

Kristy Buchanan
5294 Wake Robin Drive
West Jordan Utah 84081
801-698-5626

Public Service Commission
160 E 300 S
Salt Lake City, UT 84111

To Whom It May Concern:

My name is Kristy Buchanan and I am requesting to file a formal complaint against Rocky Mountain Power. I have already filed an informal complaint against them with the hopes of reaching an agreement with them on this issue but had no luck in this matter.

I moved into my home at the end of January and I set up my service with Rocky Mountain Power for my residence. I entered into a budget billing plan with them for \$50.00 a month. They always sent me emails with my bill and were supposed to send me emails in the event my due date was near and the bill wasn't paid. I received no notice in June and checked on the balance. Money was sent to them however it appears that it was lost in the mail. I received no notification that the payment was not made as requested in my settings until the day I received a bill for the full amount. One agent said that they could put me back on the budget billing but was unsuccessful. She transferred me to her supervisor who then said she could but would require that my payments be very very high. I am a single mother with 10 children and one of which is special needs. I can't afford a high bill like that. I understood going into this agreement that at the end of one year I would have to pay all that was due or enter into a payment arrangement then but that is still 6 months away and not something that I can do at this time. They stated that my usage for one month was double what I was using and that is a little excessive in my mind. I would like them to take a look at my meter while I am home so that we can figure out what is going on with it.

I am seeking that Rocky Mountain Power reinstate my payment arrangement or that we can come to an agreeable reasonable arrangement close to what I was paying before this clerical error. I feel that if their system was working as it should have been I would have had adequate time to remedy the issue before I got to this point. I am including a screenshot of my settings as they are set on the portal for evidence that if the proper protocol was followed this mistake would have never happened.

Please file this formal complaint and help me in this matter.

Thank You

Kristy Buchanan