

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

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Formal Complaint of Erin and Geromie Clavell against Rocky Mountain Power	<u>DOCKET NO. 21-035-43</u> <u>ORDER DISMISSING COMPLAINT</u>
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ISSUED: September 9, 2021

On June 28, 2021, Erin and Geromie Clavell (“Complainants”) filed a Formal Complaint (“Complaint”) with the Public Service Commission (PSC) against Rocky Mountain Power (RMP), questioning the balance on their account. On July 1, 2021, the PSC issued a Notice of Filing and Comment Period, allowing RMP an opportunity to respond by July 28, 2021 and Complainants an opportunity to submit a reply by August 12, 2021.

On July 28, 2021, RMP filed an Answer and Motion to Dismiss (“Motion”). Attaching copies of Complainants’ usage histories and bills, RMP’s Motion explains and substantiates the basis for the amount it billed Complainants. Complainants filed no reply in support of their Complaint.

Complainants have not identified any inaccuracy in their bill or otherwise made any allegation to support their Complaint. Therefore, the PSC finds and concludes that Complainants have failed to allege RMP violated any administrative rule, order, statute, or applicable provision of RMP’s tariff. The Motion is granted and the Complaint is dismissed.

DATED at Salt Lake City, Utah, September 9, 2021.

/s/ Michael J. Hammer  
Presiding Officer

DOCKET NO. 21-035-43

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Approved and Confirmed September 9, 2021 as the Order of the Public Service  
Commission of Utah.

/s/ Thad LeVar, Chair

/s/ David R. Clark, Commissioner

/s/ Ron Allen, Commissioner

Attest:

/s/ Gary L. Widerburg  
PSC Secretary  
DW#320226

Notice of Opportunity for Agency Review or Rehearing

Pursuant to §§ 63G-4-301 and 54-7-15 of the Utah Code, an aggrieved party may request agency review or rehearing of this Order by filing a written request with the PSC within 30 days after the issuance of this 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 does not grant a request for review or rehearing within 30 days after the filing of the request, 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 §§ 63G-4-401 and 63G-4-403 of the Utah Code and Utah Rules of Appellate Procedure.

CERTIFICATE OF SERVICE

I CERTIFY that on September 9, 2021, a true and correct copy of the foregoing was delivered upon the following as indicated below:

By Email:

Erin and Geromie Clavell ([erinclavell@gmail.com](mailto:erinclavell@gmail.com))

Data Request Response Center ([datareq@pacificorp.com](mailto:datareq@pacificorp.com)),  
([customeradvocacyteam@pacificorp.com](mailto:customeradvocacyteam@pacificorp.com))

PacifiCorp

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Rocky Mountain Power

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Office of Consumer Services

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Administrative Assistant