



PublicService Commission &lt;psc@utah.gov&gt;

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**Re: Document Request**

1 message

**Tonja Hall** <tonja.hall@live.com>

Tue, Mar 18, 2025 at 4:24 PM

To: "Saba, Jana (PacifiCorp)" &lt;Jana.Saba@pacificorp.com&gt;

Cc: "Smith, Katherine (PacifiCorp)" &lt;Katherine.Smith@pacificorp.com&gt;, "datarequest@pacificorp.com" &lt;datarequest@pacificorp.com&gt;, "max.backlund@pacificorp.com" &lt;max.backlund@pacificorp.com&gt;, "psc@utah.gov" &lt;psc@utah.gov&gt;, Van hall &lt;van.hall@live.com&gt;

Ms. Saba,

Thank you for sending this document.

I am also requesting a copy of our Customer File, specifically, Account communications, emails, phone logs, internal notes, communications between departments regarding our Customer Account, and any other item of information between November 1, 2023, and March 18, 2025.

Please advise.

Thank you,

Tonja Hall

(801) 598-2683

[tonja.hall@live.com](mailto:tonja.hall@live.com)

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**From:** Saba, Jana (PacifiCorp) <[Jana.Saba@pacificorp.com](mailto:Jana.Saba@pacificorp.com)>**Sent:** Tuesday, March 18, 2025 11:44 AM**To:** [tonja.hall@live.com](mailto:tonja.hall@live.com) <[tonja.hall@live.com](mailto:tonja.hall@live.com)>**Cc:** Smith, Katherine (PacifiCorp) <[Katherine.Smith@pacificorp.com](mailto:Katherine.Smith@pacificorp.com)>**Subject:** RE: Document Request

Hello Ms. Hall,

I believe your question is referring to this paragraph from Rocky Mountain Power's Answer and Motion to Dismiss:

12. On or around December 18, 2023, the Company responded to Complainants, apologized for the delay in aggregating Complainants' bill and explained how the Company mistakenly did not aggregate Complainants' bill until October of 2024, as opposed to the two billing cycles previously stated to Complainants.

As we were looking into this to respond to your question, we discovered a typo in the date. We intended December 18, **2023** to be December 18, **2024**. This is referring to the communication we sent via email on December 18, 2024. A copy of that email is included in the Informal Complaint, but I've also attached it here for ease of reference (see page 4 of the pdf).

I apologize for not catching the typo on the year and any confusion it caused. We will be filing a correction today with the Commission.

Let me know if you have any further questions.

Thanks,

**Jana Saba**

*Director of Regulatory Affairs*

Rocky Mountain Power

801-220-2823

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**From:** Tonja Hall <[tonja.hall@live.com](mailto:tonja.hall@live.com)>  
**Sent:** Monday, March 17, 2025 10:29 AM  
**To:** Data Request Response Center <[datarequest@pacificorp.com](mailto:datarequest@pacificorp.com)>; Smith, Katherine (PacifiCorp) <[katherine.smith@pacificorp.com](mailto:katherine.smith@pacificorp.com)>; Backlund, Max (PacifiCorp) <[max.backlund@pacificorp.com](mailto:max.backlund@pacificorp.com)>  
**Cc:** Van hall <[van.hall@live.com](mailto:van.hall@live.com)>  
**Subject:** [INTERNET] Document Request

Some people who received this message don't often get email from [tonja.hall@live.com](mailto:tonja.hall@live.com). [Learn why this is important](#)

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Good morning. I am Complainant , Tonja Hall, listed in DOCKET NO. 25-035-07.

In the recently filed Answer and Motion to Dismiss, page 4, ¶ 12, a company response to Complainants including an apology and explanation, is referred to.

We have no record of this Company communication.

I am formally requesting a copy of this document asap so that I can complete and file Complainants Response to Answer and Motion to Dismiss.

Please confirm. Thank you,

Tonja Hall

(801) 598-2683

[tonja.hall@live.com](mailto:tonja.hall@live.com)

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