

We think our customers deserve excellent service. But what do we mean by that? Giving you clear, straightforward answers when you have questions, for one thing. This summary was written in cooperation with the Utah Public Service Commission to give you answers to some common questions about bills, credit, deposits and other parts of your electric service. **If you'd like more information on any of the topics we cover here, please call Rocky Mountain Power toll free anytime at 1-866-870-3419 or visit rockymountainpower.net/regulation.** *Si desea una copia en español de este resumen de los derechos y responsabilidades del consumidor, por favor llame al 1-888-225-2611. Su llamada será gratuita.*

Summary of Utah consumer's rights and responsibilities

The Utah Public Service Commission has rules about utility consumer/company relationships. These rules, which cover payment of bills, late charges, security deposits, handling complaints, service disconnection and other matters, give you certain rights and outline your responsibilities.

Rights...Rocky Mountain Power will:

- Provide service if you are a qualified applicant.
- Follow specific procedures for service disconnection, including giving you notice postmarked at least five days before service is disconnected.

Responsibilities...You will:

- Use services safely and pay for them promptly.
- Contact Rocky Mountain Power when you have a problem with payment, service, safety, billing or customer service.
- Notify Rocky Mountain Power about billing or other errors.
- Contact Rocky Mountain Power when you anticipate a payment problem to try to set up a payment plan.
- Notify Rocky Mountain Power when you are moving to another residence.
- Notify Rocky Mountain Power about stopping service in your name or about stopping service altogether.
- Allow safe, unobstructed access to your property for meter reading, tree pruning and other essential Rocky Mountain Power personnel and equipment.
- Provide notice to Rocky Mountain Power if you are making any significant change that may affect the electrical character of your load affecting you or others.

Deposits

Rocky Mountain Power may require you to pay a security deposit. At any time, non-residential customers may be required to pay a security deposit to guarantee payment of electric bills, up to the amount of an estimated average 90 days of electricity use.

In place of a deposit, we can accept a bond or irrevocable Letter of Credit issued by a creditworthy financial institution under terms acceptable to the company. When you have established satisfactory credit, you will receive a refund or a credit on your bill consisting of your deposit plus accrued interest.

Sales tax exemption

The state of Utah requires collection of sales tax on energy sales. Certain customers may qualify for exemption from sales tax on energy purchased. If you think your facility may qualify for sales tax exemption, the forms for Utah (TC-721) can be printed from www.tax.utah.gov, or you can also contact the state of Utah. Mail the completed form to Taxpayer Services, Utah State Tax Commission, 210 N 1950 W, Salt Lake City, UT 84134 or fax to 1-877-809-3193.

Billing

You will receive a bill for electric service each month based on determinants such as kilowatt-hours of electricity registered on your electric meter during the billing period. Your bill will show the date when your payment is due, the applicable rate schedule and the amount of the bill. You may ask that another person receive a copy of your bills and notices.

Collection fees

Following the due and payable period of your closing bill, you will be responsible for any reasonable costs associated with the collection of unpaid accounts, including but not limited to: court costs, attorney's fees and/or collection agency fees.

Disconnection notices

Service may be disconnected for several reasons, such as: if you don't pay for service; don't pay a deposit when required; or don't provide or make arrangements for meter access. We will give written notice of

disconnection to the person responsible for the account at least five business days before the proposed disconnection. The five-day time period is figured from the date the notice is postmarked.

In addition to the information shown on your bill, you will receive information outlining the specific steps that must be taken to avoid disconnection. The information outlines your rights and ways you can get help, including procedures to notify the Commission of an unresolved problem or complaint.

Closing your account

If you are moving, stopping service in your name or stopping service altogether, please notify Rocky Mountain Power at least three working days in advance. It's best to do this yourself and not depend on someone else to do it for you. We can't close your account or process your closing bill until you let us know your move-out date.

