



PublicService Commission <psc@utah.gov>

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## Formal Complaint

1 message

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**John Doh** <outlaw4u2@yahoo.com>

Fri, Jan 5, 2024 at 3:53 PM

To: psc@utah.gov

Please see the attached formal complaint against rocky mountain power. My name is Courtney Buchanan. My phone number is 385-496-3772. My address is [1355 E Rachel Way, Eagle Mountain, Utah 84005](#)

Thank you

Courtney Buchanan

**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: Courtney Rayne Buchanan  
 Address: 1355 E Rachel Way, Eagle Mountain Ut 84005  
 Telephone No.: 385-494-3772  
 Email Address: outlaw4u2@yahoo.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.

Company said they would do payment plan then refused. Complaint was filed informally and they said they would do a payment plan to satisfy but did not do so.

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

We entered into a verbal contract and they breached contract and demanded more money.

5. What relief does the Complainant request?

I request that any + all late fees are removed, rocky mountain power enters into + completes

6. Signature of Complainant Courtney Buchanan

Date: 1/4/24

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

Sent from Yahoo Mail for iPhone