

IN THE SUPREME COURT OF THE STATE OF IDAHO

**IN THE MATTER OF SHERRY COLE'S
FORMAL COMPLAINT AGAINST
PACIFICORP, d/b/a ROCKY MOUNTAIN
POWER COMPANY**

)
)
) **Supreme Court**
) **Docket No. 51148-2023**
)

SHERRY COLE,

Petitioner – Appellant,

)
) Idaho Public Utilities Commission
) No. PAC-E-23-12
)

v.

) **AGENCY RECORD ON APPEAL**
)

**IDAHO PUBLIC UTILITIES COMMISSION
and PACIFICORP, d/b/a ROCKY
MOUNTAIN POWER COMPANY,**

Respondents.

APPEAL FROM THE IDAHO PUBLIC UTILITIES COMMISSION

Appeal from Idaho Public Utilities Commission
Commissioner Eric Anderson, Presiding

Attorney for Respondent Idaho PUC

Appellant, pro se

RAÚL R. LABRADOR
Idaho Attorney General

Sherry Cole
350 S. 12th W., #14
St. Anthony, ID 83445

Michael Duval, ISB #11714
Idaho Public Utilities Commission
11331 W. Chinden Blvd.
Building 8, Suite 201-A
Boise, ID 83704

*Attorneys for Respondent PacifiCorp d/b/a
Rocky Mountain Power Company*

Joe Dallas
Senior Attorney
Rocky Mountain Power
825 NE Multnomah, Ste. 2000
Portland, OR 97232

DOCKET NO. 51148

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DOCKET NO. 51148

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SHERRY COLE MOTION FOR RECONSIDERATION
dated July 28, 202347

SHERRY COLE NOTICE OF APPEAL
dated September 6, 202368

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

CASE NO. PAC-E-23-12

CAUTION: This email originated outside the State of Idaho network. Verify links and attachments BEFORE you click or open, even if you recognize and/or trust the sender. Contact your agency service desk with any concerns.

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 25th 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

DECISION MEMORANDUM

**TO: COMMISSIONER ANDERSON
COMMISSIONER HAMMOND
COMMISSIONER LODGE
COMMISSION SECRETARY
COMMISSION STAFF
LEGAL**

**FROM: MICHAEL DUVAL
DEPUTY ATTORNEY GENERAL**

DATE: APRIL 25, 2023

**SUBJECT: IN THE MATTER OF SHERRY COLE'S FORMAL COMPLAINT
AGAINST ROCKY MOUNTAIN POWER; CASE NO. PAC-E-23-12.**

On March 16, 2023, Sherry Cole ("Petitioner") filed a formal complaint ("Complaint") with the Idaho Public Utilities Commission ("Commission"). Petitioner alleges that Rocky Mountain Power, a division of PacifiCorp ("Company"), overcharged her while her meter was cross-connected with her neighbor's meter. Petitioner states her subsequent bill was inappropriately correlated to her neighbor's higher power consumption. The Company investigated the matter and made changes to correct the meter bases. While acknowledging some remedial actions and compensation by the Company, Petitioner believes further compensation is necessary to be made whole.

Petitioner requests further compensation from the Company.

RECOMMENDATION

Commission Staff ("Staff") recommends the Commission issue a Summons to the Company directing it to answer or otherwise respond to the Complaint within 21 days.

COMMISSION DECISION

1. Does the Commission wish to issue a Summons to the Company directing it to answer or otherwise respond to the Complaint within twenty-one (21) days?
2. Anything else?



Michael Duval
Deputy Attorney General



Idaho Public Utilities Commission

P.O. Box 83720, Boise, ID 83720-0074

Brad Little, Governor

Eric Anderson, President
John R. Hammond, Jr., Commissioner
Edward Lodge, Commissioner

May 5, 2023

Via Certified Mail

PacifiCorp d/b/a Rocky Mountain Power Company
1407 West North Temple, Suite 330
Salt Lake City, UT 84116

Re: IPUC Case No. PAC-E-23-12
Sherry Cole vs. PacifiCorp d/b/a Rocky Mountain Power Company

To Whom It May Concern,

Enclosed please find a Summons and Formal Complaint issued against PacifiCorp d/b/a Rocky Mountain Power Company in the above-mentioned case. As directed in the Summons, you are to file a written response to the Complaint with this Commission within twenty-one (21) days of the service date of the Summons.

Sincerely,

Jan Noriyuki
Commission Secretary

I:\Legal\ELECTRIC\PAC-E-23-12 Cole\PACE2312_Cvrltr_md.docx

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

SHERRY COLE,)	
)	
COMPLAINANT,)	SUMMONS
)	
vs.)	
)	CASE NO. PAC-E-23-12
PACIFICORP, d/b/a ROCKY MOUNTAIN)	
POWER COMPANY,)	
)	
RESPONDENT.)	
_____)	

PacifiCorp d/b/a Rocky Mountain Power Company
1407 West North Temple, Suite 330
Salt Lake City, UT 84116

THE STATE OF IDAHO SENDS GREETINGS TO THE ABOVE-NAMED RESPONDENT.

YOU ARE HEREBY NOTIFIED that a Complaint has been filed with the Idaho Public Utilities Commission by the above-named Complainant; and

YOU ARE HEREBY DIRECTED to file a written answer or written motion in defense of the Complaint within twenty-one (21) days of the service date of this Summons; and

YOU ARE HEREBY NOTIFIED that unless you do so within the time herein specified, the Idaho Public Utilities Commission may take such action against you as is prayed for in the Complaint or as it deems appropriate under Title 61 of the *Idaho Code*.

WITNESS my hand and the seal of the Idaho Public Utilities Commission this 5th day of May 2023.





Jan Noriyuki
Commission Secretary



Idaho Public Utilities Commission

P.O. Box 83720, Boise, ID 83720-0074

Brad Little, Governor

Eric Anderson, President
John R. Hammond, Jr., Commissioner
Edward Lodge, Commissioner

May 18, 2023

Via Certified Mail

PacifiCorp d/b/a Rocky Mountain Power
1407 West North Temple, Suite 330
Salt Lake City, UT 84116

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Sherry Cole vs. PacifiCorp d/b/a Rocky Mountain Power Company

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Sincerely,

Jan Noriyuki
Commission Secretary

Enclosure(s)

I:\Legal\ELECTRIC\PAC_RMP Smart Meter Complaints\Summons_CvrLtr_dh.docx

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

SHERRY COLE,

COMPLAINANT,

vs.

PACIFICORP, d/b/a ROCKY MOUNTAIN
POWER,

RESPONDENT.

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

PacifiCorp d/b/a Rocky Mountain Power
1407 West North Temple, Suite 330
Salt Lake City, UT 84116

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WITNESS my hand and the seal of the Idaho Public Utilities Commission this 18th day of May 2023.





