



800 West U.S. HWY 40
PO Box 278
Roosevelt, UT 84066
Office: 435-722-5400

April 9, 2019

PUBLIC SERVICE COMMISSION
160 E 300 S
SALT LAKE CITY, UTAH 84111

RE: Response to Docket No. 19-030-01 – Robert Ducey – PSC Formal Complaint

To Whom It May Concern:

Throughout this process with Mr. Ducey—which began with deferred payment options in January 2019, and disconnect for non-payment procedures in March 2019—Moon Lake Electric Association (MLEA) has remained compliant with all PSC rules, including Rule R746-200-7 C and Rule R746-500-5.

Following Rule R746-200-7 C, on March 12th MLEA scheduled to disconnect the power at Mr. Ducey's property due to non-payment, with a past due of \$619.02. On this date was also when he started the filing process of the informal and formal complaints.

On March 14th, MLEA offered a resolution to receive payment according to Mr. Ducey's email request. MLEA set up a payment plan with Mr. Ducey, and Mr. Ducey accepted the payment plan, to which his first payment was due on his requested date of March 20th in the amount of \$620.00.

MLEA did not receive payment from Mr. Ducey on March 20th. On March 21st I tried to contact Mr. Ducey both by email and phone, with no response from Mr. Ducey. Per the payment plan that Mr. Ducey requested and accepted, we would disconnect his power if payments were not received by the specified date of each month. MLEA effectively disconnected the power to Mr. Ducey's property on March 21, 2019.

As of today, Mr. Ducey has not responded to our attempts to contact him, and no payments have been received—his total balance due is \$1,756.26, and his power remains disconnected.

Sincerely,

Dustin McGee
Consumer Accounting Supervisor
Moon Lake Electric Association, Inc.
435-722-5435

Attached:
Emails of payment plan and acceptance from Mr. Ducey
Payment Plan