

Complaint Report

Complaint Number: C25 0379

Customer Information

Customer Name: Higley, Amanda

Account Number: [REDACTED]

Email Address: mandmh84@gmail.com

Service 5590 S 2200 W Apt 1

Address: Roy, UT 84067

Phone Number: 801 391-4937

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 12/18/2025

Type of Call: Complaint

Complaint Received By: Gwen Flores

Gone Formal: NO

Date Resolved: 1/5/2026

Complaint Type: Billing Problems

Utility Company Analyst: James Ingram

Complaint Description:

UTILITY CUSTOMER

Customer Name: Amanda Higley

If Business, Contact Person:

Primary Phone: 18013914937

Other Phone:

E-mail Address: mandmh84@gmail.com

Service Address:

5590 S 2200 W Apt 1

Roy, UT 84067

Mailing Address:

5590 S 2200 W apt 1

Roy, Utah 84067

INCIDENT DETAILS

Utility: Rocky Mountain Power

Account Number: [REDACTED]

Complaint Type: Billing Problems

Complaint:

I am a single mother whom is caring for her Autistic child full time. He was late being diagnosed and separated from me from ages 3-8. I have been unable to work due to this and have had to fight for everything to keep a roof over head. I just fought with them after years of trying to pay for the increased cost of energy. I have been shut off despite the fact I've worked to continuously worked to make payments and apply for everything I could to pay it off.

I just got done with paying off 1800 dollars with them and I am aware that I am responsible for paying my bill. I also am in a tough situation where I've had to choose to fight and advocate for my child and teach him still daily at 13 years of age to bath and dress. He is not progressing. I made a recent payment plan. I attempted to pay it, and I was given an error multiple times. I reached out to a customer advocate who is telling me the cards were expired. Why would I put an expired card in to pay my bill? Am I stupid? I am now being shut off. I can't come up with any more help or assistance because I have used it to keep paying them. I am going to be without power for Christmas with my autistic son. They refused my payment. They would not take it yesterday and want double. I have no idea what's wrong with these people that I've been dealing with. Their payment system is flawed and they are cold and they don't care. I am being treated as such an idiot that I would rather never deal with them. I have been in fear continuously to even try to work with them. I offered to pay the money that is still the only money in my account and continue my payment on time. My cards are not expired. I document every event with them. I have years of their false billing and they change tune really fast when they are put out in front of PSC and public. They will never stop making my life so

difficult to manage or run me down if someone else doesn't see what they do. I need help and advocacy. Please.

Suggested Resolution:

I can show the screenshots of the attempted payments. The cards I used and my account balance which I've offered to fax Asap. Instead of taking the payment and knowing their system is not always functioning and they need to stop making excuses for being able to shut people down who are fighting for their lives and their disabled loved ones. They continue to make sure I spend my whole energy jumping through hoops and fighting for our basic needs instead of treating a person who is struggling with some sort of dignity and compassion. They won't take my payment that their system has failed to take and they now won't take less the nearly double the payment. Even though I said I can pay the payment which is half of the now doubled amount they are asking for. I then informed them that my sons SSI comes in at the end of the month and I could fax them proof of that and make an arrangement to have a second payment to be withdrawn automatically so they have both. They refused to accept. I am losing my mind with this stuff. I've been doing this with them for years now. I've filed or contacted the PSC begging in the past to be advocated for and helped. They have been able to get them to budge and work with me before but I never was allowed to do a formal complaint or to be heard and so I see this is going to happen again to us and I cannot bear it. I am asking for help as I don't want anyone to pay for my bills. I am asking to have someone to help advocate and advise me on how to even proceed with this company and how to get this cycle to stop. It's gone on for years.

Complaint Response:

Date: December 18, 2025
From: Ingram, James (PacifiCorp)
To: _Tariff, me

Hello Gwen,

We received Ms. Higley's complaint. She sent me an email yesterday making the same complaint. She stated in her email to me that she has available funds to make payment, but that her card would not work through the Paymentus system, and I responded letting her know that the credit/debit card she was using to try to make payment was declined due to the fact that it was expired. Please refer to the following table showing her attempted payments.