Jan Noriyuki
Commission Secretary

I:\Legal\ELECTRIC\PAC_RMP Smart Meter Complaints\Summons to PAC_dh.docx

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

CASE NO. PAC-E-23-12

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Jan,

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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

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

For delivery information, visit our website at www.usps.com®.

OFFICIAL USE

Certified Mail Fee

\$

Extra Services & Fees (check box, add fee as appropriate)

- Return Receipt (hardcopy) \$ _____
- Return Receipt (electronic) \$ _____
- Certified Mail Restricted Delivery \$ _____
- Adult Signature Required \$ _____
- Adult Signature Restricted Delivery \$ _____

Postage

\$

Total Postage and Fees

\$

Postmark
Here

PAC-E-23-12

Sent To

PACIFIC COOP

Street and Apt. No., or PO Box No.

1407 W NORTH TEMPLE, SUITE 330

City, State, ZIP+4®

SALT LAKE CITY, UT 84116

PS Form 3800, April 2015 PSN 7530-02-000-9047

See Reverse for Instructions

7076 0600 0000 5236 375J



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,

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
Attorney for Rocky Mountain Power

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

FORMAL COMPLAINT OF SHERRY COLE VS PACIFICORP D/B/A ROCKY MOUNTAIN POWER	CASE NO. PAC-E-23-12
--	----------------------

ANSWER AND MOTION TO DISMISS

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
joseph.dallas@pacificorp.com
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

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

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.¹ The adjustment was made pursuant to Electric Service Regulation No. 7(a) which states that the corrected billing

¹ 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,² 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

² 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.³ 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.

³ *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



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

Attorney for Rocky Mountain Power

REDACTED EXHIBIT 1

SHERRY COLE
FRANCISCO L SANTIBANEZ
SAINT ANTHONY ID 83445-1752

REDACTED



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
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

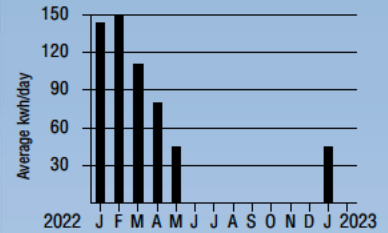
Residential Schedule 1

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

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
Total New Charges			4.43

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
Total Adjustments	-1,857.20

ITEM 9 - ELECTRIC SERVICE

[REDACTED]
Residential Schedule 1

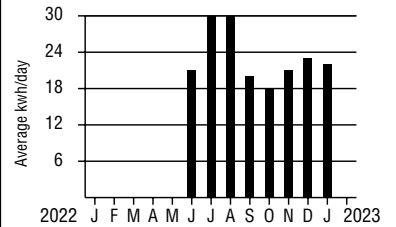
METER NUMBER	SERVICE PERIOD From	To	ELAPSED DAYS	METER READINGS Previous	Current	METER MULTIPLIER	AMOUNT USED THIS MONTH
342852591	Dec 28, 2022	Dec 28, 2022		8390	8390	1.0	
341834327	Dec 29, 2022	Jan 27, 2023		8390	9043	1.0	
Total			30				653 kwh

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
Total New Charges			68.43

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





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

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

NEW CHARGES 12/22 CONTINUED	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
Total New Charges			71.37

NEW CHARGES 11/22	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
Total New Charges			74.86

NEW CHARGES 10/22	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
Total New Charges			67.76

NEW CHARGES 09/22	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
Total New Charges			78.82

NEW CHARGES 08/22	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
Total New Charges			106.73

NEW CHARGES 07/22	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
Total New Charges			122.80

NEW CHARGES 06/22	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
Total New Charges			73.98

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

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.

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



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
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

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

[REDACTED]
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.

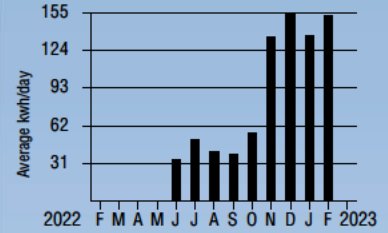
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ROCKY MTN POWER
PO BOX 26000
PORTLAND OR 97256-0001



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
[REDACTED]
SAINT ANTHONY ID 83445-1752

H 75048095 001 324 000115413



Questions about your bill: Call toll free 1-888-221-7070 rocky mountainpower.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
Total New Charges			505.54

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
Total Adjustments	1,621.08

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 rocky mountainpower.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 rocky mountainpower.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



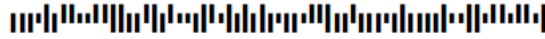
Questions: Call
1-888-221-7070
24 hours a day,
7 days a week
rockymountainpower.net



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
Past Due Amount	554.13
New Charges	+371.07
Current Account Balance	\$925.20

Payments Received

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

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
Total New Charges			371.07

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

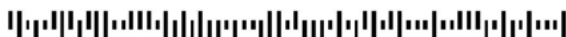
RETAIN THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

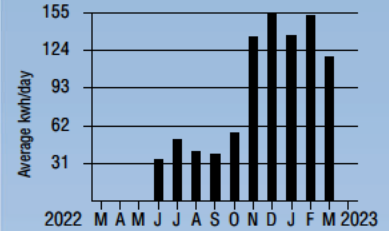
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ROCKY MTN POWER
PO BOX 26000
PORTLAND OR 97256-0001



Historical Data - ITEM 9



Your Average Daily kwh Usage by Month

PERIOD ENDING	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

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Late Payment Charge for Idaho

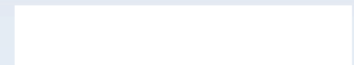
A late payment charge of 1% may be charged on the delinquent balance per month.

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



EXHIBIT 2

Date	Billing Transaction	Payment	Adjustment	New Charges	End Balance
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

Net Credit Calculation				
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
Net Credit				-1256.45

Net Credit Reversal Calculation				
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
Net Credit Reversal				1254.20

Billing Analysis

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

Read Date	Source *	Days	Meter Read	Usage	Invoice Amount
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

The following comment was submitted via PUCWeb:

Name: Sherry Cole

Submission Time: Jun 9 2023 3:28PM

Email: slordaz@hotmail.com

Telephone: 208-624-4020

Address: 350 S 12th W #14

Saint Anthony , ID 83445

Name of Utility Company: Rocky Mountain Power

Case ID: PAC-E-23-12

Comment: "I need to talk to the Judge about some issues with the procedures with this case, false information by omission presented to the court by Rocky Mountain Power and their attorney asking it be dismissed with prejudice which it should not be. Lack of proof I submitted not being there. This brings up a lot of procedural ,legal and Constitutional questions. Notifying you also that have applied for assistance for an attorney through the Idaho Bar and already talked to the Attorney Generals Consumer Affairs. "

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

SHERRY COLE,)	CASE NO. PAC-E-23-12
)	
PETITIONER,)	ORDER NO. 35856
)	
vs.)	
)	
PACIFICORP, d/b/a ROCKY MOUNTAIN)	
POWER COMPANY,)	
)	
RESPONDENT.)	
)	

On March 16, 2023, Sherry Cole (“Petitioner”) filed a formal complaint (“Complaint”) with the Idaho Public Utilities Commission (“Commission”) alleging that Rocky Mountain Power, a division of PacifiCorp (“Company”), overcharged her while her meter was cross-connected with her neighbor’s meter. The Petitioner asserted that she was billed for her neighbor’s power consumption. While acknowledging some remedial actions and compensation by the Company, the Petitioner believed further compensation was necessary to be made whole.

