

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 1-888-221-7070 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.*

Your rights and responsibilities as a Utah utility consumer

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.
- Offer you at least a 12-month deferred payment plan if you have a financial emergency.
- Let you pay a security deposit in three installments, if a deposit is required.
- Follow specific procedures for service disconnection, including giving you notice postmarked at least 10 days before service is disconnected.
- Offer winter shut-off protection of energy utility service to qualifying customers.
- Advise you of sources of possible financial assistance in paying your bill.
- Continue service for a reasonable time if you provide a physician's statement that a medical emergency exists in your home.
- Give out written information about Commission rules and your rights and responsibilities as a customer under those rules.

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

When you apply for service you will not be required to make a security deposit unless you are unable to provide required identification and credit information, have an unpaid and overdue account or have given false information. If you have been connected less than one year, you may be required to make a security deposit if you receive a notice of disconnection for nonpayment. A "third party" guarantee from a current customer who has not received a notice of disconnection during the last year will be accepted in place of a deposit. Security deposits will not be collected during certain times if you (1) are granted relief from disconnection during the winter months, (2) qualify for assistance under the HEAT program, unless you have obtained service by theft. Payments received from HEAT, American Red Cross or similar programs will be applied only to the electric service bill and not a service deposit. The amount of the service deposit will be based on the estimated average of a two month billing at the residence. You have the right to pay service deposits in at least three equal installments, provided the first installment is paid at the time you apply. The deposit you pay, plus interest, may be returned to you after you have paid your bill on time for 12 consecutive months. If you move and no longer use electricity supplied by Rocky Mountain Power, we will apply the deposit and interest to your closing bill and refund any remaining amount. If you are a current or former customer and your service was disconnected for nonpayment of an unpaid and overdue account or deposit, or if you moved and had an unpaid account with us, you will be required to make full payment of all unpaid amounts remaining from previous service in addition to a deposit. Unpaid and overdue amounts may be included in a deferred payment agreement as long as no previous agreement has been broken.

Billing

You will receive a bill for electric service each month based on the number of 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 your bills and notices if you are unable to receive or understand them. Our Equal Payment Plan is available if you'd like to spread your payments evenly over a full year. The plan divides the total cost of electricity used each year into 12 equal monthly payments. Every year, your account is reviewed to determine if your usage has changed. Any price changes will automatically be figured in the Equal Payment amount.

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, don't follow the terms of a deferred payment agreement or don't provide or make arrangements for meter access. Service will not be disconnected for 30 days if a physician confirms in writing that someone in your household is seriously ill. If someone in your household uses life-supporting medical equipment, please notify us in writing. We will give written notice of disconnection to the person responsible for the account at least 10 calendar days before the proposed disconnection. The 10-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 deferred payment agreements, referral service, medical extension and procedures to notify the Commission of an unresolved problem or complaint. During winter months, October through March, we will call or contact the account holder in person at least 48 hours before the scheduled disconnection. If no one is reached, a notice will be left at the residence. During summer months, April through September, the company will notify the account holder by mail 48 hours before the scheduled disconnection. We will post a notice about the disconnection of an apartment or rental unit when the landlord or customer is past due or has requested disconnection. We will make reasonable efforts to contact the concerned tenants at least five calendar days before the scheduled disconnection date. Tenants may continue to receive service for an additional 30 days by paying the most current 30-day past due charges. To make sure we can notify tenants, we ask landlords to give us at least 10 days notice when requesting disconnection. If you cannot pay your total bill, you may have service reconnected by setting up a deferred payment agreement.

Deferred payment agreement

If you cannot pay your total bill, you may arrange installment payments with a "deferred payment agreement." This is an agreement between you and Rocky Mountain Power stating that you will pay all current bills when due and also pay on your past due bills in installments up to 12 months. You can set the monthly payment amount, provided the past due amount plus interest is paid within 12 months. The first payment must be made at the time the agreement is arranged. Service will be reconnected if the account holder agrees to negotiate and execute a deferred payment agreement and pay the first installment and reconnect charges prior to reconnection of service. The deferred payment agreement includes a finance charge approved by the Utah Public Service Commission. Reconnection charges and the current month's bill can be included in the deferred payment agreement. You also have the option of paying your following bills under our Equal Payment Plan (explained in the "Billing" section). If you don't pay after setting up a deferred payment agreement, the company has the option to decide whether or not to make further payment arrangements with you.

