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Salt Lake City, UT 84116

February 6, 2026

VIA ELECTRONIC FILING

Utah Public Service Commission
Heber M. Wells Building, 4th Floor
160 East 300 South
Salt Lake City, UT 84114

Attention: Gary Widerburg
Commission Administrator

Re: Docket No. 26-035-02 – Formal Complaint of Amanda Higley against Rocky Mountain Power
Motion to Dismiss

Pursuant to the Notice of Filing and Comment Period issued by the Public Service Commission of Utah on January 8, 2026, Rocky Mountain Power (“Company”) hereby submits for filing its Answer and Motion to Dismiss in the above referenced matter. Confidential Attachments A and B have been uploaded to the Commission’s SFTP site and are provided in accordance with Commission Rule R746-1-602 and 603.

The Company respectfully requests that all formal correspondence and requests for additional information regarding this filing be addressed to the following:

By E-mail (preferred): datarequest@pacificorp.com
max.backlund@pacificorp.com
katherine.smith@pacificorp.com
utahdockets@pacificorp.com

By regular mail: Data Request Response Center
PacifiCorp
825 NE Multnomah, Suite 2000
Portland, OR 97232

Informal inquiries may be directed to Max Backlund at max.backlund@pacificorp.com.

Sincerely,

A handwritten signature in cursive script that reads "Jana Saba".

Jana Saba
Director, Regulation and Regulatory Affairs

CERTIFICATE OF SERVICE

Docket No. 26-035-02

I hereby certify that on February 6, 2026, a true and correct copy of the foregoing was served by electronic mail to the following:

Utah Office of Consumer Services

Michele Beck mbeck@utah.gov
ocs@utah.gov

Division of Public Utilities

dpudatarequest@utah.gov

Assistant Attorney General

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Complainant

Amanda Higley Mandmh84@gmail.com

Rocky Mountain Power

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Attorney for Rocky Mountain Power

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

Formal Complaint of Amanda Higley against Rocky Mountain Power	DOCKET NO. 26-035-02 ANSWER AND MOTION TO DISMISS
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Pursuant to Utah Code Ann. § 63G-4-204(1) and Utah Admin. Code §§ R746-1-206, and R746-1-301, Rocky Mountain Power, a division of PacifiCorp (“Rocky Mountain Power” or the “Company”) answers the formal complaint (“Complaint”) filed by Amanda Higley (“Complainant”) with the Public Service Commission of Utah (“Commission”). The Company also moves to dismiss the Complaint with prejudice because Rocky Mountain Power has not violated any provision of law, Commission order or rule, or Company tariff for which relief can be sought.

Communications regarding this Docket should be addressed to:

By e-mail (preferred): datarequest@pacificorp.com
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BACKGROUND AND ANSWER TO COMPLAINANT’S ALLEGATIONS

1. Complainant is a residential customer of Rocky Mountain Power, taking service on Electric Service Schedule No. 3 - Low Income Lifeline Program-Residential Service Optional for Qualifying Customers at the service address listed in the Complaint.

2. Under Schedule 3, Complainant receives a monthly “Low Income Lifeline Credit” from the Company.¹ To qualify for Schedule 3, a customer must meet income qualification guidelines for the Utah Home Energy Assistance (“HEAT”) Program. The HEAT Program is administered by the Utah Department of Workforce Services (“DWS”).

3. Confidential Attachment A provides a four-year billing and payment history of the Complainant’s account. On December 10, 2025, the Company provided the Complainant notice of service disconnection due to nonpayment.

4. On or around December 18, 2025, Complainant filed an informal complaint with the Division of Public Utilities (“DPU”) claiming she attempted to make payment on her account, but that the Company’s payment system erroneously declined her payment.

5. On December 18, 2025, the Company responded to the informal complaint and advised Complainant that her payment had been declined due to the use of an expired credit card.

¹ Rocky Mountain Power Electric Service Schedule No. 3, at 2.

