

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

Formal Complaint of Kristy Buchanan against Rocky Mountain Power	<u>DOCKET NO. 18-035-29</u>
	<u>ORDER</u>

ISSUED: October 29, 2018

On October 25, 2018, the Public Service Commission (PSC) held a hearing in the above-entitled matter to address Kristy Buchanan's (Ms. Buchanan) complaint against Rocky Mountain Power (RMP) filed on July 23, 2018, alleging, in part, that she did not receive her June 2018 billing notice and requesting reinstatement of her budget billing plan. Counsel appeared on behalf of RMP.

RMP's witness testified that a settlement agreement has been agreed to between Ms. Buchanan and RMP, whereby Ms. Buchanan will be allowed to continue her budget billing plan and her current arrearage will be paid off in monthly installments between now and when Ms. Buchanan receives her 2018 tax refund. RMP further testified that, while it sought a written agreement from Ms. Buchanan to dismiss this matter before hearing, she did not respond or otherwise return the agreement signed. RMP submitted into evidence copies of Ms. Buchanan's billing statements from May 2018 to August 2018, including the disputed statement from June 2018 (Statements). RMP testified these Statements were sent to the same e-mail address Ms. Buchanan used when filing her complaint with the PSC, and none of the Statements were returned undeliverable to RMP.

Ms. Buchanan did not appear at the hearing, and no further testimony was offered on her behalf.

DOCKET NO. 18-035-29

- 2 -

Based on the foregoing, the PSC gives notice that unless Ms. Buchanan files, in writing, an amended complaint alleging facts that RMP has violated Utah law, its tariff, or a rule set forth in the Utah Administrative Code, no later than **Tuesday, November 27, 2018**, the PSC will consider the complaint that initiated this docket resolved and this order will constitute a final order of the PSC dismissing Ms. Buchanan's complaint.

DATED at Salt Lake City, Utah, October 29, 2018.

/s/ Melanie A. Reif
Presiding Officer

Approved and Confirmed October 29, 2018, as the Order of the Public Service Commission of Utah.

/s/ Thad LeVar, Chair

/s/ David R. Clark, Commissioner

/s/ Jordan A. White, Commissioner

Attest:

/s/ Gary L. Widerburg
PSC Secretary
DW#305260

Notice of Opportunity for Agency Review or Rehearing

Pursuant to Utah Code Ann. §§ 63G-4-301 and 54-7-15, a party may seek agency review or rehearing of this written order by filing a request for review or rehearing with the PSC within 30 days after the issuance of the order. Responses to a request for agency review or rehearing must be filed within 15 days of the filing of the request for review or rehearing. If the PSC fails to grant a request for review or rehearing within 20 days after the filing of a request for review or rehearing, it is deemed denied. Judicial review of the PSC's final agency action may be obtained by filing a Petition for Review with the Utah Supreme Court within 30 days after final agency action. Any Petition for Review must comply with the requirements of Utah Code Ann. §§ 63G-4-401, 63G-4-403, and the Utah Rules of Appellate Procedure.

CERTIFICATE OF SERVICE

I CERTIFY that on October 29, 2018, a true and correct copy of the foregoing was delivered upon the following as indicated below:

By U.S. Mail:

Ms. Kristy Buchanan
5294 Wake Robin Drive
West Jordan, UT 84081

By Electronic-Mail:

Ms. Kristy Buchanan (kbuchanan120@yahoo.com)

Data Request Response Center (datarequest@pacificorp.com),
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