

Complaint Report

Complaint Number: C23-0223

Customer Information

Customer Name: Buchanan, Courtney

Account Number: [REDACTED]

Phone Number: 385 496 3772

Email Address: outlaw4u2@yahoo.com

Service: 1355 E Rachel Way

Address: Eagle Mountain, UT 84005

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 11/30/2023

Type of Call: Inquiry

Complaint Received By: Gwen Flores

Gone Formal: NO

Date Resolved: 12/4/2023

Complaint Type: Billing Problems

Utility Company Analyst: Autumn Braithwaite

Complaint Description:

Please note this complaint was received online and has been copied exactly as received.

UTILITY CUSTOMER

Customer Name: Courtney Buchanan

Primary Phone: 3854963772

E-mail Address: outlaw4u2@yahoo.com

Service Address:

1355 E Rachel Way

Eagle Mountain, UT 84005

Mailing Address:

1355 E Rachel Way

Eagle Mountain, UT 84005

INCIDENT DETAILS

Utility: Rocky Mountain Power

Account Number: [REDACTED]

Complaint Type: Billing Problems

Complaint:

I made a payment arrangement with Rocky Mountain Power. I was going to be 2 days late because I have recently had a major reduction in hours. My hours at work won't pick up until after Christmas. I tried to get them to work with me on the payment and even tried to make a partial payment to show good faith in trying to pay the bill while I apply for assistance and the company said pay it all or get turned off. They are not willing to work with me at all and have now filed to disconnect without trying anything to work with me. I am doing everything I can to get this paid however Rocky Mountain will not work with me at all

Suggested Resolution:

Set a reasonable payment agreement so that I can get my hours at work fixed as I am looking at filing bankruptcy to try and fix my money situation if I can't get help working with it.

Complaint Response:

From: Braithwaite, Autumn (PacifiCorp)

To: gflores@utah.gov

Date: 12/04/2023

Good morning Gwen,

Courtney Buchanan

1355 E Rachel Way

Eagle Mountain, UT

I was able to speak with Ms. Buchanan earlier today and listen to her concerns. She experienced a reduction in work hours and was unable to keep her last payment arrangement. She has contacted energy assistance and based on the information she provided, she feels confident she will qualify for energy assistance, but it will most likely be after the holiday.

At this time, the balance owing on her electric account is \$1,564.55. Ms. Buchanan will pay \$100.00 on Thursday; Dec 14th and I have cancelled the disconnect notice to allow time for her to make the payment. Ms. Buchanan is hopeful she will know more from energy assistance next week; however, if she has not heard more from energy assistance by Dec. 14th, I confirmed we can still establish additional payment arrangements without any pledge.

Ms. Buchanan agreed to call me after she makes her \$100.00 payment on Dec. 14th, and I will provide you an additional update at that time.

Please let me know if you have any questions.

Thank you,

Autumn Braithwaite

Regulatory Analyst

(801) 955-2434

From: Braithwaite, Autumn (PacifiCorp)

To: gflores@utah.gov

Date: 12/20/2023

Good morning Gwen,

As an additional update, Ms. Buchanan has not made a payment yet and she has not contacted me back. I reviewed her electric account, and it does not appear Energy Assistance has made any contact on her behalf either. I left Ms. Buchanan a phone message earlier today asking she call me back at her earliest convenience. I will provide an additional update as soon as I have more information.

Thank you,

Autumn Braithwaite
Regulatory Analyst
(801) 955-2434

Additional Info:

I participated in a three way phone call with Fred Nass from the Public Service Commission, and Ms. Buchanan. Ms. Buchanan expressed her interest in filing a formal complaint. I emailed the formal complaint form and instructions to her.

S Liebert

From: Stefanie Liebert

Date: Wed, Jan 3, 2024 at 11:16 AM

Subject: Formal Complaint Form and Instructions

To:

Cc: Gwen Flores

Good morning Ms Buchanan,

Attached please find the instructions and forms for filing a formal complaint. If you choose to file a formal complaint, I would like to encourage you to do so as soon as possible to avoid termination of electric service.

Additionally, if you would like to have further conversation with Rocky Mountain Power please contact Autumn Braithwaite- 801.955.2434.

Best regards,

Stefanie Liebert | Office Specialist
801.530.6285 | sliebert@utah.gov