



PublicService Commission <psc@utah.gov>

Docket # 21-035-30

1 message

Jennifer Sampson <jensampson_afd@yahoo.com>

Tue, Jul 6, 2021 at 4:07 PM

To: psc@utah.gov

Cc: akanderson@utah.gov, bvastag@utah.gov, aware@utah.gov, mbeck@utah.gov, mgalt@utah.gov, pschmid@agutah.gov, jjetter@agutah.gov, rmoore@agutah.gov, vcopeland@agutah.gov, datarequest@pacificcorp.com, jana.saba@pacificcorp.com, utahdockets@pacificcorp.com, emily.wegener@pacificcorp.com

To whom it may concern,

I am writing this email in anticipation to be able to properly respond to Rocky Mountain Power's motion to dismiss and answer, and the Public Service Commission's notice of comment and filing period due to my filing a formal complaint on May 7th, 2021.

I first contacted the Consumer Protection for Public Utilities department and talked to Gwen Flores who walked me through both the informal and formal complaint process. I was told that the formal complaint would be sent to Rocky Mountain Power and they had a time-frame to respond. I was also told that the formal complaint would involve mediation to help resolve the issue, but that because of COVID they were not doing in-house mediation. I was unsure of what the process would be but I continued to wait for RMP to respond.

When I hadn't heard anything from RMP, on June 3rd I contacted JoLee from RMP (who sent me the initial bill). She was not available, so I left a message stating that I still hadn't heard from RMP after my filing the formal complaint. She did not respond. That same day, I then reached out to Gwen Flores and left a message stating the same thing. I didn't hear back from her either so I continued to wait.

On June 22nd I left another message for JoLee about still not hearing from RMP, again, I didn't receive a response. I then called Gwen Flores and left a message for her stating the same thing and didn't hear back.

On June 23rd, I received a message from Jana Saba saying that JoLee Hall contacted her and asked her to reach out to me. I called Jana back and she informed me that I had missed a couple of deadlines and that RMP and the commission had both reached out to me via email. I was surprised because I hadn't received any emails about this issue. I had been checking my emails daily so that I would not miss a response. I am not sure why I could not find anything in my inbox, junk or trash indicating that I had been sent this communication. She directed me to the psc@utah.gov website to view the communication that was sent to me.

On July 6th I reached out to Jana again because I didn't fully understand the documents and asked her what my options were to get this resolved. She then directed me to the Commissions office. I called their office and I talked to Fred. He listened to my predicament and asked me to explain what had happened in an email and sent it out to all involved to see if I could get an appointment with RMP to resolve this issue either through mediation or talking to a judge.

Please direct me what I need to do to get this resolved in a fair and timely manner,

Thank you,

Jennifer Sampson