

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

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Formal Complaint of Andrea Reich-  
Armbruster against Rocky Mountain  
Power

DOCKET NO. 23-035-52  
ORDER DISMISSING COMPLAINT

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ISSUED: February 16, 2024

On November 15, 2023, Andrea Reich-Armbruster (“Complainant”) filed a formal complaint (“Complaint”) with the Public Service Commission (PSC) against Rocky Mountain Power (RMP). The Complaint alleges Complainant has requested an audit of her meter and account and RMP refused her request. On November 16, 2023, the PSC issued a Notice of Filing and Comment Period, allowing RMP to file a response by December 15, 2023, and Complainant to file a reply by January 2, 2024.

On December 15, 2023, RMP filed its Answer and Motion to Dismiss (“Motion”). RMP attached a history of its communications with Complainant, asserting it has correctly billed Complainant and provided Complainant with documents to rectify any misunderstanding.

Complainant filed no reply in support of her Complaint.

Having reviewed the Complaint and RMP’s Motion, the PSC finds Complainant has failed to allege RMP violated any applicable statute, regulation, tariff provision, or prior order of the PSC. The Complaint is dismissed.

DATED at Salt Lake City, Utah, February 16, 2024.

/s/ Michael J. Hammer  
Presiding Officer

Approved and confirmed February 16, 2024, as the Order of the Public Service  
Commission of Utah.

/s/ David R. Clark, Commissioner

/s/ John S. Harvey, Ph.D., Commissioner

Attest:

/s/ Gary L. Widerburg  
PSC Secretary  
DW#332453

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 30 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 February 16, 2024, a true and correct copy of the foregoing was delivered upon the following as indicated below:

By Email:

Andrea Reich-Armbruster ([areich1983@gmail.com](mailto:areich1983@gmail.com))  
Complainant

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

Jana Saba ([jana.saba@pacificorp.com](mailto:jana.saba@pacificorp.com))  
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Office of Consumer Services

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Administrative Assistant