

# Informal Complaint Report

**Index Number:** -1603020278

**Company Name:** Rocky Mountain Power

## CUSTOMER INFORMATION

**Customer Name:** Buchanan, Kristy

**Account Number:**

**Other Contact Info:**

**Phone Number:** (801) 698-5626

**Customer Address:** 5294 Wake Up Robin Dr.

**Other Phone:**

**Customer Address:**

**Email Address:**

**City:** West Jordan

**State:** UT

**Zip Code:** 84081

## COMPLAINT INFORMATION

**Type of Call:** Complaint

**Complaint Type:** Customer Service

**Date Received:** 7/12/2018

**Date Resolved:** 7/16/2018

**Complaint Received By:** Stefanie Liebert

**DPU Analyst Assigned:** 0

**Utility Company Analyst:** James Ingram

**Company at Fault:**  **Actual Slamming Case:**  **Actual Cramming Case:**

### Complaint Description:

Kristy Buchanan called the Division of Public Utilities as she has been unable to resolve her concerns with Rocky Mountain Power. Ms. Buchanan states that she came to an agreement with Rocky Mountain Power at the first of the year to make monthly payments on her account for the amount of \$50.00. Ms. Buchanan states that she receives assistance with her payment from her church and is unsure why her payment was not made for the month of June. Ms. Buchanan states as soon as she became aware that the payment was not made she made a \$150.00 payment to cover the months of June, July and August. Ms. Buchanan states that she recently contacted her bank and the check has not cleared. Ms. Buchanan called Rocky Mountain when she became aware that Rocky Mountain Power was requesting a payment for more than \$1,100.00. Ms. Buchanan states that she advised the customer service representative of her situation and the representative advised her that they could offer her a new agreement of if she could pay \$235.00. Ms. Buchanan states that she is unable to pay anything more than she agreed to back in January. Ms. Buchanan states that she is a single mother with 10 kids and one of those children has special needs and she is paying what she can. Ms. Buchanan is requesting that she stay on the original payment agreement that was arranged earlier this year.

### Complaint Response:

From: Ingram, James <James.Ingram@pacificorp.com>  
Date: Fri, Jul 13, 2018 at 6:34 PM  
Subject: RE: [INTERNET] UT - Buchanan, Kristy  
To: Stefanie Liebert <sliebert@utah.gov>, \_Tariff Policy <TariffPolicy@pacificorp.com>

Hello Stefanie,

On February 21, 2018, Ms. Buchanan requested the establishment of an equal payment plan on her account. She had been a customer at 5294 W Wake Robin Drive, West Jordan, UT 84081 for less than one month when making this request, so she was informed that the current average billing was \$50 based on site history, but that her installment amount may need to be adjusted to reflect her own consumption patterns as her billing history accrued. She still wanted the plan, so the agent assisting her established it with an initial installment of \$50.

As you know, equal payment plan installments are not guaranteed to remain unchanged. If customer usage patterns change significantly, the company may adjust monthly installments to reflect an average monthly billing amount. Ms. Buchanan was never guaranteed that her payment plan would remain \$50 per month forever.

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After Ms. Buchanan's payment plan defaulted due to non-payment, she contacted Rocky Mountain Power and requested that a \$50 a month equal payment plan be re-established on her account, stating that she had mailed a \$150 payment to Rocky Mountain Power last month that was never received. The agent assisting her, and that agent's supervisor, both explained that Ms. Buchanan's current account balance is \$1137.42, and her average billing since she moved into the property is \$234 per month. If the Company set her up on a standard equal time payment plan, her monthly installments would be \$329 based on her current account balance and usage history. This was offered to Ms. Buchanan before she contacted the DPU for assistance. Please refer to the attached billing and payment history.

I called Kristy Buchanan on July 12, 2018 to explain her current account balance and offered to negotiate payment arrangements with her. Ms. Buchanan again requested that a \$50 a month equal payment plan be re-established on her account. I explained to Ms. Buchanan that one-twelfth of her outstanding balance was approximately \$95 and her average monthly billing was \$234, so Rocky Mountain Power cannot establish a payment plan for her with an installment of \$50 per month, since that installment amount would cause a large debit balance to accrue on her account, and she already has an account balance over \$1100. Ms. Buchanan offered to increase her monthly installment amount to \$100; however, that would still not reduce her arrears balance sufficiently over a 12 month period, as one-twelfth of her outstanding balance is approximately \$95, leaving \$5 applied towards an average monthly billing of \$234.