On May 18, 2023, the Commission issued a Summons with the Complaint attached. The Company filed an Answer and Motion to Dismiss on June 8, 2023. The Petitioner submitted a reply in the form of a Public Comment on June 12, 2023.

The Commission now issues this Order dismissing the Complaint.

THE FORMAL COMPLAINT

The Petitioner stated that she has been arguing with the Company for approximately five years—apparently starting when the Company moved her meter banks. At some point not clearly specified in the Complaint,¹ the Petitioner alleges that the Company inspected the Petitioner’s meter and informed her that it was cross-connected with her neighbor’s meter. The Petitioner represented that, as part of the inspection, the Company tried to turn off her power; instead, the neighbor’s power was turned off. The Petitioner asserted that the Company then told her that a workman would come to fix the issue. The Petitioner explained that no one came out until she called the Company in January 2023. The Petitioner stated the Company then sent someone out

¹ The Company stated that the Petitioner initially raised her concerns with the Company on January 3, 2023.

who fixed the allegedly cross-connected meters. The Petitioner stated that she was then provided a written report that was dated January 25, 2023.² The Petitioner also stated that a \$1,620.08 credit was subsequently applied to her bill in January. Regarding her issue with the Company, the Petitioner stated that “[w]e were good at this point.” Complaint at 1.

However, the Petitioner explained that when she received her bill for February, she saw that the \$1,620.08 credit had been reversed. The Petitioner stated that the Company told her that the Petitioner’s meter had actually never been cross-connected with her neighbor’s meter. The Petitioner stated that her neighbor also called the Company because the neighbor’s bill was also “different” than expected. *Id.* The Petitioner stated that the Company ignored her after the meters in question were allegedly fixed. The Petitioner stated that the Company offered her \$450.00 as a sign of good will. However, the Petitioner explained that the \$1,620.08 credit (which she stated was a credit for six months of usage) should have remained in place. The Petitioner requested that the Commission order the Company to reinstate the \$1,620.08 credit.

THE COMPANY’S ANSWER

On June 8, 2023, the Company filed an Answer and Motion to Dismiss (“Answer”). The Company stated that its technician visited the Petitioner’s property on January 13, 2023, and that this technician did not initially utilize the proper process to accurately read the Petitioner’s meter; this led to an erroneous belief that the meter had been cross-connected. The Company stated that the initial net credit provided to the Petitioner was \$1,256.45. The Company provided supplemental exhibits to support the Company’s position.

The Company stated that a February 8, 2023, breaker test showed that the Petitioner’s meter was working properly and never cross-connected with her neighbors’ meter. The Company thus stated that the previous credit was provided in error. The Company stated the Petitioner contacted the Company on March 2, 2023; the Petitioner was very upset at the reversal of the previous credit. The Company stated that a meter reader revisited the property on March 13, 2023, and again confirmed the accuracy of the meters in question. The Company stated that on March 15, 2023, it offered the Petitioner a \$450.00 credit for any inconvenience. Despite this goodwill credit, the Company maintained that the Petitioner had not identified any legal authority that would require the Company to provide the Petitioner with any compensation. The Company thus requested that this case be dismissed with prejudice.

² The January 25, 2023, report referenced by the Petitioner was not included as part of the record.

PETITIONER’S REPLY

On June 12, 2023, the Petitioner filed a public comment in which she expressed that she “need[ed] to talk to the judge [*sic*] about some issues with the procedures with this case. . . .” Public Comment at 1. The Petitioner expressed displeasure regarding the veracity and presentation of the evidence in this case and stated that she was seeking an attorney.

COMMISSION DISCUSSION AND FINDINGS

The Commission has jurisdiction over this matter under Idaho Code Title 61 and IDAPA 31.01.01. Having reviewed the Complaint, Answer, and the Petitioner’s reply, we dismiss the Complaint. Other than her statements, the Petitioner has not provided anything in the record to substantiate that she was overcharged. Despite the lack of a clear duty to do so, the Company has provided the Petitioner with \$450.00 for the inconvenience it caused. The Commission finds that this Complaint should be dismissed.

In matters like these the Commission’s Utility Customer Relations Rules provide guidance and direction. *See* IDAPA 31.21.01. The Commission believes that consistent application of these rules can help to prevent these situations from occurring.

ORDER

IT IS HEREBY ORDERED the Complaint filed by the Petitioner is dismissed.

THIS IS A FINAL ORDER. Any person interested in this Order may petition for reconsideration within twenty-one (21) days of the service date of this Order regarding any matter decided in this Order. Within seven (7) days after any person has petitioned for reconsideration, any other person may cross-petition for reconsideration. *Idaho Code* § 61-626.

///

DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 24th day of July 2023.



ERIC ANDERSON, PRESIDENT

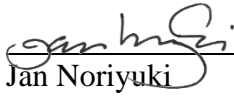


JOHN R. HAMMOND JR., COMMISSIONER



EDWARD LODGE, COMMISSIONER

ATTEST:



Jan Noriyuki
Commission Secretary

I:\Legal\ELECTRIC\PAC-E-23-12 Cole\PACE2312_Final_md.docx

The following comment was submitted via PUCWeb:

Name: Sherry Cole

Submission Time: Jul 25 2023 12:17AM

Email: slordaz@hotmail.com

Telephone: 208-624-4020

Address: 350 S 12th W #14

Saint Anthony , ID 83445

Name of Utility Company: Rocky mountain Power

Case ID: PAC-E-23-12

Comment: "thanks for ignoring the evidence that was submitted electronically several times. for the customer that had losses that are now considered theft by the utility and only considering the falsehoods the utility provided. I will be appealing this decision and suing them now."



