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From: **Gwen Flores** <[gflores@utah.gov](mailto:gflores@utah.gov)>

Date: Tue, Jan 6, 2026 at 4:15 PM

Subject: Fwd: [INTERNET] UT - Higley, Amanda

To: Brenda Salter <[bsalter@utah.gov](mailto:bsalter@utah.gov)>, Stefanie Liebert <[sleibert@utah.gov](mailto:sleibert@utah.gov)>, Doug Wheelwright <[dwheelwright@utah.gov](mailto:dwheelwright@utah.gov)>, Abdinasir Abdulle <[aabdulle@utah.gov](mailto:aabdulle@utah.gov)>, DataRequest DPU <[dpudatarequest@utah.gov](mailto:dpudatarequest@utah.gov)>

Hi Brenda,

I received this email from James with Rocky Mountain Power yesterday. I will update the informal complaint with this information as well.

**Gwen Flores**

Utah Division of Public Utilities



----- Forwarded message -----

From: **Ingram, James (PaciFiCorp)** <[James.Ingram@pacificorp.com](mailto:James.Ingram@pacificorp.com)>

Date: Mon, Jan 5, 2026 at 10:37 AM

Subject: RE: [INTERNET] UT - Higley, Amanda

To: Gwen Flores <[gflores@utah.gov](mailto:gflores@utah.gov)>, \_Tariff Policy <[TariffPolicy@pacificorp.com](mailto:TariffPolicy@pacificorp.com)>

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