

FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 West 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, Utah 84114

Complaints are public documents and are maintained on the Public Service Commission website.
Further information on formal complaints is available at: <https://psc.utah.gov/complaint-process/>

1. Name of Complainant: Thomas & Kimberly LaCoss
Address: 1112 W. 1580 S. Vernal, UT 84078
Telephone No.: 435-790-1072
Email Address: neckus44444@yahoo.com
Preferred method of contact: Email or U.S. Mail

If represented by counsel, list:

Name: N/A
Address: _____

Telephone No.: _____ Email Address: _____

2. The utility being complained against is: Rocky Mountain Power

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?
Include exact dates, times, locations and persons involved, as closely as you can.

See attached pages.
We made our amt w/in the 48 hrs. But they demanded the
medical slip. There has been medical for over 5 yrs.

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

Because ~~the~~ Thomas needed his full oxygen level. And did not get
to use his c-pop.

5. What relief does the Complainant request?

We feel there is not an amount on a life. But \$40,000 seems fair.

6. Signature of Complainant: Thomas LaCoss - Kimberly LaCoss

Date: 3-9-2026

NOTE: Submit complaint by email or U.S. mail: (<https://psc.utah.gov/psc-filing-requirements/>)

To whom it may concern,

On February 12, 2026 we received a 48 hour notice on our front door

The 14th of February I made a \$200.00 payment which is our arrangement.

On February 15th I called Rocky Mountain Power at 8:38 PM to let them know I made a payment, the lady I spoke to said there was no supervisor so it may still get disconnected on Tuesday morning, at that time I told her I made the payment within the 48 hours. I told her we had a medical certificate on file and I was in the process of getting assistance from H.E.A.T, she then told me that there is no record of the medical and that it had expired, even though I had just renewed it in December of 2025.

Monday (February 16th) was a holiday but I called again at 4:13 PM to make sure they were not turning the power off and said again I made a payment within 48 hours, I had a medical certificate on file and we were working on getting assistance from H.E.A.T, I was told them that it was only a 30 day certificate not a 12 month even though every certificate we had up to that point was a 12 month.

I called my husband's doctors right after the phone call with Rocky Mountain Power and I asked the nurse who was the only one there to please fax back the medical form back to Rocky Mountain Power, the nurse said the Dr. was not in and it would be Tuesday February 17th before they could get it done.

I called Rocky Mountain Power on Tuesday and was told they had not yet received the certificate from the Dr, I called the Dr and they said that had just finished it at 1:20 PM and would fax it, I waited 30 mins and called RMP to see if they had received it and they did not, at that time I was getting nervous and asked if they would ask a supervisor to check our account to see that there has been a medical certificate on our account for 5 years and that a payment had been made last week (February 14th) and I was working with H.E.A.T, the gentleman I was talking to put me on hold for awhile and came back to say they needed another one. I told them that my husband would have to go to the hospital with no oxygen or CPAP machine, and all he said was sorry.

3:10 pm on Tuesday February 17th they turned off our power, we have been customers for 27 years and never had it turned off. I called my husbands Dr. again and the Dr. was busy with appointments to make up the day they had off for the holiday the day before and had not sent it. I told the Dr. that it was an emergency and needed to be send then, so they faxed it over at 4:00 PM. I called RMP right after and told them it was sent and an emergency, not just the fact that my husband is on oxygen and CPAP machine but the temp was the coldest it had been the entire month and we have my daughter and 6 grandkids that live with us. I was on hold until 4:50 PM and she came back and said

they had received it and that the power will be turned back on but it will not be until the next day and it was very possible that it could be longer than 24 hours, I begged and once again explained the situation with my husband and his 24 hour oxygen and CPAP he is prescribed to be on.

We were able to use some of the portable oxygen cylinders that we had in the house for emergencies but in order to conserve them as long as we could we had to put him on 2 liters per minute instead of his prescribed 4 LPM, we froze all night and my husband struggled to breathe all night, we do not have a running vehicle at the moment so we almost called an ambulance, we somehow were able to make it work but his blood pressure skyrocketed from struggling to breathe.

At 7:00 AM on the 18th of February I called RMP and once again begged them to come to our home first and told her about my husband and the struggles he was having, I was told at that point they could not prioritize anyone over another and that we would be turned back on when by where we were on the drivers route. My husbands oxygen ran out at 10:00 AM, he was a mess so we had to call our son in law to come home from work to bring my husband to the ER in his work truck, as we were getting dressed to go the RMP truck pulled up and turned it back on, that was four hours after I called and begged them to make us first, we went a total of 20 hours without power even though they had received the medical certificate before they had closed.

These reasons are why the power should not have been turned off.

#1 We paid the payment arrangement with the 48 hours of receiving the shut off notice

#2 We were in the process of working with H.E.A.T for almost 2 weeks and when you are working with them they are not supposed to shut off the power.

#3 We have had medical forms on file, 12 month certificates on file for five years.

#4 We have been customers at the same home for 27 years

#5 RMP received the medical form from my husband's Dr. before RMP had closed for the day

#6 They never gave us an actual amount to pay when we called to pay to get it back on so we had just paid an arrangement that we had in place over the last few months

In any of the 5 or 6 times I had called RMP did they ever say that they needed a bigger payment than the \$200.00 payment that had been made and had confirmed that they did receive that payment on the 14th of February before the 48 hour shutoff notice

This was one of the cruelest inhumane things to do to my severely handicapped 72 year old husband period.

We feel we are due compensation for the sheer incompetence and neglect for my husbands life, and the health and mental anguish of me and those living with us.

Kim Lacoss

Thomas Lacoss