

FORMAL COMPLAINT FORM  
PUBLIC SERVICE COMMISSION  
Heber M. Wells State Office Building  
160 East 300 South, Fourth Floor  
P.O. Box 45585  
Salt Lake City, Utah 84114

Complaints are public documents and are maintained on the Public Service Commission website.  
Further information on formal complaints is available at: <https://psc.utah.gov/complaint-process/>

1. Name of Complainant: Andrea Reich - Armbruster  
Address: 173 E Fiddlers Cyn Rd #68  
Telephone No.: 435.592.6910  
Email Address: areich1983@gmail.com  
Preferred method of contact:  Email or  U.S. Mail

If represented by counsel, list:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Email Address: \_\_\_\_\_

2. The utility being complained against is: Rocky Mountain Power

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?  
Include exact dates, times, locations and persons involved, as closely as you can.

I pay my utilities a year in advance and have for 10 years now. My money is gone 6 months early so I asked for an audit of my account over

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?  
they refuse to audit my meter and account after I asked multiple times.

5. What relief does the Complainant request?  
accurate accounting of where my money has gone.

6. Signature of Complainant Andrea Reich Armbruster  
Date: 6/15/23

**NOTE: Submit complaint by email or U.S. mail. (<https://psc.utah.gov/psc-filing-requirements/>)**

and I was told twice that they do not do audits on the meters or accounts. I asked for Supervisors and was never transferred to a Supervisor.

- All I want is a formal audit to be done on my meter and account because I believe someone is stealing my money.

if my bill came due 1 month early I would not question it but 6 months early is outrageous

Andrea Raich

11/15/2023

I am requesting an audit if it shows I truly owe I will pay. I am a single mother w/ 3 kids on a low income.



Andrea Armbruster &lt;areich1983@gmail.com&gt;

**Rocky Mountain Power**

7 messages

**Talo, Florisa (PacifiCorp)** <Florisa.Talo@pacificorp.com>  
To: "areich1983@gmail.com" <areich1983@gmail.com>  
Cc: Marialie Wright <marmartinez@utah.gov>

Wed, Oct 18, 2023 at 12:58 PM

Dear Ms. Reich,

We received your concerns from the Division of Public Utilities and appreciate you contacting them. I hope you find the following information beneficial.

We truly appreciate your business and your diligence in paying for your bill in advance. Your total billing since February of 2023 has been \$881.54. I have attached the bills from February of 2023 to October of 2023 for your review as well. Minus your payment of \$700.00 made in 2023, your total account balance as of today is \$181.54. We bill according to your usage and the amount you paid was not enough to cover what was used.

If you would like to enroll in on our equal payment plan, that may help with knowing the amount that will be due each month. You will still be billed for your actual usage, but the equal amount will be what you pay each month. At the end of the 12-month plan, whatever actual usage or credit you have left over will be rolled into your new 12-month plan automatically and the equal payment amount will be adjusted accordingly.

Your account will have to be at a zero balance to begin the Equal Payment Plan. If you need time to make the payment of \$181.54, we can also spread this amount out over a Time Payment Plan or an Equal Time Payment Plan as well. Please contact me directly via this email or at 801-955-2435 if you would like one of these options and I will be happy to set up a payment arrangement for you.

Thank you for your time.

Regards,

**Risa Talo**

Customer Advocacy and Customer Service

801-955-2435

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**9 attachments**

-  [REDACTED]\_ANDREA\_REICH\_02\_14\_2023\_U0-4754.pdf  
372K
-  [REDACTED]\_ANDREA\_REICH\_03\_15\_2023\_U0-4754.pdf  
371K
-  [REDACTED]\_ANDREA\_REICH\_04\_13\_2023\_U0-4754.pdf  
372K
-  [REDACTED]\_ANDREA\_REICH\_05\_12\_2023\_U0-4754.pdf  
370K
-  [REDACTED]\_ANDREA\_REICH\_06\_13\_2023\_U0-4754.pdf  
373K
-  [REDACTED]\_ANDREA\_REICH\_07\_13\_2023\_U0-4754.pdf  
372K
-  [REDACTED]\_ANDREA\_REICH\_08\_14\_2023\_U0-4754.pdf  
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-  [REDACTED]\_ANDREA\_REICH\_09\_13\_2023\_U0-4754.pdf  
372K
-  [REDACTED]\_ANDREA\_REICH\_10\_12\_2023\_U0-4754.pdf  
374K