I explained to Ms. Higley that she could either use a valid credit/debit card to make payment, or she could also log onto the company website and make payment directly from her checking or savings account.

Regards,

James Ingram
Sr. Customer Regulatory Analyst
Customer Advocacy Team
Office Phone: 503 813 7431

Date December 18, 2025
From: Ingram, James (PacifiCorp)
To: me, _Tariff

Hello Gwen,

I was unable to reach Ms. Higley by phone, so I sent her the email below regarding her complaint:

From: Customer Advocacy Team
Sent: Thursday, December 18, 2025 3:56 PM
To: mandmh84@gmail.com
Subject: Utah Division of Public Utilities - Complaint Number: C25-0379 - Amanda Higley - Rocky Mountain Power

Hello Ms. Higley,

Rocky Mountain Power received your complaint from the Utah Division of Public Utilities. I sent you an email yesterday explaining that you had submitted payments using an expired credit card according to records from the vendor we use for such payments. I left you a

voicemail today explaining this as well.

If you do not have a valid credit or debit card, you may make payment using your savings or checking account on the company's website at the following link: Pay My Bill

If you want to make payment using a credit or debit card, it cannot be an expired or invalid card. The Paymentus system will only accept payments utilizing a currently active account.

There is a final notice on your account. The last payment received towards your account was on August 15, 2025, so you have missed the last four requested payments.

It is urgent that you make payment as soon as possible to maintain your service. You indicated in your email to me that you have the funds available, so you should be able to make payment online using your checking or savings account prior to any disconnection of service for non-payment, but you must act soon. Please remit payment to us prior to Monday, December 22, 2025 to avoid disconnection for non-payment.

Regards,

James Ingram
Rocky Mountain Power Customer Advocacy
Toll Free# 1-800-532-1626 Extension 5

Ms. Higley is more than welcome to make payment on her account. There have been no payments made since August 15, 2025. However, in order to submit a credit or debit card payment, she must use a valid debit or credit card account. The card that she used was shown to be expired by the issuer. She stated in an email to me that she has the funds to make the payment. She is welcome to make a payment through her checking account or savings account through the company's website. There is no fee for this service.

I have extended her final notice through Monday to allow her the time to make a valid payment to her account.

Regards,

James Ingram
Sr. Customer Regulatory Analyst
Customer Advocacy Team
Office Phone: 503 813 7431

Date: 01/05/2026

From: Ingram, James (PacifiCorp)
To:_Tariff, me

Hello Gwen,

The company received partial payment from Ms. Higley of \$150.00 on December 30, 2025. This payment was made through the vendor (Paymentus) that the company uses to process credit/debit card payments. It appears that Ms. Higley has resolved her issues with her debit card.

That being said, the company informed Ms. Higley on several occasions in the last two weeks that she would need to make payment of at least \$311.00 to reset her payment plan. She will still need to submit an additional payment of \$161.00 today to reset the plan, or she will need to receive an energy assistance pledge for at least that amount. Her current account balance is \$538.37, and that balance was due by December 29, 2025. Her next billing statement will be issued tomorrow, and it will include new charges.

Ms. Higley has also been informed by the company that she may submit a medical certificate from a qualified medical professional to receive a 30-day extension. However, at this time the company has not received a medical certificate. As a gesture of goodwill, the company has canceled Ms. Higley's disconnection notice to allow her additional time to either make payment, apply for energy assistance, and/or submit a valid medical certificate. Her next billing will include a new disconnection notice, and she will need to make appropriate payment arrangements or submit a valid medical certificate in order to avoid disconnection for non-payment by the due date of her next billing statement.

Regards,

James Ingram
Rocky Mountain Power Customer Advocacy
Toll Free# 1-800-532-1626 Extension 5

Additional Info:

From:mand.6676@icloud.com

Date: Fri, Dec 19, 2025 at 11:51 AM

Subject: Urgent Please Help

To:psc@utah.gov

Hello, I am begging for some help. I am trying to make a payment to keep my power on with Rocky Mountain Power and have already been trying to do so since November 2029. I am a single mother to an autistic child. I just fought through years of trying to advocate for my child who's not progressing, and I have been fighting for the power to stay on. I have only a small amount that comes in from my son's SSI. I am working on surviving to get my son every help he can possibly get before it's too late to do so.