Third party notification

This plan allows a "third party" – another person (friend, relative, clergyman) or social agency – to receive a copy of your overdue notice. Your third party is not responsible for your bill, but would be informed if your service was about to be disconnected. This notification often helps people who are out-of-town, elderly or those who have physical problems. Call the phone number listed on your bill and we will set up the "third party notification" for you.

Moving

You need to let us know as soon as possible if you plan to move. It's a good idea 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 provide us with 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 **1-888-221-7070**. This number is also printed 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 801-530-7622 or toll free at 1-800-874-0904. The address is PO Box 146751, Salt Lake City, UT 84114-6751. Rocky Mountain Power will not knowingly disconnect your service while you are honestly pursuing a complaint with a supervisor or the Commission. We've tried to tell you in a way that's easy to understand what Utah's laws say your rights and responsibilities are as a utility customer. 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 **1-888-221-7070** 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 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 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 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.

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 toll free at **1-888-221-7070** or visit rockymountainpower.net/guarantees.

Price Information

Schedule 1 – Standard Service

Monthly bill:	Customer charge - single phase \$6.00 Customer charge - three phase \$12.00
Charges for electricity (May–September):	
First 400 kWh	\$0.088498 per kWh
401 kWh–1,000 kWh	\$0.115429 per kWh
Over 1,000 kWh	\$0.144508 per kWh
(October–April):	
First 400 kWh	\$0.088498 per kWh
Over 400 kWh	\$0.107072 per kWh
Minimum bill:	\$8.00 for single-phase service (normal residential use) \$16.00 for three-phase service (heavy load use, as for workshops, etc.)
Seasonal bill:	Metered house or cabin used on seasonal basis \$96.00 minimum

Schedule 3 – Low-Income Lifeline Program, Optional for Qualifying Customers

Monthly bill:	Customer charge - single phase \$6.00 Customer charge - three phase \$12.00
Charges for electricity (May–September):	
First 400 kWh	\$0.088498 per kWh
401 kWh–1,000 kWh	\$0.115429 per kWh
Over 1,000 kWh	\$0.144508 per kWh
(October–April):	
First 400 kWh	\$0.088498 per kWh
Over 400 kWh	\$0.107072 per kWh
Minimum bill:	\$8.00 for single-phase service (normal residential use) \$16.00 for three-phase service (heavy load use, as for workshops, etc.)
Seasonal bill:	Metered house or cabin used on seasonal basis \$96.00 minimum
Low-income Lifeline credit:	\$12.60 maximum
Life support Assistance credit:	\$10.00 maximum

Schedule 2 – Optional Time-of-Day Service

Good for residential customers who use more than 60 percent of their power during off-peak hours and weekends.

On-peak hours: 1 p.m. to 8 p.m. Monday – Friday, except holidays*.

Off-peak hours: All other hours

Monthly bill: All applicable Schedule 1 charges plus all Time-of-Day energy charges.

Time-of-Day charges:

May – September only	
On-peak energy charges:	+\$0.043560 per kWh for all kWh
Off-peak energy charges:	-\$0.016334 per kWh for all kWh

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.

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.

These rate tables do not include specific pricing information for Schedule 7 – Security Area Lighting since this schedule is closed to new customers. These rate schedules are available by calling our customer service center toll free at **1-888-221-7070** or on our website at rockymountainpower.net/rates.

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.

New customers on Schedule 1, 2 or 3 are subject to a connection fee of \$10. A customer on residential rate who also uses a portion of his or her home for a business or profession must use 50 percent or more of the electricity supplied for residential purposes. Otherwise the account will be reassigned to the appropriate commercial schedule. If the billing period is 15 days or less, the customer charge is not applied.