RECEIVED
2023 JULY 25, 2023 8:00AM
IDAHO PUBLIC
UTILITIES COMMISSION

P.O. Box 25308
Salt Lake City, Utah 84125-0308
1-888-221-7070
fax 1-877-809-3193
rockymountainpower.net

January 25, 2023

SHERRY COLE
FRANCISCO L SANTIBANEZ
350 S 12TH W TRLR 14
SAINT ANTHONY ID 83445-1752

Account # 75048095 001 3



Dear Sherry Cole and Francisco L Santibanez:

Recent investigation shows that you were billed incorrectly for electric service at 350 S 12th W Trailer 14, Saint Anthony, Idaho. You were billed for a meter that serves a neighboring location and not the meter that provides service to you. This is most often the result of incorrect meter labeling or wiring by the property's builder, electrician, or owner. We have taken action to fix the problem so you are billed correctly in the future.

Your bill from May 25, 2022 to December 28, 2022 has been corrected to reflect your actual usage and 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 accurate and timely bills. If you would like more information or have any questions, please call us anytime toll-free at 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 electric account and stay informed by signing up for email alerts, text alerts, or both. Once you have established your online profile, you can choose to go paperless and receive monthly email notifications when your bill is ready, set up automatic payments, enroll in Equal Pay, plus much more. Downloading our free mobile app for Apple and Android devices is another option for quickly accessing your electric account. The app provides many self-service channels, including the ability to report and track outages, make payments, 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 en español.

our true strength is
our connection to you

SHERRY COLE
 FRANCISCO L SANTIBANEZ
 350 S 12TH W TRLR 14
 SAINT ANTHONY ID 83445-1752



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
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

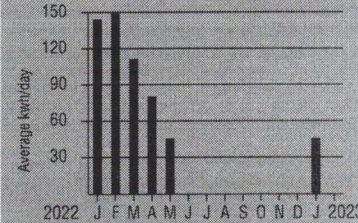
350 S 12TH W TRLR 14 Saint Anthony ID
 Residential Schedule 1

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

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 \$500 maximum.

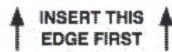
Effective March 6, 2023, commercial fees for all phone payments and online card payments will increase from \$1.75 to \$7.99 per payment with \$2,000 maximum.

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.



ROCKY MTN POWER
 PO BOX 26000
 PORTLAND OR 97256-0001



H 75048095 001 327 000000000

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
 350 S 12TH W TRLR 14
 SAINT ANTHONY ID 83445-1752



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
Total New Charges			505.54

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
Total Adjustments	1,621.08

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

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

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.

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

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 mobile 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

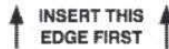
	UNITS	COST PER UNIT	CHARGE
CLOSING CHARGES			
Basic Charge - Single Phase for 1 day(s)			0.27
Energy Charge Winter Block 1 for 1 day(s)	33 kwh	0.0933050	3.08
Energy Charge Winter Block 2 for 1 day(s)	12 kwh	0.1091650	1.31
Energy Cost Adjustment for 1 day(s)	45 kwh	0.0035400	0.16
Customer Efficiency Services		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.

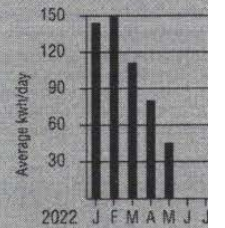
RETURN THIS PORTION WITH YOUR PAYMENT.



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, r phone payments and onlin increase from \$1.75 to \$1 \$500 maximum.

Effective March 6, 2023, c phone payments and onlin 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 on check

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

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

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.

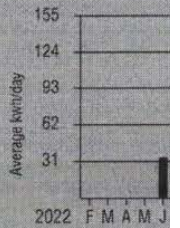
RETURN THIS PORTION WITH YOUR PAYMENT.



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

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

RECEIVED

2023 AUG 14 PM 2:44

SHERRY COLE,)	CASE NO. PAC-E-23-12
)	
PETITIONER,)	AFFIDAVIT OF JON KRUCK
)	
vs.)	
)	
PACIFICORP, d/b/a ROCKY MOUNTAIN)	
POWER COMPANY, RESPONDENT.)	
)	

STATE OF IDAHO)
) ss.
 County of Ada)

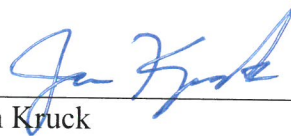
I, Jon Kruck, being first duly sworn under oath, depose and state as follows:

1. My name is Jon Kruck. I am over 21 years of age, of sound mind, and I have personal knowledge of the facts stated herein.
2. The information contained herein is true and correct to the best of my knowledge and belief.
3. I am a Utilities Compliance Investigator at the Idaho Public Utilities Commission (“Commission”). I started working in this position in 2022. I am responsible for investigating consumer complaints with utilities and to facilitate a fair resolution for all parties within the scope of the Commission’s authority, the tariff (**EXHIBIT 1**); *Idaho Code* § 61-101 *et seq.*; IDAPA 31.21.01 - Utility Customer Relations Rules and Commission; Commission Order Nos. 30668 and 32268.
4. I have investigated the allegations against Rocky Mountain Power (“Company”) and believe the Company *did not* have a crossed meter as claimed by Sherry Cole (“Customer”). I believe there was confusion, as a technician failed to perform a cross-connection check on the initial service visit (“initial Visit”), which resulted in the Customer believing that there was in fact a cross-connection. According to my investigation, the meters in question were tested during a subsequent service visit (“Subsequent Visit”) and were determined to be connected properly to the respective service locations. After the Initial Visit, the Customer and the Company engaged in a

series of credits, and charges between the two accounts that should not have occurred. After the Subsequent Visit, the incorrectly credited amounts were reversed because the meters were determined to be installed and measuring power for the correct locations. The Customer claimed that the meters were indeed crossed and argued the credit that was reversed after the Subsequent Visit should be reversed again.

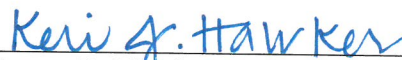
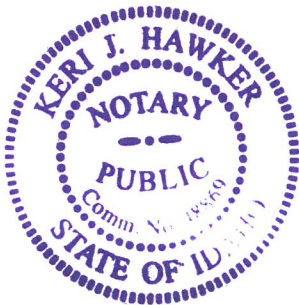
5. I have performed an analysis of the monthly billing for the previous five-years, from February 27, 2018, through August 2, 2023. The result of my analysis shows no material discrepancies based on a month-to-month and year-to-year comparison of billing. In addition to comparing the billing charges over those five years, I also looked at the average temperature for each month to determine if weather was a factor in the small differences in billing amounts. Based on this comparison, I conclude that the billing is materially consistent from month-to-month and from year-to-year for each of the five years with temperature factored into the analysis of the data.

Dated this 14th day of August 2023.



Jon Kruck
Utilities Compliance Investigator
Idaho Public Utilities Commission

SUBSCRIBED AND SWORN to before me this 14th day of August 2023.