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**Andrea Armbruster** <areich1983@gmail.com>  
To: "Talo, Florisa (PacifiCorp)" <Florisa.Talo@pacificorp.com>

Mon, Oct 23, 2023 at 10:25 AM

Okay sense Ricky Mountain refuses to check my power box and audit my account I have filed a complaint with the state of Utah to investigate and check the meter  
Andrea Reich just Sent from Gmail Mobile

[Quoted text hidden]

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**Andrea Armbruster** <areich1983@gmail.com>  
To: "Talo, Florisa (PacifiCorp)" <Florisa.Talo@pacificorp.com>

Mon, Oct 23, 2023 at 10:26 AM



10:25



Consumer Protection Oct 11



to me ▾

Dear Andrea,

Thank you for contacting the Division of Consumer Protection. This subject matter is in not within our jurisdiction.

Please contact the Division of Public Utilities to help in your complaint.

Division of Public Utilities
Call: 801-530-7622 Email: <a href="mailto:utilcomp@utah.gov">utilcomp@utah.gov</a> Website: <a href="http://dpu.utah.gov">dpu.utah.gov</a>

Sincerely,



# UTAH DEPARTMENT OF COMMERCE

## Division of Consumer Protection

801-530-6001 | [consumerprotection@utah.gov](mailto:consumerprotection@utah.gov)

...

Thank you, I will do that.

Thank you for your response.

Thank you for your assistance.

← Reply

→ Forward

Andrea Reich just Sent from Gmail Mobile  
[Quoted text hidden]

**Andrea Armbruster** <areich1983@gmail.com>  
To: "Talo, Florisa (PacifiCorp)" <Florisa.Talo@pacificorp.com>

Mon, Nov 13, 2023 at 1:04 PM

I am reaching out to you to see if the state of Utah division of utilities has reached out to you yet or not? If I need to file another complaint with them again to get the audit going I will. Please respond back to me.

Andrea Reich just Sent from Gmail Mobile  
[Quoted text hidden]

**Talo, Florisa (PacifiCorp)** <Florisa.Talo@pacificorp.com>  
To: Andrea Armbruster <areich1983@gmail.com>  
Cc: Marialie Wright <marmartinez@utah.gov>

Mon, Nov 13, 2023 at 1:20 PM

Good afternoon Ms. Armbruster,

The original response I provided you had Marialie copied from the Division of Public Utilities. The complaint you filed with them has been closed. As mentioned previously, if you need payment arrangements for your current balance that is still owing, please let me know. Otherwise, your billing is correct and the amount you paid has already been credited to your account.

Thank you,

**Risa Talo**

Customer Advocacy and Customer Service

801-955-2435

[Quoted text hidden]

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**Andrea Armbruster** <areich1983@gmail.com>  
To: "Talo, Florisa (PacifiCorp)" <Florisa.Talo@pacificorp.com>

Mon, Nov 13, 2023 at 1:52 PM

Yes payment arrangements and is there other power companies in southern Utah that are honest and reliable not like pacific corp being corrupt.

Andrea Reich just Sent from Gmail Mobile

[Quoted text hidden]

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**Andrea Armbruster** <areich1983@gmail.com>  
To: "Talo, Florisa (PacifiCorp)" <Florisa.Talo@pacificorp.com>

Mon, Nov 13, 2023 at 3:04 PM

Also I did reply back to the Utah Division of Public Utilities to upgrade it to a formal complaint. Just so you know

[Quoted text hidden]





Andrea Armbruster &lt;areich1983@gmail.com&gt;

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**Subject: Billing and Payment**

5 messages

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**Rocky Mountain Power Customer Service** <RockyMountainPowerCustomerService@pacificorp.com> Thu, Sep 28, 2023 at 2:42 PM  
To: "areich1983@gmail.com" <areich1983@gmail.com>

Hello Andrea,

Rocky Mountain Power does not visit homes to perform energy audits, we can however review your bills with you as it seems that your payment took care of the March 2023 through September 2023 bill and with the most recent bill on September 13, 2023 there was a small credit but it was fully used up on with that bill.

We're always here for you and ready to help. Please call 1-888-221-7070 if you have questions or concerns. Any of our customer care specialists will be happy to assist you.

Thank you for being our customer.