Complaints and disputes

We will promptly investigate every complaint or dispute we receive, and we'll report to you on the results. Contact us through our toll-free phone number at **1-866-870-3419**. Rocky Mountain Power's number is also written on your bill. If you're not satisfied with the assistance you receive from the first person you talk to at Rocky Mountain Power, you have the right to request that your problem be handled by that person's supervisor and we'll give you the supervisor's name and how he or she can be reached. If after talking to the supervisor you still cannot resolve the problem, you can call or write the Division of Public Utilities. Their phone numbers are 1-801-530-7622 or toll free at 1-800-874-0904. The address is P.O. Box 146751, Salt Lake City, UT 84114-6751. Rocky Mountain Power will not knowingly disconnect your service while you are pursuing a complaint with a supervisor or the Commission. Copies of these rules and Rocky Mountain Power's filed tariffs, including rate schedules and general rules and regulations, in their original wording, are available to you by calling toll free at **1-866-870-3419** or on the Web at rockymountainpower.net/regulation.

Privacy

Keeping your personal and financial related information private and protected is vitally important to Rocky Mountain Power. The company will not provide, rent or sell your sensitive personal and financial information to company affiliates or nonaffiliated third parties without your advance knowledge. Rocky Mountain Power may be legally required to provide information in limited circumstances which include: requests for information through subpoenas, warrants, court orders or other comparable legal processes. If this should ever occur, Rocky Mountain Power endeavors to cause the party receiving such information to agree to maintain the confidentiality of the information.

Rocky Mountain Power may use the phone number you voluntarily provide for informational purposes only. This includes, but is not limited to: notice of planned service interruptions, scheduled work in your area, notice of potential disconnection and updated outage information.

Rocky Mountain Power maintains physical, electronic and procedural safeguards in compliance with federal, state and industry regulations to guard your sensitive personal information. Customer information is secured from outside access through secure firewall technology. Additionally, Rocky Mountain Power restricts access to your sensitive personal information to only those employees who require access to that information to provide services to you.

You may review Rocky Mountain Power's Privacy Policy in its entirety at rockymountainpower.net/privacy.

Mailing address:
Rocky Mountain Power
PO Box 25308
Salt Lake City, Utah 84125

Price Information

Schedule 15 – Outdoor Night Time Lighting Traffic and Other Signal System Service, Customer-Owned System

Metered outdoor nighttime lighting

Annual customer charge:	\$72.50
Annual facility charge:	\$11.00 per kW, but not < \$55.00
Monthly customer charge:	\$6.20
Energy charge:	5.3437¢ per kWh

Traffic and other signal systems

Monthly customer charge:	\$5.50 per month
Energy charge:	8.4049¢ per kWh

Schedule 23 – Small General Service Distribution Voltage

Loads under 30 kW, one- or three-phase service at less than 46,000 volts

Customer service charge: \$10.00 per month

Power charge:

May–September:	\$8.65 per kW for all > 15 kW
October–April:	\$8.70 per kW for all > 15 kW

Energy charge:

May–September:	
The first 1,500 kWh	11.7336¢ per kWh
All additional kWh	6.5783¢ per kWh
October–April:	
The first 1,500 kWh	10.8000¢ per kWh
All additional kWh	6.0567¢ per kWh

Primary voltage discount: \$0.48 per kW of power

Seasonal service: (contract required)

Seasonal net minimum charge: \$120.00 plus monthly Power and Energy charges

Schedule 6 – General Service Distribution Voltage

Loads under 1,000 kW, one- or three-phase service at less than 46,000 volts

Customer service charge: \$54.00 per month

Facilities charge: \$4.04 per kW

Power charge:

May–September:	\$14.62 per kW
October–April:	\$10.91 per kW

Energy charge:

May–September:	3.8127¢ per kWh for all kWh
October–April:	3.5143¢ per kWh for all kWh

Primary voltage discount: \$0.96 per kW of power

Seasonal service: (contract required)

Seasonal net minimum charge: \$648.00 plus monthly Power and Energy charges

Schedule 6A – General Service Energy Time-of-Day Option

Loads under 1,000 kW, one- or three-phase service at less than 46,000 volts

On-peak hours: 7 a.m. to 11 p.m. Monday through Friday, except holidays*

Off-peak hours: All other hours

Customer service charge: \$54.00 per month

Facilities charge:

May–September:	\$6.52 per kW, 5 kW minimum
October–April:	\$5.47 per kW, 5 kW minimum

Energy charge:

May–September:	On-peak - 11.9266¢ per kWh Off-peak - 3.5908¢ per kWh
October–April:	On-peak - 9.9693¢ per kWh Off-peak - 3.0060¢ per kWh

Primary voltage discount: \$0.61 per kW of power

Schedule 6B – General Service Demand Time-of-Day Option

Loads under 1,000 kW, one- or three-phase service at less than 46,000 volts

On-peak hours: 7 a.m. to 11 p.m. Monday through Friday, except holidays*

Off-peak hours: All other hours

Customer service charge: \$54.00 per month

Facilities charge:

\$4.04 per kW

Power charge:

May–September:	On-peak - \$14.62 per kW Off-peak - no charge per kW
October–April:	On-peak - \$10.91 per kW Off-peak - no charge per kW

Energy charge:

May–September:	3.8127¢ per kWh for all kWh
October–April:	3.5143¢ per kWh for all kWh

Primary voltage discount: \$0.96 per kW of power

Seasonal service: (contract required)

Seasonal net minimum charge: \$648.00 plus monthly Power and Energy charges

Customer Service Guarantees

When we say we're going to give you a certain level of service, we mean it. Our seven Customer Service Guarantees cover service issues such as restoring and switching on power, keeping appointments, responding to billing inquiries, resolving meter problems and notifying of planned interruptions. If for some reason we can't live up to a commitment we'll pay you. To find out more about our Customer Service Guarantees please call us toll free at **1-888-221-7070**, or visit rockymountainpower.net/guarantees.

Schedule 12 – Street, Traffic, Outdoor and Other Lighting, Customer-Owned System

For lighting of public streets, alleys and thoroughfares

Type of luminaire	Lumen rating	Watts	Monthly kWh	Energy only service		
High pressure sodium vapor – No maintenance	5,600	70	28	\$1.83		
	9,500	100	39	\$2.50		
	16,000	150	59	\$3.66		
	27,500	250	96	\$6.52		
	50,000	400	148	\$10.02		
Metal halide – No maintenance	9,000	100	39	\$2.55		
	12,000	175	69	\$4.46		
	19,500	250	93	\$6.17		
	32,000	400	145	\$9.77		
Non-listed luminaire	-	-	-	6.5279¢ per kWh		
Incandescent – Partial maintenance (no new service)	2,500	189	64	\$8.96		
	4,000	295	99	\$12.19		

Type of luminaire	Lumen rating	Watts	Monthly kWh	Functional lighting	Decorative lighting
Mercury vapor – Partial maintenance (no new service)	7,000	175	69	\$7.00	-
	20,000	400	145	\$13.33	-
	54,000	1,000	352	\$28.38	-
High pressure sodium vapor – Partial maintenance (no new service)	5,600	70	28	\$4.08	-
	9,500	100	39	\$5.37	\$6.96
	16,000	150	59	\$6.52	\$8.27
	22,000	200	76	\$8.26	-
	27,500	250	96	\$9.59	\$11.93
	50,000	400	148	\$14.00	\$15.56
Metal halide – Partial maintenance (no new service)	9,000	100	39	-	\$9.19
	12,000	175	69	\$13.57	\$11.09
	19,500	250	93	\$13.71	\$14.13
	32,000	400	145	\$14.58	\$15.79
Fluorescent – Partial maintenance (no new service)	21,800	320	135	\$13.92	-

Type of luminaire	Lumen rating	Watts	Monthly kWh	Full maintenance service
Incandescent – Full maintenance (no new service)	6,000	405	136	\$17.73
	10,000	620	209	\$23.40
Mercury vapor – Full maintenance (no new service)	7,000	175	69	\$8.03
	54,000	1,000	352	\$32.48
High pressure sodium vapor – Full maintenance (no new service)	5,600	70	28	\$4.68
	9,500	100	39	\$6.16
	16,000	150	59	\$7.47
	27,500	250	96	\$10.99
	50,000	400	148	\$16.02
Metal halide – Full maintenance (no new service)	12,000	175	69	\$15.58
	19,500	250	93	\$15.73
	32,000	400	145	\$16.72
	107,000	1,000	352	\$33.05

Rates for dusk to midnight service are 85% of the partial maintenance rates and 90% of the full maintenance rates above.