Notary Public for Idaho
Residing at: Boise, Idaho
Commission expires: March 15, 2025

CERTIFICATE OF SERVICE

I HEREBY CERTIFY THAT ON THIS 14TH DAY OF AUGUST, 2023, I SERVED THE FOREGOING **AFFIDAVIT OF JON KRUCK**, IN CASE NO. PAC-E-23-12, IN THE MANNER INDICATED, TO THE FOLLOWING:

Via E-Mail:

Sherry Cole, *pro se*
350 S 12th W #14
St. Anthony, ID 83445
slordaz@hotmail.com



Keri J. Hawker
Legal Administrative Assistant

The following comment was submitted via PUCWeb:

Name: Sherry Cole

Submission Time: Aug 15 2023 1:46AM

Email: slordaz@hotmail.com

Telephone: 208-624-4020

Address: 350 S 12th W #14

Saint Anthony , ID 83445

Name of Utility Company: Pacifccorp Rocky Mountain Power

Case ID: PAC-E-23-12

Comment: "This case needs to have the company records on this account thoroughly audited as they were the ones or their contractors they sent that moved the meter banks, I have been at this address more than 20 years and had previously been disconnected and was the correct meter attached until they moved the meter bank, it was ignored by Rocky Mountain Power and Jon During the informal that on the service call DEC 2022 by the crew who informed me that my meter was bad and discovered it had accidentally been crossed and they would let Rocky Mountain Power know and someone would be out in a couple of days, which with holidays didn't think to much about it but when January rolled around I called again as nobody had been out to correct the crossed meters, Rocky Mountain Power and Jon ignored this information. I do have witnesses if I need to that it was the utility that moved the meter bank that caused them to be crossed. So January they Finally uncrossed them, so subsequent visits in February and March showed yes they were right, but they were Crossed until January 2023"

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

SHERRY COLE,)	CASE NO. PAC-E-23-12
)	
PETITIONER,)	ORDER NO. 35903
)	
vs.)	
)	
PACIFICORP, d/b/a ROCKY MOUNTAIN)	
POWER COMPANY,)	
)	
RESPONDENT.)	
)	

On March 16, 2023, Sherry Cole (“Petitioner”) filed a formal complaint (“Complaint”) with the Idaho Public Utilities Commission (“Commission”) alleging that Rocky Mountain Power, a division of PacifiCorp (“Company”), overcharged her while her meter was cross-connected with her neighbor’s meter. The Petitioner stated she was inappropriately charged for her neighbor’s higher power consumption. While acknowledging some remedial actions and compensation by the Company, the Petitioner believed further compensation was necessary to be made whole.

On July 24, 2023, the Commission issued a Final Order in this case dismissing the Petitioner’s complaint and referencing the Commission’s Utility Customer Relations Rules as found under IDAPA 31.21.01. Order No. 35856.

On July 25, 2023, Petitioner filed a public comment explaining her frustration with the Commission’s decision in the Final Order and expressing an intent to sue the Company. On July 28, 2023, the Petitioner filed a document intended to be a Petition for Reconsideration (“Petition”). The Company did not respond to the Petition.

On August 14, 2023, Commission Staff (“Staff”) filed an affidavit regarding Staff’s analysis of the Petitioner’s bills spanning the timeframe the Petitioner believed that the meters were cross-connected.

The Commission now issues this Order dismissing the Petitioner’s Petition, as discussed in detail below.

BACKGROUND

1. The Complaint

The Petitioner stated that she has been arguing with the Company for approximately five years; which she stated started when the Company moved her meter bank (which included neighboring meters). At some point not clearly specified in the record, the Company inspected the Petitioner's meter and informed her that it was cross-connected with her neighbor's meter. The Petitioner stated that, as part of the inspection, the Company tried to turn off her power, but the neighbor's power was turned off instead. The Petitioner stated that the Company then told her that a workman would be out to fix the issue. The Petitioner explained that no one came out until she called the Company in January 2023. After the January 2023 call, the Company then sent someone out who fixed the allegedly cross-connected meters. The Petitioner stated that she was then provided a written report dated January 25, 2023. The Petitioner also stated that a \$1,620.08 credit subsequently was applied to her bill for January. Regarding her issue with the Company, the Petitioner stated that "[w]e were good at this point." Complaint at 1.

However, the Petitioner explained that when she received her bill for February, she saw that the \$1,620.08 credit had been reversed. The Petitioner stated that the Company told her that the Petitioner's meter had actually never been cross-connected with her neighbor's meter. The Petitioner stated that her neighbor also called the Company because the neighbor's bill was also different than expected. The Petitioner stated that the Company ignored her after the meters in question were allegedly fixed. The Petitioner stated that the Company offered her a \$450 credit as a sign of good will. However, the Petitioner explained that the \$1,620.08 credit (which she stated was a credit for six months of usage) should have remained. The Petitioner requested that the Commission order the Company to reinstate the \$1,620.08 credit.

2. The Company's Answer

On June 8, 2023, the Company filed an Answer and Motion to Dismiss ("Answer"). The Company stated that the Company's own technician did not initially utilize the proper process to accurately read the Petitioner's meter, which led to an erroneous belief that the meter had been cross-connected. The Company stated that subsequent testing revealed that the Petitioner's meter was working properly and never cross-connected with her neighbor's meter. The Company stated it had offered the Petitioner a \$450 credit for any inconvenience. However, the Company stated that the Petitioner has not identified any legal authority that would require the Company to provide

the Petitioner with any compensation. The Company thus requested that this case be dismissed with prejudice.

3. Petitioner’s First Comment

On June 12, 2023, the Petitioner filed a public comment expressing that she “need[ed] to talk to the judge [*sic*] about some issues with the procedures with this case. . . .” Petitioner’s First Comment at 1. The Petitioner expressed displeasure regarding the veracity and presentation of the evidence in this case and stated that she was seeking an attorney.

THE FINAL ORDER

On July 24, 2023, the Commission issued Final Order No. 35856. After reviewing the record, the Final Order dismissed the Petitioner’s complaint and noted that the Company had provided the Petitioner with a \$450 credit despite the lack of any clear legal obligation to do so. Order No. 35856 at 3. The Commission also referenced Commission’s Utility Customer Relations Rules as found in IDAPA 31.21.01.

PETITIONER’S SECOND COMMENT

On July 25, 2023, Petitioner filed a public comment expressing her frustration and claiming that the evidence that she submitted was not properly examined. She alleged that the Company committed theft. The Petitioner also stated that she would “be appealing this decision and suing them now.” Petitioner’s Second Comment at 1.

