

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

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Formal Complaint of Courtney Rayne  
Buchanan against Rocky Mountain Power

DOCKET NO. 24-035-02  
ORDER DISMISSING COMPLAINT

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ISSUED: April 3, 2024

On January 5, 2024, Courtney Rayne Buchanan (“Complainant”) filed a formal complaint (“Complaint”) with the Public Service Commission (PSC) against Rocky Mountain Power (RMP), expressing concerns over the availability of a payment plan and late fees. On January 8, 2024, the PSC issued a Notice of Filing and Comment Period, allowing RMP to file a response by February 7, 2024, and Complainant to file a reply in support of the Complaint by February 22, 2024.

On February 7, 2024, RMP filed an Answer and Motion to Dismiss (“Motion”). RMP’s Motion outlines a history wherein RMP has offered and Complainant accepted four different payment plans, first in December 2022 with additional payment plans established in January 2023, May 2023, and August 2023. In each instance, RMP alleges Complainant made the first initial payment to commence the plan but failed to timely make subsequent payments. A written copy of each of the payment plans is attached to the Motion as a confidential exhibit.

RMP alleges its representative spoke with Complainant on December 4, 2023, and RMP subsequently agreed to suspend Complainant’s scheduled disconnection to provide Complainant time to apply for energy assistance. RMP alleges Complainant agreed to pay \$100 by December 14, 2023, and to contact RMP by the same date to

advise RMP of the status of Complainant's energy assistance application. RMP represents Complainant did not pay the \$100, did not contact RMP to inform it of the status of Complainant's application for energy assistance, and RMP has not, to date, received any pledge from the energy assistance program on Complainant's behalf.

The Motion further provides, as a confidential exhibit, a thirteen-month history of Complainant's account, indicating RMP has repeatedly attempted to work with Complainant to establish payment plans to avoid disconnection. RMP argues Complainant has breached all the prior payment plans by failing to make timely payments, and it is under no obligation, pursuant to Regulation 10 of its tariff, to continue to offer payment plans to Complainant.

In sum, RMP argues Complainant has failed to allege RMP violated any applicable provision of law, and the Complaint should, therefore, be dismissed.

Complainant failed to file a timely reply in support of the Complaint, and, as of the date of this Order, has not filed a reply.

Having reviewed the Complaint, RMP's Motion, and the exhibits attached to the Motion, the PSC finds Complainant has failed to allege RMP violated any applicable statute, administrative rule, tariff provision, or prior order of the PSC.

The Complaint is dismissed.

DATED at Salt Lake City, Utah, April 3, 2024.

/s/ Michael J. Hammer  
Presiding Officer

Approved and confirmed April 3, 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#333140

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 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. §§ 63G4-401, 63G-4-403, and the Utah Rules of Appellate Procedure.

CERTIFICATE OF SERVICE

I CERTIFY that on April 3, 2024, a true and correct copy of the foregoing was delivered upon the following as indicated below:

By Email:

Courtney Rayne Buchanan ([outlaw4u2@yahoo.com](mailto:outlaw4u2@yahoo.com))  
Complainant

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Office of Consumer Services

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Administrative Assistant