

2800 W 3785 S
WEST VALLEY CITY UT 84119-3716



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



BILLING DATE: **Mar 25, 2024**

ACCOUNT NUMBER: [REDACTED]

DUE DATE: Apr 5, 2024

AMOUNT DUE: \$217.80



ACCOUNT PAST DUE Our records indicate that your account is past due. If the past due amount has been paid, please remember that this bill also contains New Charges.

Your Balance With Us

Previous Account Balance	144.12
Payments/Credits	0.00
Past Due Amount	144.12
New Charges	+73.68
Current Account Balance	\$217.80

You Must Act Now to Avoid Shut-Off!

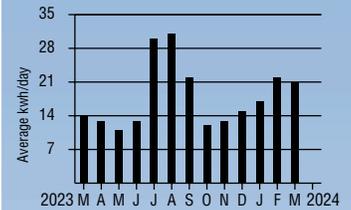
- Your Electric Service **Past Due Amount of \$144.12** must be received by **Apr 5, 2024** to avoid shut-off.

Other ways to avoid Shut-off are shown at the end of this billing statement.

Este es un aviso de desconexión. El folleto "ROCKY MOUNTAIN POWER Customer Information" está disponible en español a su petición.

Remember: Your New Charges of \$73.68 are still due by Apr 16, 2024.

Historical Data - ITEM 1



Your Average Daily kwh Usage by Month

PERIOD ENDING	MAR 2024	MAR 2023
Avg. Daily Temp.	44	38
Total kwh	600	399
Avg. kwh per Day	21	14
Cost per Day	\$2.49	\$1.53

Payments Received

No payments have been received since your last billing statement.

Detailed Account Activity

ITEM 1 - ELECTRIC SERVICE

2800 W 3785 S West Valley City UT
Residential Schedule 1

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
51051973	Feb 22, 2024	Mar 22, 2024	29	9165	9765	1.0	600 kwh

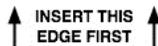
Next scheduled read date: 04-22. Date may vary due to scheduling or weather.

NEW CHARGES - 03/24

	UNITS	COST PER UNIT	CHARGE
Basic Charge-1p (multi-family)			6.00
Energy Charge Winter Block 1	400 kwh	0.0798930	31.96
Energy Charge Winter Block 2	200 kwh	0.1037250	20.75
Renewable Energy Adjustment		-0.0006000	-0.03

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.

ACCOUNT PAST DUE



ROCKY MTN POWER
PO BOX 26000
PORTLAND OR 97256-0001



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

Account Number: [REDACTED]

Date Due: **Apr 5, 2024**

AMOUNT DUE: \$217.80

Please enter the amount enclosed.

[REDACTED]
2800 W 3785 S
WEST VALLEY CITY UT 84119-3716

H 74438089 001 525 000021780 000014412 000007368



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

BILLING DATE: Mar 25, 2024 ACCOUNT NUMBER: [REDACTED] DUE DATE: Apr 5, 2024 AMOUNT DUE: \$217.80

NEW CHARGES - 03/24 - CONTINUED	UNITS	COST PER UNIT	CHARGE
Energy Balancing Account		0.0806000	4.25
Customer Efficiency Services		0.0384000	2.19
Elec Vehicle Infrastructure		0.0030000	0.17
Home Electric Lifeline Program			0.16
Municipal Energy Sales/use Tax		0.0600000	3.92
Utah Sales Tax		0.0440000	2.87
Late Payment Charge		0.0100000	1.44
Total New Charges			73.68

THE ELECTRIC SERVICE AT THE FOLLOWING ADDRESS(ES) IS IN DANGER OF BEING DISCONNECTED DUE TO NON-PAYMENT.

THE AMOUNT(S) LISTED BELOW DOES NOT REFLECT ENERGY ASSISTANCE PROGRAM PLEDGES YOU MAY BE RECEIVING:

SERVICE TYPE	SERVICE ADDRESS / SERVICE DESCRIPTION	AMOUNT
ITEM 1 Electric Service	2800 W 3785 S West Valley City UT 84119-3716 Residential	\$144.12

Rocky Mountain Power employees no longer accept payments at your home or business for safety reasons. No- and low-cost payment options are available. Visit RockyMountainPower.net/Pay or call 1-888-221-7070.