PETITION FOR RECONSIDERATION

The Petitioner noted that she was not an attorney and requested leniency from the Commission when reviewing the legal aspects of her filing. The Petitioner cited “Rules 005, 200, 204, 313” without elaboration. Petition at 1. Petitioner referenced an unspecified three-year exception that she stated should apply because she contacted the Company as soon as she had proof after the moving of certain meter banks.¹ The Petitioner stated that Staff originally suggested a higher amount in controversy relevant to her compensation. Petitioner reviewed the narrative of her Complaint and discussed certain exhibits from the Company’s Answer—disputing various aspects of these based upon her assertion that her meter was cross-connected with her neighbor’s meter. She also expressed displeasure regarding her interactions with Staff. The Petitioner requested that the Commission order a reimbursement of “THE CORRECT AMOUNT OF

¹ Utility Customer Relations Rule 203, IDAPA 31.21.01.203, discusses billing errors and proper procedures for remedying incorrect bills.

MONEY WRONGFULLY CHARGED ME AND ADDED TO THE BIL1620.08 [sic].” Petition at 4. Petitioner noted her struggle with the legal complexities of this case and asked that the Commission review the matter in good faith.

While certainly asking for compensation for a total of \$1,620.08 for the six months preceding the discovery of the allegedly cross-connected meters, the record indicates that the Petitioner argued that the Company’s obligation to reimburse her is correlated to a sum of \$10,870 (for the total amount of time that she was overpaying for energy usage). The Petitioner also attached the Company’s letter to her initially informing her that her meter was crossed, and that she would be granted a credit of \$1,262.52² that would be applied to her next bill. The Petitioner also provided two billing statements that showed a credit initially being applied to her account balance.

STAFF’S AFFIDAVIT

On August 14, 2023, Staff filed the Affidavit of Jon Kruck (“Affidavit”). In this Affidavit, Staff noted that it had reviewed the Petitioner’s utility bills from the Company and did not believe the data supported a finding that the Petitioner’s meter was cross-connected with her neighbor’s meter. Staff examined the Petitioner’s bills from the time that she stated the allegedly cross-connected meters were fixed and compared that time period with the same time period from previous years. Staff stated that her bills from this period were very comparable with the commensurate period for each previous year going back to 2018. Staff also correlated this data with the average monthly temperature for each year. This increased Staff’s confidence that the minor differences in the prices for each month can largely be explained by normal temperature fluctuations. Accordingly, Staff stated that the data does not support a finding the meters in question were ever cross-connected.

COMMISSION FINDINGS AND DECISION

Reconsideration affords parties an opportunity to bring to the Commission’s attention any matter previously determined and provides the Commission opportunity to rectify any mistake before the matter is appealed to the Supreme Court. *Washington Water Power Co. v. Idaho Public Utilities Comm’n*, 1980, 101 Idaho 567, 617 P.2d 1242. Any person or public utility has the right

² The January 25, 2023, letter stated that her credit would be \$1,262.52. The “Adjustments” portion of the Petitioner’s second attached bill lists a “+1,621.08” number, which appears to be where the Petitioner arrived at her \$1,620.08 request for compensation. Petition, Exhibit 2-2.

to petition for reconsideration in respect to any matter determined in a Commission order. *Idaho Code* § 61-626(1). The petitioner has 21 days from the date of the final order in which to ask for reconsideration. *Id.* The Commission has 28 days from the filing of the petition for reconsideration to enter an order on the matter. *Idaho Code* § 61-626(2).

Commission Rule of Procedure 332 authorizes the Commission to grant reconsideration on its own motion by the motion of an interested party. This Rule also allows the Commission to dismiss issues on reconsideration when those issues are not supported by a specific explanation relevant to the case. IDAPA 31.01.01.332.

Idaho Public Utilities Commission Rule of Procedure 331 states that petitions for reconsideration “must specify (a) why the order or any issue decided in it is *unreasonable, unlawful, erroneous or not in conformity with the law*, and (b) the nature and quantity of evidence or argument the petitioner will offer if reconsideration is granted.” IDAPA 31.01.01.331.01 (emphasis added). Further, “the petition . . . must state whether the petitioner . . . requests reconsideration by evidentiary hearing, written briefs, comments, or interrogatories.” IDAPA 31.01.01.331.03.

Having reviewed the Petition, the arguments of the parties, and all submitted materials, the Commission finds that the Petition does not meet the substantive requirements for a petition for reconsideration.

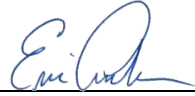
The Petition largely reiterates information that was already in the Complaint—including information that shows that, at one point, the Company believed that the Petitioner’s meter was cross-connected and provided the Petitioner with a bill credit. After investigation, the Company determined that no cross-connection occurred and reversed the bill credit. Staff’s analysis corroborated the Company’s assertion that there was no cross-connection. These facts regarding the Company’s previous actions were already known by the Commission and factored into the Commission’s decision in Order No. 35856. The Petitioner has not presented sufficient evidence to show that her meter was cross-connected, or that she was overcharged for electric service. Nothing that the Petitioner has presented provides grounds for the Commission to decide that Order No. 35856 was “unreasonable, unlawful, erroneous or not in conformity with the law.” IDAPA 31.01.01.331.01. Therefore, the Petition is dismissed.

ORDER

IT IS HEREBY ORDERED that the Petition is dismissed.

THIS IS A FINAL ORDER DENYING RECONSIDERATION. Any party aggrieved by this Order, or other final or interlocutory Orders previously issued in this case, may appeal to the Supreme Court of Idaho within forty-two (42) days pursuant to the Public Utilities Law and the Idaho Appellate Rules. *Idaho Code* § 61-627; I.A.R. 14.

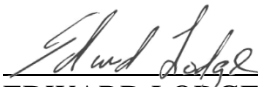
DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 22nd day of August 2023.



ERIC ANDERSON, PRESIDENT

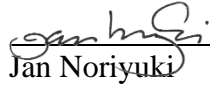


JOHN R. HAMMOND JR., COMMISSIONER



EDWARD LODGE, COMMISSIONER

ATTEST:



Jan Noriyuki
Commission Secretary

I:\Legal\ELECTRIC\PAC-E-23-12 Cole\PACE2312_recon_order_md.docx

RECEIVED
2022 SEP 16 AM 9:55
IDAHO PUBLIC UTILITIES COMMISSION

Sherry Cole Pro Se

350 S. 12th W. #14

Saint Anthony Idaho 83445

208-624-4020

In the Idaho Supreme Court of the State of Idaho in and for the Public Utilities Commission

Complaint)

Sherry Cole) Case NO PAC-E-23.12

Appellant) Notice of Appeal

Vs.)

Pacific Corp d.b.a. Rocky Mountain Power)

Respondent)

1.