The Company provided the Complainant with her options on how to make payments towards her account. The Company advised the Complainant that she was required to make payment by December 22, 2025 to avoid service disconnection.

6. On December 30, 2025, the Company received a payment of \$150 from the Complainant. The Company informed the Complainant and the DPU on January 5, 2025, that a payment of at least \$311 was required to reset her payment plan and avoid disconnection.

7. On or around January 5, 2026, Complainant filed the Complaint, alleging the Company failed to apply payments from the State of Utah Home Energy Assistance Target Program (“HEAT”) and accept her repeated payment attempts.

8. On or around January 22, 2026, since Complainant filed the Complaint, the Company received payment from HEAT to Complainant’s account, which Complainant’s account balance in full. Complainant no longer holds a balance, and a payment plan is no longer necessary.

MOTION TO DISMISS

9. The Company requests the Commission dismiss the Complaint with prejudice under Utah Rule of Civil Procedure 12(b)(6) because Complainant has failed to allege or establish that the Company has violated any applicable law, Commission rule, or Company tariff for which relief can be sought.

10. Complainant claims the Company is denying payments from the HEAT Program to her account. The HEAT Program is administered by the Utah Department of Workforce Services (“DWS”). As shown in Confidential Attachment A, the Company received payments from HEAT for Complainant’s account on September 30, 2022, January 30, 2025, and January 22, 2026.

11. The Company also received two payments on behalf of Complainant from DWS through the Emergency Rental Assistance Program (“ERAP”) on March 21, 2022 and July 12,

2022. The Company has properly and promptly applied all payments received from third party sources to Complainant's account.

12. Complainant claims the Company is denying her payment attempts. As discussed with Complainant, the Company's records show that Complainant attempted to pay with an expired card. Customers are not limited to utilizing only a credit card or debit card to pay their energy bills. The Company also accepts payments via mailed checks, direct cash payments at payment stations, money orders, or deposits from checking or savings account.

13. In addition, the Company has provided Complainant four payment plans on or around December 1, 2023, January 23, 2025, March 20, 2026, and December 4, 2025.² All four payment plans were eventually canceled due to nonpayment.

14. The Company has continually worked with Complainant by providing numerous payment plans from 2023 through 2025. Under Rocky Mountain Power Electric Service Regulation No. 10(6), Residential Deferred Payment Agreement, an "account holder who is unable to pay a delinquent account balance on demand has the right to receive residential electric service under a deferred payment agreement..." The Company has complied with Electric Service Regulation No. 10(6), by providing Complainant with these payment plans or "deferred payment agreements."

15. In sum, the Company believes this Commission should dismiss the Complaint because the Company does not have administrative responsibility of HEAT payments, the Company has properly applied all third-party payments to Complainant's account, and the Company has advised Complainant that it accepts various forms of payment as an alternative to a credit or debit card. Furthermore, because Complainant no longer carries a balance and the

² Confidential Attachment B – Complainant Payment Plans.

Company is not pursuing disconnection due to the HEAT payment towards Complainant's bill on January 22, 2026, the Company believes this Complaint should be dismissed as the underlying claims are moot.

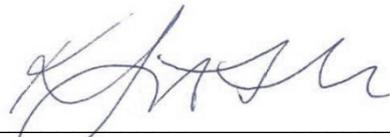
16. The Company requests the Commission dismiss the Complaint with prejudice because Complainant has failed to show the Company violated any provision of law, Commission order or rule, or Company tariff for which relief can be sought.

CONCLUSION

17. For the foregoing reasons, the Company respectfully requests that the Commission dismiss the Complaint with prejudice.

Dated this 6th day of February 2026,

ROCKY MOUNTAIN POWER



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Attorney for Rocky Mountain Power

CONFIDENTIAL ATTACHMENTS A & B
ARE CONFIDENTIAL IN THEIR ENTIRETY AND ARE
PROVIDED UNDER SEPARATE COVER