I encouraged Ms. Buchanan to apply for energy assistance, and explained to Ms. Buchanan that obtaining energy assistance would help her lower her current balance so that Rocky Mountain Power can offer her a lower monthly installment. She stated that she was not eligible for such assistance since she received money through a church. However, Rocky Mountain power determined after this call that Ms. Buchanan has never applied for HEAT, etc., since the agencies have no record of her submitting an application on file, and Rocky Mountain Power has not received any pledges or payments from any assistance agencies for Ms. Buchanan. She is encouraged to apply for assistance towards her bill, since she may be eligible for such assistance.

Because Ms. Buchanan had also inquired about her high usage, the company initiated a meter test on July 13, 2018 to ensure that she has been billed correctly. Ms. Buchanan was very upset when a Rocky Mountain Power metering employee arrived to perform the test. He was asked to leave the property and told she did not want the company to test her meter at this time. The employee left her home due to her request; however, Rocky Mountain Power is ready and willing to test the Company's meter to validate the accuracy of our billings. It is unclear why Ms. Buchanan did not want Rocky Mountain Power to perform a meter test at this time. The Company's objective was to address any billing accuracy concerns and to assist Ms. Buchanan.

The company has reviewed Rule 10 and has followed all guidelines in place for offering payment arrangements to Ms. Buchanan. While some negotiation regarding monthly installment amounts is possible, customers must provide sufficient payment to cover the majority of their current and past due charges over the course of a 12 installment payment plan. Therefore, the company has not been able to reach an agreement on an installment amount with Ms. Buchanan at this time.

Regards,

James Ingram

PacifiCorp Customer Advocacy & Tariff Policy

Toll Free# 1-800-532-1626 ext. 7431

## **Additional Information:**

07/13/2018

Ms. Buchanan called the Division of Public Utilities and explained that she spoke with a representative from Rocky Mountain Power yesterday evening 07/12/2018 and that the conversation did not go well. I advised Ms. Buchanan that I have not received a response from Rocky Mountain Power and that the company has 5 business days to respond to our office. Meantime, I advised Ms. Buchanan that I could send her the information that she would need should she need to request for mediation or to file a formal complaint. Ms. Buchanan request that I email her the information.  
S Liebert

# Informal Complaint Report

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From: Stefanie Liebert <sliebert@utah.gov>  
Date: Fri, Jul 13, 2018 at 11:26 AM  
Subject: Formal Complaint Form & Instructions  
To: kbuchanan120@yahoo.com

Dear Kristy Buchanan,

Attached please find the formal complaint form and instructions. Please contact me should you have any questions or concerns.

Sincerely,

Stefanie Liebert  
Office Specialist  
Division of Public Utilities  
(801)-530-6285  
Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

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07/16/2018 I thanked James and closed the complaint. S Liebert



PublicService Commission <psc@utah.gov>

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## Docket No. 18-035-29, Formal Complaint of Kristy Buchanan vs. RMP

1 message

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**Sauer, Kathleen** <Kathleen.Sauer@pacificorp.com>  
To: "Public Service Commission of Utah (UT PSC)" <psc@utah.gov>  
Cc: Customer Advocacy Team <CustomerAdvocacyTeam@pacificorp.com>

Wed, Jul 25, 2018 at 7:27 PM

We've received the information below and Autumn Braithwaite 801-955-2434 will respond.

**From:** [fnass@utah.gov](mailto:fnass@utah.gov) [mailto:[fnass@utah.gov](mailto:fnass@utah.gov)] **On Behalf Of** Public Service Commission of Utah (UT PSC)  
**Sent:** Monday, July 23, 2018 1:24 PM  
**To:** Holje, Eric <[Eric.Holje@pacificorp.com](mailto:Eric.Holje@pacificorp.com)>; Customer Advocacy Team <CustomerAdvocacyTeam@PacifiCorp.com>  
**Subject:** [INTERNET] Docket No. 18-035-29, Formal Complaint of Kristy Buchanan vs. RMP

7/23/2018

18-035-29

FORMAL COMPLAINT OF KRISTY BUCHANAN AGAINST ROCKY MOUNTAIN POWER Formal Complaint of Kristy Buchanan against Rocky Mountain Power