To the above Named Respondent Pacific Corp d.b.a. Rocky Mountain Power and the respondents attorney Joseph Dallas email copy as per his previous request and the Clerk of the above entitled Idaho Public Utilities Commission.

Notice is hereby given that:

2.

They above named Appellant appeals against the above named Respondent's to the Idaho Supreme Court from the final judgement /decision entered in the above entitled action of dismissal of motion to reconsider on the 22nd of August 2023. Public Utilities President Eric Anderson, John R. Hammond Jr Commissioner and Edward Lodge, Commissioner.

3.

That the petitioner has a rights to appeal to the Idaho Supreme Court, and the judgment in paragraph 1 above are appealable orders under and pursuant to rule 61-627 and I.A. R 14

The Petitioner Sherry Cole is puts forth this motion to reconsider inculpatory evidence ignored by the investigator and the commission of admission by the respondent on their own letter head dated January 25, 2023 report of their own investigation stating that meters were crossed which preceded subsequent claims by respondent's and their attorney to Idaho Public Utilities Commission s that the meters were never crossed in subsequent Feb and March claims to the Commission. Which brings in Constitutional 9th and 14th amendment issues, That was brought up before original decision in a public comment, Violation of rules of evidence in tribunal action's that belongs to a court of law, the plaintiff was unaware she was in as Public Utilities Commission from their site say they investigate claims and mediate billing issues.

4.

There has been no order sealing all or any portion of the record.

5.

Appellant is requesting all transcript's and records that the Commission has regarding PAC-E-23-12 to be transmitted both in hard copy and electronic.

6.

Motion for reconsideration.

7

Unredacted Letter to Appellant from Rocky Mountain Power, 2 bills from Rocky Mountain Power and any other case related documents and orders.

Respectfully Submitted

Shrey Col

Sept. 6, 2023

TABLE OF AUTHORITIES IS CONDENSED IN THIS CASE AT BAR TO: /.

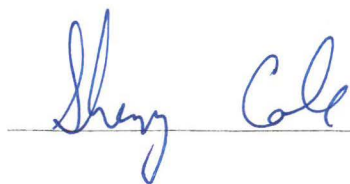
- 1: Public Utilities and Idaho Appellate rules, Idaho Code § 61-627 I.A.R.14
2. Letter received by Petitioner, Sherry Cole, dated JANUARY 25TH, 2023.this letter admits wrongful deprivation of Petitioners property (monetary) in overcharge by Rocky Mountain Power due to crossed meters. Note that letter is on Rocky Mountain Powers own letterhead.
3. Two bills from Rocky Mountain Power, which ambiguously shows refund adjustment was given, and subsequently the next month was removed. All after initially admitting meters were crossed, and recharging the credit Petitioners account see (2).

Petitioner finds that is it inconceivable that Rocky Mountain Power can admit an over charge occurred due to crossed meters, gave relief, and subsequently withdraws the credit. To be credible action based on the facts of the matter. Respondent stating to the commission that they Never were crossed, and the Commission accepting it while ignoring inculpatory evidence already submitted in the Investigations. Which with Constitutional issues rose should not have been done as a tribunal as it lacks the Jurisdiction for that, it should have been sent to the appropriate court.

Petitioner is only seeking just compensation, that being the case, Sherry Cole will need proof that Rocky Mountain Power did not ré-cross the meters after first investigating the matter January 13. 2023see(2). The date must be verified as to when overcharge began as they do have records.

Respectfully Submitted

Sherry Cole



DATE Sept. 5th 2023

CERTIFICATE OF SERVICE

On Sept 6th, 2023 I Sherry Cole sent by certified mail, return receipt requested to:

1. Rocky Mountain Power 1407 W. N. Temple, SLC ut 84116

Hand Delivered/FILED with on Sept 6th, 2023

1. Idaho Public Utilities Commission Sept 5th 6th

2. Idaho Supreme Court Sept 5th



P.O. Box 25308
Salt Lake City, Utah 84125-0308
1-888-221-7070
fax 1-877-809-3193
rockymountainpower.net

January 25, 2023

SHERRY COLE
FRANCISCO L SANTIBANEZ
350 S 12TH W TRLR 14
SAINT ANTHONY ID 83445-1752

Account # 75048095 001 3



Dear Sherry Cole and Francisco L Santibanez:

Recent investigation shows that you were billed incorrectly for electric service at 350 S 12th W Trailer 14, Saint Anthony, Idaho. You were billed for a meter that serves a neighboring location and not the meter that provides service to you. This is most often the result of incorrect meter labeling or wiring by the property's builder, electrician, or owner. We have taken action to fix the problem so you are billed correctly in the future.

Your bill from May 25, 2022 to December 28, 2022 has been corrected to reflect your actual usage and 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 accurate and timely bills. If you would like more information or have any questions, please call us anytime toll-free at 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 electric account and stay informed by signing up for email alerts, text alerts, or both. Once you have established your online profile, you can choose to go paperless and receive monthly email notifications when your bill is ready, set up automatic payments, enroll in Equal Pay, plus much more. Downloading our free mobile app for Apple and Android devices is another option for quickly accessing your electric account. The app provides many self-service channels, including the ability to report and track outages, make payments, 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 en español.

our true strength is
our connection to you



Idaho Public Utilities Commission

Brad Little, Governor

P.O. Box 83720, Boise, ID 83720-0074

Eric Anderson, President
John R. Hammond, Jr., Commissioner
Edward Lodge, Commissioner

September 18, 2023

Via E-Mail and Interagency Mail
supremecourtdocuments@idcourts.net

Melanie Gagnepain
Clerk of the Courts
Supreme Court
451 W. State Street
Boise, Idaho 83720-0101

Re: PUC Clerk's Certificate of Appeal
Supreme Court Docket No.: _____-2023

Dear Ms. Gagnepain,

Enclosed for your information and action is the Clerk's Certificate of Appeal from the Idaho Public Utilities Commission. Also enclosed is the Notice of Appeal filed by Sherry Cole on September 6, 2023, and the \$94 filing fee.

I have also enclosed copies of the two PUC Orders appealed from: Final Order No. 35856 and Reconsideration Order No. 35903.

If you have any questions, please contact me at (208) 334-0338.

Sincerely,

Jan Noriyuki
Commission Secretary

Enclosures

cc: Michael Duval, Deputy Attorney General

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BEFORE THE PUBLIC UTILITIES COMMISSION

SHERRY COLE,)	
)	Supreme Court Docket
Appellant,)	No. _____-2023
)	
v.)	
)	Idaho Public Utilities Commission
PACIFICORP, d/b/a ROCKY)	Case No. PAC-E-23-12
MOUNTAIN POWER COMPANY,)	
)	
Respondent.)	
)	
)	
_____)	

Appeal from the Idaho Public Utilities Commission, The Honorable Eric Anderson presiding.