Schedule 11 – Street Lighting, Company-Owned System

For lighting of public streets, alleys, thoroughfares and public grounds on company-owned system

Type of luminaire	Lumen rating	Watts	kWh/month	Func. lighting	Decor. series 1	Decor. series 2
Light-Emitting Diode (LED)	4,000	50	17	\$11.32	-	-
	6,200	75	23	\$14.52	-	-
	13,000	135	44	\$19.80	-	-
	16,800	185	60	\$22.95	-	-
High pressure sodium vapor	5,600 [†]	70	28	\$11.80	-	-
	9,500	100	39	\$12.78	\$46.54	\$38.05
	16,000	150	59	\$16.94	\$47.83	\$39.34
	27,500	250	96	\$21.14	\$51.48	\$43.01
	50,000	400	148	\$26.02	-	-
Metal halide	9,000	100	39	-	\$48.74	\$40.27
	12,000	175	69	\$20.13	-	\$42.17
	19,500 [†]	250	93	\$22.13	-	\$45.20
	32,000 [†]	400	145	\$25.78	-	-

Type of luminaire	Lumen rating	Watts	Monthly kWh	Functional lighting
Mercury vapor (no new service)	4,000	100	39	\$11.09
	7,000	175	69	\$13.83
	10,000	250	93	\$19.40
	20,000	400	145	\$24.43
Incandescent (no new service)	600	71	24	\$4.24
	2,500	189	64	\$17.11
	4,000	295	99	\$20.43
	10,000	620	209	\$31.47
Fluorescent (no new service)	21,000	400	154	\$27.85

[†]No new service available for 5,800 lumen rating high pressure sodium vapor or 19,500 and 32,000 lumen rating Decorative Series 1 and 2 metal halide fixtures.

Schedule 31 – Back-Up, Maintenance and Supplementary Power

One- or three-phase service for supplementary, back-up and maintenance power

On-peak hours:	7 a.m. to 11 p.m. Monday through Friday, except holidays* and days of scheduled maintenance		
Off-peak hours:	All other hours		
	Secondary voltage	Primary voltage	Transmission voltage
Customer service charge:	\$133.00	\$605.00	\$678.00
Facilities charge:	\$5.60 per kW	\$4.46 per kW	\$2.63 per kW
Back-up power charge:			
On-peak (May–Sept)	\$0.88/kW day	\$0.86/kW day	\$0.76/kW day
On-peak (Oct–April)	\$0.62/kW day	\$0.60/kW day	\$0.51/kW day
Scheduled maintenance:	One-half (1/2) On-peak charge no charge		
Excess power charge:			
On-peak (May–Sept)	\$40.81/kW	\$38.54/kW	\$32.35/kW
On-peak (Oct–April)	\$32.04/kW	\$29.77/kW	\$23.36/kW
Supplemental power:	Billed under applicable general service schedule		
Energy charge:	Billed under applicable general service schedule		

Schedule 8 – Large General Service Distribution Voltage

Loads over 1,000 kW, one- or three-phase service at less than 46,000 volts

On-peak hours:	May–September:	1 p.m. to 9 p.m. Monday through Friday, except holidays*
	October–April:	7 a.m. to 11 p.m. Monday through Friday, except holidays*
Off-peak hours:	All other hours	
Customer service charge:	\$70.00 per month	
Facilities charge:	\$4.76 per kW	
Power charge:	May–September:	On-peak - \$15.56 per kW Off-peak - no charge per kW
	October–April:	On-peak - \$11.19 per kW Off-peak - no charge per kW
Energy charge:	May–September:	On-peak - 5.0474¢ per kWh Off-peak - 3.4002¢ per kWh
	October–April:	On-peak - 3.9511¢ per kWh Off-peak - 3.4002¢ per kWh
Primary voltage discount:	\$1.13 per kW of power	

