

February 24, 2014

Dear Ms. Clason:

Thank you for the letter of February 21, 2014, concerning Rocky Mountain Power customer Lisa Roush. The Public Service Commission (Commission) inquired about this matter with the Division of Public Utilities (Division), the agency responsible for investigating informal customer complaints against public utilities. According to the Division, Ms. Roush filed an informal complaint against Rocky Mountain Power on September 26, 2013. In reviewing the correspondence on pages 5 and 6 of the attached informal complaint report, it appears that Rocky Mountain Power worked with the Division to address Ms. Roush's concerns last fall.

Based on Ms. Roush's recent letter to the Governor's office, however, it appears that Ms. Roush remains unsatisfied with the outcome of the Division's investigation. As such, pursuant to Utah Code Admin. R746-200-9, the Commission will initiate a formal proceeding to address Ms. Roush's complaint. Under the Commission's rules, formal complaints are heard by the Commission's Administrative Law Judge in a formal hearing.

If you have further questions, feel free to contact me.

Sincerely,

Gary Widerburg
Commission Secretary
Public Service Commission
801-530-6713