Case Number from Idaho Public Utilities Commission: PAC-E-23-12

Order or Judgment Appealed from: Final Order No. 35856 and Final Reconsideration Order No. 35903

Attorney(s) for Appellant: N/A – Appellant Sherry Cole, *pro se*, 350 S. 12th W., #14, Saint Anthony, Idaho 83445

Attorney for Respondent: Michael Duval, Deputy Attorney General, Idaho Public Utilities Commission, P. O. Box 83720, Boise, Idaho 83720-0074

Appealed by: Sherry Cole

Appealed against: Idaho Public Utilities Commission

Notice of Appeal Filed: September 6, 2023

Amended Notice of Appeal filed: N/A

Notice of Cross-appeal Filed: N/A

Amended Notice of Cross-appeal Filed: N/A

Appellate Fee Paid: \$94.00 (September 6, 2023)

Respondent or Cross-Respondent’s Appeal Request for Additional Record Filed: N/A

Respondent or Cross-Respondent's Request for Additional Reporter's Transcript Filed:
N/A

Was Agency Reporter's Transcript Requested: No

Estimated Number of Pages: N/A

If so, name of each reporter of whom a transcript has been requested as named below at the address set out below: N/A



Dated this 18th day of September 2023.



Jan Noriyuki
Secretary of the Public Utilities Commission

CERTIFICATE OF SERVICE

I HEREBY CERTIFY THAT I HAVE THIS 18th DAY OF SEPTEMBER 2023, SERVED THE FOREGOING *Clerk's Certificate of Appeal*, in IPUC Case No. PAC-E-23-12, ON THE FOLLOWING PERSONS, AS INDICATED BELOW:

Sherry Cole
350 S. 12th W., #14
St. Anthony, ID 83445

- US Mail, postage prepaid
- E-Mail to slordaz@hotmail.com



Jan Noriyuki
Commission Secretary

DECISION MEMORANDUM

TO: COMMISSIONER ANDERSON
COMMISSIONER HAMMOND
COMMISSIONER LODGE
COMMISSION SECRETARY
COMMISSION STAFF
LEGAL

FROM: MICHAEL DUVAL
DEPUTY ATTORNEY GENERAL

DATE: SEPTEMBER 26, 2023

SUBJECT: SHERRY COLE'S APPEAL OF ORDER NO. 35903 TO THE IDAHO SUPREME COURT; IPUC CASE NO. SUP-E-23-01.

On September 6, 2023, Sherry Cole filed a Notice of Appeal from Order No. 35903 in Case No. PAC-E-23-12. The appeal is currently titled "SHERRY COLE, Appellant v. PACIFICORP, d/b/a ROCKY MOUNTAIN POWER COMPANY, Respondent." Per Idaho Appellate Rule 6, and Idaho Public Utilities Commission Rules of Procedure 343, the agency may, by order, correct the title of an appeal at any time before the agency's record is lodged with the Idaho Supreme Court.

STAFF RECOMMENDATION

Staff recommends that the Commission issue an order correcting the title of the appeal to "SHERRY COLE, Appellant, v. IDAHO PUBLIC UTILITIES COMMISSION and PACIFICORP, d/b/a ROCKY MOUNTAIN POWER COMPANY, Respondents on Appeal" to better reflect the parties' positions on appeal. Staff also recommends that the Commission's order direct the Commission Secretary to file a copy of the order with the Idaho Supreme Court.

COMMISSION DECISION

Does the Commission wish to issue an order:

- 1) Correcting the title of the appeal as recommended by Staff, and
- 2) Directing the Commission Secretary to file a copy of the order with the Idaho Supreme Court?



Michael Duval
Deputy Attorney General

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BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

SHERRY COLE,)	
)	Idaho Supreme Court
Appellant,)	Docket No. 51148-2023
)	
v.)	
)	IPUC CASE NOS. PAC-E-23-12
IDAHO PUBLIC UTILITIES)	SUP-E-23-01
COMMISSION and PACIFICORP, d/b/a)	
ROCKY MOUNTAIN POWER COMPANY,)	
)	
Respondents on Appeal.)	IPUC ORDER NO. 35934
)	
)	

On September 6, 2023, Sherry Cole filed a Notice of Appeal from Order No. 35903 in Case No. PAC-E-23-12. The appeal is currently titled “SHERRY COLE, Appellant v. PACIFICORP, d/b/a ROCKY MOUNTAIN POWER COMPANY, Respondent.” Per Idaho Appellate Rule 6, and Idaho Public Utilities Commission Rules of Procedure 343, the agency may, by order, correct the title of an appeal at any time before the agency’s record is lodged with the Idaho Supreme Court.


Having considered the record in this case, the Commission finds that an amendment to the title is necessary to appropriately reflect the positions of the parties on appeal.

ORDER

IT IS HEREBY ORDERED that the title of the appeal in this matter shall be corrected as reflected above to show Sherry Cole as the Appellant, with the Idaho Public Utilities Commission and PacifiCorp, d/b/a Rocky Mountain Power as the Respondents on Appeal.

IT IS FURTHER ORDERED that the Commission Secretary shall file a copy of this Order changing the title of the appeal with the Idaho Supreme Court.


DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 27th day of September 2023.



ERIC ANDERSON, PRESIDENT

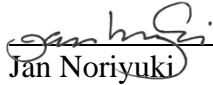


JOHN R. HAMMOND JR., COMMISSIONER



EDWARD LODGE, COMMISSIONER

ATTEST:



Jan Noriyuki
Commission Secretary

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CERTIFICATE OF SERVICE
OF PROPOSED AGENCY RECORD ON APPEAL

I HEREBY CERTIFY that I have on this 29th day of November, 2023, served the foregoing Proposed Agency Record on Appeal, in Supreme Court Docket No. 51148-2023, by forwarding a copy thereof, to the following, via e-mail to the e-mail address listed:

Appellant, *pro se*

Sherry Cole
350 S. 12th W., #14
St. Anthony, ID 83445

✓ via email slordaz@hotmail.com

**Attorney for Respondent on Appeal
Idaho Public Utilities Commission**

Michael Duval
Deputy Attorney General
Idaho Public Utilities Commission
11331 W. Chinden Blvd.
Building 8, Suite 201-A
Boise, Idaho 83714

✓ via email michael.duval@puc.idaho.gov

Attorney for Respondent, PacifiCorp:

Joe Dallas
Rocky Mountain Power
825 NE Multnomah St., Ste. 2000
Portland, OR 97232

✓ via email joseph.dallas@pacificorp.com

{SEAL}





Monica Barrios-Sanchez
Interim Commission Secretary