	\$378.55
01/29/19	I	32	230331	4207	\$442.19
12/28/18	I	31	226124	3814	
11/27/18	I	34	222310	3270	
10/24/18	I	29	219040	1733	
09/25/18	I	31	217307	976	
08/24/18	I	32	216331	942	
07/26/18	I	29	215389	935	
06/25/18	I	31	214454	747	
05/24/18	I	32	213707	988	
04/25/18	I	29	212719	1747	
03/27/18	I	29	210972	2848	
02/26/18	I	29	208124	3862	

A=Adjustment, C=Customer, E=Remote Read, F=Field Read, I=Itron Read (regular), M=Manual (regular), O=Office Estimate, P=Postcard, S=System Estimate, J=Out of