Schedule 9 – High Voltage General Service

Three-phase service delivered at 46,000 volts or greater

On-peak hours:	May–September:	1 to 9 p.m. Monday through Friday, except holidays*
	October–April:	7 a.m. to 11 p.m. Monday through Friday, except holidays*
Off-peak hours:	All other hours	
Customer service charge:	\$259.00 per month	
Facilities charge:	\$2.22 per kW	
Power charge:	May–September:	On-peak - \$13.96 per kW Off-peak - no charge per kW
	October–April:	On-peak - \$9.47 per kW Off-peak - no charge per kW
Energy charge:	May–September:	On-peak - 4.6531¢ per kWh Off-peak - 2.9225¢ per kWh
	October–April:	On-peak - 3.4989¢ per kWh Off-peak - 2.9225¢ per kWh

Schedule 10 – Irrigation Service

One- or three-phase service to motors on pumps and machinery used for irrigation and soil drainage

On-season:	May 25–September 15
Off-season:	September 16 to the following May 24
Annual customer service charge:	\$125.00 primary service \$38.00 secondary service
Customer service charge:	\$14.00 per month
Power charge:	\$7.33 per on-season kW
Energy charge:	On-season:
	7.2971¢ per kWh, first 30,000 kWh 5.3936¢ per kWh, all additional kWh
	Off-season:
	4.9983¢ per kWh for all kWh
Primary voltage discount:	\$2.05 per kW of power
Irrigation Time-of-Day program:	On-peak hours:
	9 a.m. to 8 p.m. Monday through Friday, except holidays*
	Off-peak hours:
	All other hours
Energy charge:	On-season:
	On-peak - 14.4164¢ per kWh Off-peak - 4.1542¢ per kWh

All other charges are the same as for standard irrigation above.

Explanation of terms:

Customer service charge: A fee charged that helps pay for the costs of providing service.

Kilowatt-hour (kWh): A measure of electrical energy equal to the amount of energy used by a 100-watt light bulb for 10 hours or one 1,000-watt hair dryer for one hour.

Power (kW): The average kilowatts (kW) supplied during the 15-minute period of maximum use during the month as determined by a power meter.

Delivery voltage: Secondary delivery voltage is service at less than 2,300 volts. Primary delivery voltage is service at 2,300 to less than 46,000 volts where customer provides and maintains all transformers and other necessary equipment. Transmission delivery is service at 46,000 volts or greater through a single point of delivery.

Working to keep prices down: Delivering safe, reliable, low-cost power is a responsibility we take seriously. We continuously work to keep prices down by lowering our operating costs and improving how we do business.

* Holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Pioneer Day, Labor Day, Thanksgiving Day and Christmas Day. Holidays falling on weekends will be considered holidays on Friday (if a Saturday holiday) or Monday (if a Sunday holiday). Due to the expansion of Daylight Saving Time the on-peak time periods will begin and end one hour later for the period between the second Sunday in March and the first Sunday in April, and for the period between the last Sunday in October and the first Sunday in November.

All customers are subject to additional charges/credits as set forth in Rocky Mountain Power's retail tariffs approved by the Utah Public Service Commission including Adjustment Schedules 91, 94, 98, 193, 196 and 197.

Rates are in effect November 2019 and are subject to change by Commission order.

These rate tables do not include specific pricing information for Schedule 7 – Security Area Lighting, Schedule 9A – General Service – High Voltage – Energy Time-of-Day Option, or Schedule 21 – Electric Furnace Operations – Limited Service since these schedules are closed to new customers. These rate schedules are available by calling our customer service center toll free at 1-866-870-3419 or on our website at rockymountainpower.net.