

# Consumer Information



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 Wyoming Public Service Commission to give you answers to some common questions about bills, credits, 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 at 1-888-221-7070 or visit [RockyMountainPower.net/Regulation](http://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 Wyoming utility consumer

Rocky Mountain Power and the Wyoming Public Service Commission have prepared this summary of your rights and responsibilities when you apply for an account with or are a current customer of a utility company in Wyoming.

### Customer responsibilities

- 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 location.
- 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

If a deposit is required, the amount will not be more than an estimated billing for three months of highest use at your service address. You may be asked to make a deposit if:

- Your application is for initial service or you did not have service with Rocky Mountain Power for a period of at least 12 consecutive months during the past four (4) years.
- Your electric service has been disconnected because you didn't pay your bill.
- You owe Rocky Mountain Power an overdue amount for prior service at the time of application for new service.
- Information provided upon application for service is materially false or a misrepresentation.
- Your request is for service at an address where a former customer with an undisputed delinquent bill for service still resides or conducts business.
- You have been brought within the jurisdiction of bankruptcy court.

Interest is paid on deposits at the rate set yearly by state law, if we keep your deposit for six months or more. Your payment record is reviewed each year and your deposit refund – complete with interest – will be refunded to you as soon as you have paid your electric bill by the due date for 12 consecutive months. Even if your deposit is not refunded at the 12-month review, the interest will be credited to your account, or refunded upon request. If you move you will also get your deposit back, with interest (if we have held it for six months or more), minus any amount owed to us.

### 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. The method of reading the electric meter installed at your home can be confirmed by contacting Rocky Mountain Power at 1-888-221-7070. 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. If you cannot pay a bill in full, we will try to work out a payment arrangement with you – taking into account your ability to pay, the amount you owe, your payment history and the reasons why you may not have been able to pay.

## Disconnection notices

Electric service can be disconnected if your bill isn't paid. Here are the procedures and the rules governing how this would happen: Each bill shows a payment date. After that date, the bill is considered past due. Before your service will be disconnected, we will provide you notice mailed at least seven calendar days before the date we will disconnect service. If your service is disconnected, to reconnect we will require payment of a disconnection visit charge and a reconnect charge. A service charge may be collected by Rocky Mountain Power for each check returned to us by a bank because of insufficient funds. No service will be disconnected after 4 p.m., Monday to Thursday, or on Fridays, Saturdays, Sundays, legal holidays, the day before legal holidays or from December 24 through January 2.

### Public Safety Power Shutoff

Some areas we serve are at an increased risk of catastrophic wildfires. As a safety precaution, electricity could be turned off in wildfire high risk areas during extreme weather events for public safety in an effort to prevent a fast-moving, hard-to-fight wildfire. The measure would only be used as a last resort to help ensure community safety. We rely on customers to let us know about medical needs dependent on electricity so we can provide additional outreach prior to a Public Safety Power Shutoff. If you or someone in your household has electricity-dependent medical needs, please contact our customer care specialists at 1-888-221-7070 or complete the contact form on our website.

### Special circumstances

We will not disconnect service if the disconnection endangers health because of such factors as extreme weather, if you are unable to pay your electric bill and you are actively seeking or have used up available government assistance; or you are only able to pay in installments. Rocky Mountain Power will assist elderly individuals and people with disabilities who cannot pay their electric bills, in determining available government assistance and will not require written proof of the inability to pay. You may ask that another person receive a copy of your bills and notices. This "third party" will be sent a copy of the notices, but will not be responsible for paying your bill. You can also ask us to provide notices in a language other than English.

Service can also be disconnected or refused for the following reasons:

- Use of electricity for a property or purpose other than described in your application for service.
- Failure to maintain, in good order, service entry facilities or equipment.
- Tampering with Rocky Mountain Power's service wires, meter, seal or other facilities.
- Permanently or temporarily moving without notifying us.
- Equipment use that interferes with service to other customers.
- Refusal to allow us reasonable access to your property so we can inspect the facilities, or test, read, maintain or remove meters.

We may also disconnect without notice for safety or health reasons, to cooperate with civil authorities, because of fraudulent use or any other reason granted in the Commission's rules or Wyoming laws.

### 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. If you move or stop service with Rocky Mountain Power, it is important to pay your closing bill on time. Rocky Mountain Power will assign accounts that are unpaid by their due date to a collection agency. You will be responsible for all reasonable fees and charges associated with the collection of balances owing following the due date of your closing bill.

### 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 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 they can be reached. If you talk to the supervisor and still aren't

satisfied, you can call or write the Wyoming Public Service Commission. Their toll-free phone number is **1-888-570-9905**, and their address is **2515 Warren Ave., Hansen Bldg., Suite 300, Cheyenne, WY 82002**. 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 Wyoming's laws say about your rights and responsibilities 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 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 will endeavor 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**.

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 customers 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**.

Price Information

Residential Service – Schedule 2

Basic charge:	Single-Phase -	\$24.26 per month
	Three-Phase -	\$31.48 per month
Energy charge		12.25¢ per kWh
Minimum charge: The Basic charge plus the Demand charge for the current month. A higher minimum may be required under contract to cover special conditions.		

Outdoor Area Lighting Service – Schedule 15

Lighting level	LED Equivalent Lumens	Monthly kWh	Rate per luminaire
Level 1	0-5,500	19	\$9.91
Level 2	5,501-12,000	34	\$12.47
Level 3	12,001 and Greater	57	\$16.47

General Service – Schedule 25

	Secondary delivery voltage	Primary delivery voltage
Basic charge:		
Single phase	\$33.29	\$37.32 per month
Three phase	\$35.95	\$41.37 per month
Energy charge:	10.39¢	10.03¢ per kWh for all kWh
Minimum charge: The Basic charge. A higher minimum may be required under contract to cover special conditions.		

Explanation of terms:

- Basic 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.
- Delivery voltage:** Secondary delivery voltage is service at less than 11 kilovolts (kV). Primary delivery voltage is service at 11 kV to less than 46 kV. Transmission delivery voltage is service at 46 kV or greater.

Rates are in effect as of July 2025 and are subject to change by Commission order.

**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.

Charges above include Rider Schedules 93 and 95. Charges above exclude Rider Schedules 191 and 198. Additional pricing information is available by calling toll free **1-866-870-3419** or on our website at **RockyMountainPower.net/Rates**.