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June 14, 2019

VIA ELECTRONIC FILING

Public Service Commission of Utah
Heber M. Wells Building, 4th Floor
160 East 300 South
Salt Lake City, UT 84114

Attention: Gary Widerburg
Commission Secretary

RE: Docket No. 19-035-26 – In the Matter of the Formal Complaint of Frankie Baker Against Rocky Mountain Power

Dear Mr. Widerburg:

Rocky Mountain Power (“Company”) hereby submits for filing its Answer in the above referenced matter.

The Company respectfully requests that all formal correspondence and requests for additional information regarding this filing be addressed to the following:

By E-mail (preferred): datareq@pacificorp.com
jana.saba@pacificorp.com

By regular mail: Data Request Response Center
PacifiCorp
825 NE Multnomah, Suite 2000
Portland, OR 97232

Informal inquiries may be directed to Jana Saba at (801) 220-2823.

Sincerely,

Daniel E. Solander
Senior Attorney

Enclosures

Cc: Service List (w/ enclosures)

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Attorney for Rocky Mountain Power

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

In the Matter of Frankie Baker,	:	
	:	
Complainant,	:	Docket No. 19-035-26
	:	
vs.	:	
	:	ROCKY MOUNTAIN POWER’S
Rocky Mountain Power,	:	ANSWER
	:	
Respondent.	:	
	:	
	:	
	:	

Rocky Mountain Power, a division of PacifiCorp (“RMP” or the “Company”), pursuant to Utah Code Ann. §§ 63G-4-204(1) and Utah Admin. Code R746-1-203, R746-1-206, and R746-1-301, provides its Answer to the formal complaint (“Complaint”) filed by Frankie Baker (“Complainant”) with the Public Service Commission of Utah (the “Commission”).

I. PRELIMINARY MATTERS

Communications regarding this Docket should be addressed to:

By e-mail (preferred): datarequest@pacificorp.com
jana.saba@pacificorp.com
daniel.solander@pacificorp.com

By mail: Data Request Response Center
Rocky Mountain Power
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II. BACKGROUND

1. Rusty and Frankie Baker (“the Bakers”) have been the customers of record at [REDACTED] since [REDACTED]. When the Bakers started service at this address they had an unpaid balance of \$ [REDACTED] from their prior service address at [REDACTED]. A life support medical certificate is on file for Mr. Baker and the Bakers’ account is currently receiving the life support credit.

2. On February 19, 2019, a life support courtesy door hanger was left at the Baker residence due to the past due notice.

3. On March 29, 2019, at the request of Mrs. Baker, an 18-month payment plan was established for the account balance of \$ [REDACTED]. The customer agreed to pay \$17 plus the new charges every month until the balance was paid in full.

4. The customer's first payment of \$ [REDACTED] due on April 30, 2019 was not received. On May 7, 2019, the payment plan defaulted due to non-payment.

5. On May 20, 2019, a life support door hanger was left at the Baker residence. On May 21, 2019, Rocky Mountain Power sent a Notice of Disconnection for failure to pay the electric bill to the Bakers. The Notice stated that service would be disconnected on June 20, 2019, unless the past due amount was paid or other arrangements were made with Rocky Mountain Power.

6. On June 3, 2019, Ms. Baker filed a request for expedited hearing with the Commission. Ms. Baker does not allege that the Company is violating any of its tariffs, Commission Rules, or provisions of law.

7. Rocky Mountain Power has attempted to reach Mr. or Mrs. Baker from June 6, 2019 to June 12, 2019 to negotiate a payment plan for the current balance of \$ [REDACTED], but has been unsuccessful.

III. ANSWER

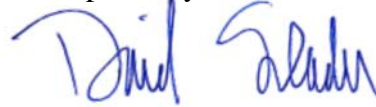
8. As described above, Rocky Mountain Power has worked with Ms. Baker in the past to institute a payment plan for her electric service, and is continuing to do so in this case. All actions Rocky Mountain Power has taken have been in accordance with its tariffs on file with the Commission, and Ms. Baker has not alleged that the Company is in violation of its tariffs or Commission Rules. It is unclear to the Company if, or what portion

of, the charges for her service that Ms. Baker is contesting, but the Company denies that it has violated any provision of its tariffs.

9. Rocky Mountain Power is working to resolve this matter with Ms. Baker prior to the hearing scheduled for June 19, 2019. If those efforts are unsuccessful, Rocky Mountain Power will appear and present its witness in response to Ms. Baker.

Dated this 14th day of June, 2019.

Respectfully submitted,



Daniel E. Solander

Attorney for Rocky Mountain Power

CERTIFICATE OF SERVICE

Docket No. 19-035-26

I hereby certify that on June 14, 2019, a true and correct copy of the foregoing was served by electronic mail to the following:

Frankie Baker frankiebaker@comcast.net

Utah Office of Consumer Services

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Michele Beck mbeck@utah.gov

Division of Public Utilities

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Katie Savarin
Coordinator, Regulatory Operations