



GARY HERBERT
Governor

SPENCER J. COX
Lieutenant Governor

State of Utah
Department of Commerce
Division of Public Utilities

FRANCINE GIANI
Executive Director

CHRIS PARKER
Director, Division of Public Utilities

5/21/2019

Rusty Baker
4642 S 1900 W Apt 50
Roy, Ut 84067

Dear Rusty Baker:

The Utah Division of Public Utilities (Division) received a notification from Rocky Mountain Power (Company) of your utility service due to an unpaid bill on your account where life supporting equipment is used. The Company certifies that you received a notice of disconnection by mail dated 5/21/2019.

This letter is to inform you that you are at risk of losing your utility service. You may contact the Company at 1-888-221-7070 to discuss your account and the options available to you.

You may also request for an expedited hearing from the Utah Public Service Commission (Commission) by 10 calendar days after the disconnect notice is postmarked. The Commission's contact information is:

Telephone: 801-530-6716
Website: www.psc.utah.gov
Address: Utah Public Service Commission
Heber M. Wells Building
160 E 300 S 4th Floor
P.O. Box 45585
Salt Lake City UT 84110-5585

Note: The request for an expedited hearing must be submitted to the Commission in writing.

Sincerely,

Email

PFC

psc@utah.gov

*Name
Account*

Rocky mountain power

*Email
Phone number
Address
Reason for
Hearing*

Division of Public Utilities
Customer Service

160 East 300 South, Box 146751, Salt Lake City, UT 84114-6751

Telephone (801) 530-7622 • Facsimile (801) 530-6512 • www.publicutilities.utah.gov



06-03-2019

I am Frankie Baker am writing in to the request a hearing on my case for

Rocky Mountain Power account number

[REDACTED]

We have a Life support medical certificate on the above account as well , I want this hearing to avoid shut off of the power for reason of my husband Rusty Baker needs a Cpap to breath while he sleeps he has 28 episodes of stopping breathing without the breathing machine .

They took the charges from our past residence in January and applied them to this account while also taking the medical certificate off the account ,at that time I called into dispute the charges from the other location 2114 N 175 w SUNSET UT and had the medical certificate added back to the account .After 3 weeks they said they called but I did not receive a voicemail from there they sent out a shut off notice which I disputed . I eventually got a 3 ways call with Cynthia from your company at that time she did get them to give us a payment plan on the past due at that time I paid 139.00 to start a 17.00 a month payment plan . From there I received one bill stating the payment plan setup decription,I have also applied for HEAT for qualified so I knew the past due amount would be paid off. I did not receive another bill until the shut off notice .I need to reinstate the payment plan or be able to pay what we can to keep our service on until this issue is resolved we do not have good communication history with Rocky Mountain Power and are very judged by they unless a third party is involved in August last year we were without power at the past residence for 3 weeks until for cpap medical certificate was excepted. I am requesting a hearing for these reasons .

frankiebaker@comst.net

[REDACTED] frankiebaker@comcast.net

4642 S 1900 W #50 Roy Utah 84067

Thank You ,





Rocky Mountain Power | Pacific Power
P.O. Box 400
Portland, Oregon 97207-0400

000000421 0001 0003

RUSTY BAKER
FRANKIE BAKER
4642 S 1900 W APT 50
ROY UT 84067-2637





P.O. Box 25308
Salt Lake City, Utah 84125-0308
1-888-221-7070
fax 1-877-283-7697
rockymountainpower.net


May 21, 2019

RUSTY BAKER
FRANKIE BAKER
4642 S 1900 W APT 50
ROY UT 84067-2637




NOTICE OF DISCONNECTION

Dear Rusty Baker and Frankie Baker:

As of May 21, 2019, your Rocky Mountain Power account is past due in the amount of  and you must act now to avoid shut-off.

A Life Support Equipment Certificate on file indicates you or someone living with you has a medical condition that requires medical equipment that is dependent on electricity. As stated on the Medical or Life Support Equipment Certificate and the Medical Acknowledgment Letter you received, you are responsible for paying your electric bill each month. Failure to pay the past due amount by June 20, 2019 may result in late payment charges and disconnection of your electric service.

We value you as a customer and want to assist you in keeping your account in good order. **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 June 20, 2019:**

1. PAY YOUR ELECTRIC SERVICE PAST DUE AMOUNT OF 
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.

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 Public Service Commission at 160 E. 300 S., Salt Lake City, UT 84145, at the following toll-free number 1-866-772-8824, or on their website www.psc.state.ut.us.

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.

our true strength is
our connection to you



P.O. Box 25308
Salt Lake City, Utah 84125-0308
1-888-221-7070
fax 1-877-283-7697
rockymountainpower.net

Expedited Hearing: You may request an expedited hearing before the Utah Public Service Commission by written request, within 10 calendar days after the date this disconnection notice is postmarked.

STATEMENT OF 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 30 days before service is disconnected.
- Offer winter shut-off protection of energy utility service 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.

If you would like to make payment arrangements or have any questions, please call us any time at our toll-free number, 1-888-221-7070. Any of our customer service representatives will be happy to assist you.

It's a pleasure to serve you.

Sincerely,

Rocky Mountain Power

Para mas informacion, llame al 1-888-225-2611 para hablar con un representante en espanol.

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our connection to you