I have done this with Rocky Mountain power before. I apply for heat, they take it and they take any money we have and can give. I have looked into everything that I can do. I reached out to you guys last spring I believe because I cannot get them to take an agreed upon amount. Their system won't allow it (they say it's due to me using an expired card) but this is not the case. I am not dumb and I care about paying my bills. My son and I live in fear constantly because of the fact we cannot pay all the bills right now. I feel like I spend more time trying to appease and apply for the things that would just be steady under us for long enough to even attempt to return to work and find some kind of special needs day care, and I feel I spend more energy and time fighting Rocky Mountain power alone than I do putting in time to just play with my son. I just had 1800 dollars paid off on my account. I then have had to work on paying other things that were behind that I could not address because of the intensifying pressure of Rocky Mountain power and how much we have already been shut off in winter and summer without notice. This is despite me always trying to communicate with them, pay what I can, even requesting info on how to lessen my power bill and learning more.

I had made a payment arrangement with them for the first payment to be due in the amount of 148.00 on November 29th. I'm including the screenshots of the system error. They won't admit to their system having an error but it does show this. I am not dumb enough to put in an expired card to attempt to make a payment on my account. I don't have any expired cards. I attempted and documented the attempts to pay my payment. I only have a NetSpend account that my son's small amount of SSI is directly deposited. I attempted to make the full payment that was due on the 29th of November in the amount of 148.00. I received multiple errors. It said the card was expired. I have no expired cards. I am sorry it is so frustrating. I then made within my own NetSpend account a digital card to use since there was obviously some kind of glitch in their system. I even went out of their app and online to try again, but it was still giving me the error. I tried again and it said that they wouldn't take any more payment attempts due to the amount of times I tried. I screenshotted it.

I had my son at the time running a 103 fever and had Covid. I now have it. I had been in

the middle of trying to get a second of quiet to even attempt that during our bedtime routine. My son requires much of me. I also am trying to get ABA back in place in our home and have to arrange so much to just get us through a single month. I honestly dread calling them because they've been so deceptive with me and I end up in tears because of the way they treat me and talk to me. They've also turned down a lady from HEAT whom called due to the fact they were about to shut it off and I was approved and their employee said I was not needing it. That led to myself and my son suddenly being shut off in the middle of a winter storm for over 24 hours. I got sick from that and I have fought to show the documentation and work with James Ingram as that event was a couple of years ago and they would never take accountability despite the evidence and they instead just made my life a living hell. They are still trying to do this. I don't qualify for any more help or HEAT til January, they use it up completely. Then my bishop paid them in September for all past due balances in the amount of 1800 dollars. I haven't been able to pay other bills because despite my payments toward the Rocky Mountain power bills? I see no reflected amounts ever showing up on my account and on top of it, they have been so upset that I spoke out against them for turning down the Heat pledge that I believe they are continuing to retaliate against me.

I called them and told them that I had been attempting to make this recent payment of 148.00 per my payment arrangement. They told me they now want 311.00 and they won't take it or any less than that and they are shutting me off on Monday. I beg in tears to send them documents to prove that their system is not taking my payment. They decline. They say they are unable to do any kind of payment on it. I have documentation that I have attempted to make the payment on time per the agreement. They are not willing to take it. I said I can pay the payment of 148.00 today and then i can fax you the evidence of the transaction declining and my payment info showing that the date wasn't expired (hiding the card number of course) and then I can send the proof of when SSI makes their monthly deposit and can make the second payment to you in a few days time and even give you the ability to directly take it from my account without me attempting any of that. To be clear I am scared of them and see their shady and deceptive actions and have watched them take their own actions that have put me and my child at risk and without power or ability to even make any kind of arrangement because they wanted the focus of their own employees actions to be taken away. They have never resolved this despite my evidence. The one man in particular is James Ingram. He will play very nicely if you guys say so or say anything on my behalf. As soon as you have warned him that you would file a formal complaint if he didn't work it out with me, he then tried but now he knows he has cornered me again and has control over us having power over Christmas. I know I sound crazy. This is not anything I have ever gone through with any kind of company. I am sick over this every day. They won't take any payment. I had to stop at trying to hold them accountable for their own employees actions which racked our bill up and made it so we got shut off and family members had to scurry to come up with over 500 dollars for them to turn it on in the middle of winter even though they had proof of it being a women and a disabled little boy with PTSD in the home. They are doing again. I have only the payment of 148 in my account. I have no more until the end of the month when SSI deposits. They've taken all the heat pledges I qualified for the whole year. I already