YOU CAN AVOID SHUT-OFF: Your Electric Service will be disconnected according to utility commission rules, unless you take one of the following steps by Apr 5, 2024.

1. PAY YOUR ELECTRIC SERVICE PAST DUE AMOUNT OF \$144.12; or
2. ARRANGEMENTS MAY BE AVAILABLE IN PAYING THIS BILL. You may contact ROCKY MOUNTAIN POWER and inquire about a Time Payment Plan. If you do not have a payment plan, you can make a down payment and pay the balance in monthly installments up to twelve months, including future monthly bills for electric services; or
3. HAVE A QUALIFIED MEDICAL PROFESSIONAL complete and sign a Medical Certificate for you or a member of your household which states that shut-off would create or aggravate a medical condition. This will entitle you to an extension up to 30 days on your termination deadline. Notify ROCKY MOUNTAIN POWER if a member of your household requires the use of an iron lung, respirator, dialysis machine or other life supporting equipment.

If after contacting ROCKY MOUNTAIN POWER you feel that the decision to shut off your electric service is wrong, you may appeal to the Utah State Division of Public Utilities Complaint office 160 E 300 S, Salt Lake City, Utah 84145 at the following toll-free telephone number 1-800-874-0904, or on their website www.psc.state.ut.us/ to obtain an informal review of the dispute.

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: [REDACTED]

LAST FIRST M.I.

NEW STREET ADDRESS

CITY

ST ZIP TELEPHONE NUMBER

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



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IMPORTANT: If your service is disconnected, in addition to your past due account balance, you may be required to PAY A DEPOSIT, AND WILL BE REQUIRED TO PAY A RECONNECTION CHARGE (**\$30.00** during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays, and **\$100.00** at all other times) for each service location. The Company will make a reasonable attempt to reconnect power for an Applicant or Customer within 24 hours after the Company is notified that all required charges have been paid and any required inspections are finalized.

A CHARGE OF **\$20.00** may be made if it is necessary to send Company personnel to your premises for collection purposes.

Customers connected less than one year may be required to make a security deposit if they receive a notice of disconnection for nonpayment. The amount of the deposit will be based on the estimated average 60 day billing period at the premise. A third party guarantee from a current customer who has not received a notice of disconnection during the last year will be accepted in lieu of a deposit.

A customer or former customer of the company, whose service was terminated for non-payment of a delinquent account or deposit when required, or who left a premise with a delinquent account, will be required to make payment of all amounts remaining unpaid from previous service in addition to a deposit. Delinquent amounts may include a Time Payment Plan provided no previous agreement has been broken.

WINTER MORATORIUM: During the winter months application may be made to prevent disconnection of utility service as long as the criteria by the Utah State Department of Community and Culture is met, your service will not be disconnected for non-payment. Applications are approved by the Utah State Department of Community and Culture.

STATEMENT OF UTILITY CUSTOMER RIGHTS AND RESPONSIBILITIES

The Utah Public Service Commission has established rules about utility consumer/company relationships. These rules cover payment of bill, late charges, security deposits, handling complaints, service disconnection and other matters. These rules assure customers of certain rights and outline customer responsibilities.

RIGHTS

ROCKY MOUNTAIN POWER WILL:

- Provide service if you are a qualified applicant.
- Offer you at least one 12 month Time Payment Plan if you have a financial emergency.
- Let you pay a security deposit in three installments if one is required.
- Follow specific procedures for service disconnection which include providing you notice postmarked at least 10 days before service is disconnected.
- Offer winter shut-off protection of energy utility service to qualifying ratepayers.
- 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 you written information about Commission rules and your rights and responsibilities as a customer under these rules.

RESPONSIBILITIES

YOU, THE CUSTOMER, 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 to develop a Payment Plan when you anticipate a payment problem.
- 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.
- Permit access for meter readers and other essential Rocky Mountain Power personnel and equipment.

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



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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.