

Complaint Report

Complaint Number: C26 0072

Customer Information

Customer Name: Lacoss, Thomas

Account Number: [REDACTED]

Phone Number: 435 790-1072

Email Address: neckus44444@yahoo.com

Service: 1112 W 1580 S

Address: Vernal, UT 84078

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 3/3/2026

Type of Call: Complaint

Complaint Received By: Gwen Flores

Gone Formal: NO

Date Resolved: 3/4/2026

Complaint Type: Shut Off or Notice

Utility Company Analyst: James Ingram

Complaint Description:

UTILITY CUSTOMER

Customer Name: Thomas Lacoss

If Business, Contact Person:

Primary Phone: 4357901072

Other Phone:

E-mail Address: neckus44444@yahoo.com

Service Address:

1112 W 1580 S

Vernal, UT 84078

Mailing Address:

INCIDENT DETAILS

Utility: Rocky Mountain Power

Account Number: [REDACTED]

Complaint Type: Shut Off or Notices

Complaint:

On February 12, 2026, we received a 48-hour shutoff notice on our door. On February 14, I made our agreed \$200 payment within the 48-hour period. On February 15 at 8:38 PM, I called Rocky Mountain Power (RMP) to confirm the payment and was told there was no supervisor available and service could still be disconnected Tuesday. I explained the payment was made within 48 hours, that we had a medical certificate on file, and that we were working with H.E.A.T. I was told there was no record of a medical certificate and that it had expired, even though it had been renewed in December 2025. On Monday, February 16 (a holiday), I called again at 4:13 PM and was told the certificate was only a 30-day form, not the 12-month certificates we had on file for five years. I immediately contacted my husband's doctor's office and was told the doctor would not return until Tuesday, February 17. On February 17, I called RMP and was told they had not received the certificate. The doctor completed it at 1:20 PM and faxed it at 4:00 PM after I explained it was an emergency. I called RMP and was on hold until 4:50 PM, when I was told they had received it but power would not be restored until the next day and could take longer than 24 hours. Power was disconnected at 3:10 PM on February 17. We have been customers for 27 years and have never been disconnected. My husband requires 24-hour oxygen at 4 LPM and a CPAP machine. We were forced to conserve portable oxygen at 2 LPM overnight. The temperature was the coldest of the month. My daughter and six grandchildren live with us. My husband struggled to breathe and his blood pressure spiked. We nearly called an ambulance. On February 18 at 7:00 AM, I called RMP and begged for priority restoration and was told they could not prioritize accounts. At 10:00 AM, my husband's oxygen ran out and we prepared to go to the ER. The RMP truck arrived shortly after and restored power, approximately 20 hours after disconnection.

Suggested Resolution:

We believe that we are entitled to compensation of \$40,000 plus the past due written off because of Negligence/Gross Negligence, Negligent Infliction of Emotional Distress and Violation of State Regulations

We believe that we are entitled to that due to the sheer fact that we paid within the 48 hour shutoff notice, then called and followed up for 3 days and spoke to multiple individuals was never given an amount more then the \$200 we had paid per our arrangement, was in communication with both RMP and the doctors offices to rectify a situation with a medical record that was quite frankly put in the system wrong, and we had been working with H.E.A.T assistance for nearly two weeks to get assistance for low income households.

My husband is still struggling to regain his oxygen level, blood pressure and physical strength from his depleted oxygen levels and the others do suffer from emotional pain from seeing his struggle throughout the night as well as the physical toll the overnight low temps took on them.

Complaint Response:

Date March 4, 2026
From: Ingram, James (PacifiCorp)
To: _Tariff, me
Attachments

Hello Gwen,

The company reviewed the claims made by Ms. Lacoss in her complaint, and I attempted to reach her by phone today but only was able to leave voicemail.

I sent her the following email explaining the company's actions and her options moving forward. I have also attached the billings issued prior to her disconnection for non-payment and the medical certificate confirmation letters explaining that customers are still responsible for paying their billings even when a medical condition exists in the home.

Hello Mr. & Mrs. Lacoss,

I attempted to reach you by phone today regarding the complaint you filed with the Utah Division of Public Utilities, but I was only able to leave voicemail. Therefore, I am sending you this information to explain the current status of your account and why you were disconnected for non-payment.

