



Fwd: Seeking Urgent Help

1 message

Mon, Jan 5, 2026 at 7:32 AM

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From: <mand.6676@icloud.com>
Date: Wed, Dec 31, 2025 at 4:46 PM
Subject: Seeking Urgent Help
To: <mkrahenbuhl@utah.gov>

Hello,

I have been trying to get some issues with with Rocky Mountain Power cleared up between James Ingram who's been appointed to my case which began over a year ago. I am a single mother and full care taker to an autistic child. Our case is quite difficult and lengthy. We have only one source of income. It's his SSI because of the extreme conditions and complex diagnosis and past history of my son.

He basically was with his Father from age 3-9 and was in the state of Maine. His dad had said he was being helped and I was here in utah and have 3 previous children from my first marriage. It took a fight to get my son back who's now age 14. Once I did in October of 2021, I found the conditions he was living in absolutely horrific and he was so neglected and traumatized I've been fighting for his life to ever progress or recover. He was unable to even speak outside of baby talk using a stuffed animal to do the talking for him. He couldn't get a proper diagnoses until a year ago. I have been advocating tirelessly, have been walking him through learning to bath, toilet, read and write and he still needs assistance with all. He was also diagnosed with severe PTSD, ADHD, and a severe anxiety disorder. It has taken all of my strength to keep our roof overhead and try to get him the testing, therapy and treatments he needs in order to ever have a life that is at all resembling anything near full or normal. I began to have issues with Rocky Mountain power a few years ago when I had gotten a shut off notice and had applied quickly for heat. I was approved and before the lady whom had been working my case via HEAT, I called Rocky Mountain power to communicate the simple details that they would be getting a call and pledge from heat. The man I spoke to gave me a harsh talking to. I thought all was taken care of until we were suddenly shut off in the middle of winter in February in a snow storm and despite the fact I live in an apartment and my Landlord is a dear friend and knows our struggles and had it set up to go into her name upon any disconnect with both heat and gas, they even refused to do so.

I found out this employee had denied the pledge and tuned the HEAT lady away. I had no help. I had a nervous breakdown and found out my mother had to take a loan out for over 500 dollars to even get us back and running. I realize that mistakes happen. I am also aware of the fact that I alone am responsible for my bills and nobody else has it easy. I just know that when I attempted to correct this issue multiple times with DPU and then having the same man from Pacific Corp (James Ingram) reach out to me, he continued to deny or basically wouldn't even respond to that and it continued to become a joke to him. He made it about my past due bill. We fight for everything we have to fight for in order for me to complete the help alone for my child to have healing, progress and any future. It isn't comfortable or what I'd hoped and I don't have a ton of options. I have to lean on my Bishop and ward members continually. I don't have family that's in the place to help us. I have recently after fighting for so long to get that addressed and a huge past bill out of the way in the amount of 1830.00 that it drained the life out of me.

My bishop paid that off, we used the HEAT assistance for this year of 2025. I made a payment of 150.00 and owe now 500 and some odd dollars, and we have been contacting Rocky Mountain and the DPU and have had contact with James Ingram. Their third party payment system declined my payment and they said it was because I used an expired card. I don't own a credit card and I don't have a regular bank account. I do only have a Netspend account and when I use the debit card it doesn't ever show up expired elsewhere. If that didn't occur, it would be that we would have made this payment on time and we would have been okay. I had contacted the DPU and James Ingram. They were told I had the money and I was willing to prove the card I used wasn't expired until 2029. They didn't care of course. They just ignored

me and increased the amount I needed to pay. I also said I don't have the ability to pay more and I believe as of January 1st 2026, I can qualify for HEAT. I am sick to my stomach. I can't even pay attention to my son because I am constantly in this fight with Rocky Mountain power. Despite the fact that I have called again and made a payment and was told I had til January 4th til shut off, they have served me two days ago with the 48 hour shut off notice. James Ingram has still not responded to my inquiry and asking for his help and I have continued to be shut off multiple times. Despite them saying they would send another medical form and despite having all the information to prove this all happened and they've declined to resolve it, they still don't care, because what can a single mother of who's desperate to just get by and help her child going to do? I can't afford an attorney and they know I'm at their mercy. I don't want contention and I do want to pay my bill but I don't even get a chance to be involved in how much I can pay and what I can even do. Also, I believed that if a customer who's been on file as having paid off balances and they have been communicating and doing all they can do, as well as them having had many forms indicating my son would be traumatized by this event and that I would as well it seems they don't care. I am asking if someone can please assist me. I cannot go through this alone anymore. I've tried and I've documented everything so I can hopefully get this to stop and be able to do whatever I can do to get on track and also see them be able to take accountability for their own mistakes which caused a woman and disabled child to get shut off continuously over the past two years and caused so much damage and loss of food and much more. I see that I have to ask for help in this or they simply won't do anything about it or even acknowledge my complaint with DPU. Please if you can help me I'd be so grateful.

Thank you,
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Sent from my iPhone