Sincerely,

Mari at Rocky Mountain Power

***Please don't include attachments when replying to this email. For your security and ours, we aren't able to open them.***

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**From:** areich1983@gmail.com <areich1983@gmail.com>  
**Sent:** Thursday, September 28, 2023 1:27 PM  
**To:** Rocky Mountain Power Customer Service <RockyMountainPowerCustomerService@pacificorp.com>  
**Subject:** Contact us request

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**CONTACT FORM DETAILS**

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**Subject:** Billing and Payment

**Message:** I pay my account in full with my taxes so I should not have a bill for another 5-6 months and you are billing me so I need an audit preformed on my account. I will not pay anything until an audit is done.

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**Andrea Armbruster** <areich1983@gmail.com>

Thu, Sep 28, 2023 at 3:24 PM

To: Rocky Mountain Power Customer Service <RockyMountainPowerCustomerService@pacificorp.com>

There was not a small credit I always pay a year in advance and it never comes due before January. I want an audit done on my account



# Bill Pay

**Make a Payment**

**Add a Managed Payee**

## Activity



### History

Rocky Mountain Power \*0018

**\$600.00**

Feb 21, 2023

Status

Succeeded 

Confirmation

**3BLC5UVU**

Payment Method

**Standard Check**

Andrea Reich just Sent from Gmail Mobile  
[Quoted text hidden]

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**Rocky Mountain Power Customer Service** <RockyMountainPowerCustomerService@pacificorp.com> Thu, Sep 28, 2023 at 3:32 PM  
To: Andrea Armbruster <areich1983@gmail.com>

Hello Andrea,

We don't perform energy audits on your account but are happy to review the account billing from your account. As mentioned before, we show there was a large balance on the account because of your payment made on March 1, 2023. The bills that have come out March 15<sup>th</sup>, April 13<sup>th</sup>, May 12<sup>th</sup>, June 13<sup>th</sup>, July 13<sup>th</sup>, August 14<sup>th</sup>, and September 13<sup>th</sup> bill have used up all the credit. Please let us know when you are available to go over your account.

Thank you for being our customer.

Sincerely,

Mari at Rocky Mountain Power

***Please don't include attachments when replying to this email. For your security and ours, we aren't able to open them.***

[Quoted text hidden]

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**Andrea Armbruster** <areich1983@gmail.com> Wed, Oct 11, 2023 at 12:25 PM  
To: consumerprotection@utah.gov

Here is some of my communication with Ricky Mountain.

Andrea Reich just Sent from Gmail Mobile

[Quoted text hidden]

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**Andrea Armbruster** <areich1983@gmail.com>  
To: utilcomp@utah.gov

Wed, Oct 11, 2023 at 1:10 PM

Forwarded emails between Rocky Mountain and me  
[Quoted text hidden]

# Mountain America Credit Union

## Transaction History

ANDREA ARMBRUSTER  
MYSTYLE CHECKING \*\*\*



Statement Period: **All Dates** | Date of Statement: **11/15/2023**

### FILTERS

Keywords

Rocky Mountain

### Posted Transactions (5)

DATE	DESCRIPTION	AMOUNT	BALANCE
02/23/23	Payment to Rocky Mountain Power	-\$600.00	<del>XXXXXXXXXX</del>
02/17/23	Payment to Rocky Mountain Power	-\$100.00	<del>XXXXXXXXXX</del>
02/24/22	Withdrawal ACH R TYPE: BILL PAYMT CO: ROCKY MOUNTAIN P Entry Class Code: ACH Trace Number: 7	-\$600.00	<del>XXXXXXXXXX</del>
03/16/21	Payment to Rocky Mountain Power	-\$1,000.00	<del>XXXXXXXXXX</del>
02/25/21	Payment to Rocky Mountain Power	-\$42.99	<del>XXXXXXXXXX</del>

2/17/23 one month early so I paid extra.

2/25/21 one month early so I paid extra.

undefined

## History

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Payees	Rocky Mountain Power [REDACTED]
Pay From	MYSTYLE CHECKING [REDACTED]
Amount	\$600.00
Send On	21 FEB 2023
Estimated to be Delivered By	27 FEB 2023
Frequency	One Time
Delivery Method	Standard Check
Confirmation #	3BLC5UVU

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Payees	Rocky Mountain Power [REDACTED]
Pay From	MYSTYLE CHECKING [REDACTED]
Amount	\$600.00
Send On	22 FEB 2022
Estimated to be Delivered By	28 FEB 2022
Frequency	One Time
Delivery Method	Standard Check
Confirmation #	1BFCALU7

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