had to beg for my own Bishop who paid off 1800 just a few months ago. Somehow I am still not able to get anywhere with this company. They are getting away with any kind of fraud and cramming and any other thing they choose. They know I am scared of them and they know I have tried to kindly make peace and figure out truth between them and pay my bills and they won't take any payment from me. I am sick and running a fever. They have done this for years to me and my disabled little boy and we are surviving domestic violence, I have to bathe my 13 year old son and I am doing everything I can to help him overcome. I can't keep going through this because of their error and lack of being accountable for their employees actions and who am I to stand up to this company when they have the ability to shut off our power if we do so. I am requesting help. This is not something I have brought to you lightly. This isn't a he said, she said, this is something I've spent time and energy documenting and making sure I've done my part in. I am very sorry to bother you. I don't have any idea how to even pay for Christmas. I have one amount in my account for 148.00 and I wait til SSI deposits the 967.00 at the end of each month. I have no idea what date exactly they do it each month differently. It is for the following month and my Netspend account gets it a few days early is all. I am losing my ability to stay sane and keep fighting them. I feel disgusting enough for being unable to handle my bill and having to have asked so long for help. I can't do anything more than what I have agreed upon but they keep declining my payment or HEAT pledge and I can't get them to ever be accountable for it. I can't keep fighting this company and especially James Ingram. I am beside myself. I know that it would be idiotic at the least for me to attempt to put a card in to pay a bill that's expired. I don't even own a credit card and my debit card doesn't expire until 2029.

I have sent documents of this to James Ingram. He keeps emailing me back that he did research and he found it that I used an expired card. I don't have one and I'm not that stupid. I am exhausted from doing this and seeing that he never attempted to ever find out about the other employee of Rocky Mountain power whom declined my Heat Pledge. He is always trying to show he's on the customers side, but he belittled and disrespected me and threw it off and only focused on getting my every cent that was owed despite the fact I had evidence to prove that and it was waved off like nothing had happened. If you can please help me I will and am willing to pay my own bill but I can't do more than agreed upon and I am being played with by this company. I told him the details and filed a complaint with DPU. I am at the mercy of everyone. Please help me to make any kind of action take place so that big companies that do this and are declining payments and turning down peoples heat pledges and getting away with it are not allowed to do so. I am not able to do this with them and now I have to go elsewhere even though we don't have anywhere else to go for Christmas. I am sick with Covid. Please help.

Amanda Higley
18013914937
mandmh84@gmail.com

Date: Jan 5, 2025
From: Gflores@utah.gov

To: Ingram, James (PacificCorp)

Thanks James. I have updated and closed this complaint.

Gwen Flores

Utah Division of Public Utilities

1-6 of 6 Items

Confirmation Number	Related Payment	Amount	Payment Type	Account Number	Customer	Phone number	State	Payment Date/Time
2153380037		\$146.58	Residential RMP	16369999-001 2	Amanda Higley			Nov 29, 2025 6:58:08 PM
2153380259		\$146.58	Residential RMP	16369999-001 2	Amanda Higley			Nov 29, 2025 6:57:30 PM
2153380759		\$146.58	Residential RMP	16369999-001 2	Amanda Higley			Nov 29, 2025 6:56:01 PM
1870964995		\$100.00	Residential RMP	16369999-001 2	Amanda Higley			May 06, 2025 2:35:28 PM
1814815651		\$92.00	Residential RMP	16369999-001 2	AMANDA HIGLEY	(801) 391-4937		Mar 28, 2025 3:07:02 PM
1724561249		\$200.00	Residential RMP	16369999-001 2	AMANDA HIGLEY	(801) 391-4937		Jan 23, 2025 7:57:49 AM