Rocky Mountain Power has found the following upon researching your complaint:

1. On December 16, 2025, Mrs. Kim Lacoss contacted the company requesting payment arrangements. The company explained that at least 1/12th of the account balance would need to be paid before a payment plan could be established. At that time, the account balance was \$6482.40, and 1/12 of that balance was approximately \$540.00.
2. Ms. Lacoss indicated that she did not have \$540.00, but stated her husband had a medical condition that would be impacted by loss of electric service. She indicated that she would apply for HEAT and other energy assistance options but asked that a medical certificate be sent to her husband's physician. She also stated that she would make payment of at least \$540.00 shortly.
3. The company received a medical certificate form Mr. Lacoss's physician indicating that he did have a medical condition, but that loss of electric service was not life threatening. Therefore, Rocky Mountain Power established a medical profile for the Lacoss account for 30 days. The attached letter was sent explaining, "Please remember you'll still need to pay your bill each month. Having a medical certificate doesn't guarantee your electricity can't be disconnected for non-payment."
4. As of January 17, 2026, the medical profile established for 30 days expired.

5. On January 23, 2026, Rocky Mountain Power issued the attached billing statement explaining that the Lacoss account had a past due balance of \$6741.12 that must be paid by February 5, 2026 in order to avoid shut off.
6. On January 29, 2026, Rocky Mountain Power issued the attached Final notice explaining that the service was in danger of disconnection for the unpaid arrears balance of \$6741.12 and that service was no guaranteed after February 5, 2026.
7. On these billing statements, Rocky Mountain Power informed you that you may be able to enter into payment arrangements if you call us. You were also informed that you could submit a medical certificate and/or apply for the winter moratorium. There was no activity showing that you contacted the company to make payment arrangements or submit a new medical certificate prior to disconnection of service for non-payment.
8. Your electric service was disconnected on February 17, 2026 due to non-payment. This was done after several phone calls were made to the primary number for the account to alert you to the danger of disconnection.
9. After disconnection, you contacted the company multiple times on February 17, 2026. The company explained your balance owing and why you were disconnected.
10. You chose to file another medical certificate to restore your service. The company did not receive this completed certificate until late in the afternoon of February 17, 2026.
11. The company explained that we normally reconnect service within 24 hours of receipt of the appropriate reconnection requirements. Your reconnection order was issued as of 5:01 PM on February 17, 2026, and your service was reconnected as of 9:53 AM on February 18, 2026. That was well within the company's standard of reconnection within 24 hours.
12. You were issued a new letter on February 18, 2026, explaining that a new medical certificate was on file for 30 days, but that you can be disconnected for non-payment if you fail to make timely payments on your account.

The company understands that facing medical conditions is a hardship. There is a medical certificate process in place to address the fact that some families need extra time to pay their billings. However, having a medical certificate on file does not mean that you are not responsible for payment of your monthly bill. As stated in both of the medical certificate confirmation letters, a medical certificate on file does not guarantee that you cannot be disconnected for non-payment. It only means that the company extends more time for payment. However, your account has been in arrears now for many years with insufficient payments received, leading you to a current account balance of \$7181.66 remaining unpaid, and that is after a goodwill waiver of the \$502.00 deposit you would normally be charged after a disconnection for non-payment.

It is clear that you are having difficulty making timely payment to your account, and the company is willing to negotiate payment arrangements with you regarding your large arrears balance; however, the company has followed the state rules in place regarding the handling of your account and the disconnection for non-payment that occurred on February 17, 2026. In addition, you filed a new medical certificate on that date, and you were reconnected within 24 hours without making any payment to your account.

Your current medical certificate expires on March 17, 2026. You are entitled to two 30-day medical extensions in a calendar year. If you wish to file a new medical certificate, you must let the company know before your next due date of March 17, 2026. However, if you do not bring your account current or enter into reasonable payment arrangements with the company, the company can disconnect your service for non-payment as long as the company provides you proper notice prior to the disconnection.

I would be happy to negotiate payment arrangements with you if you contact me at your earliest convenience.

Regards,

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

The company would be happy to negotiate payment arrangements with Mr. and Mrs. Lacoss, but the company followed all rules and policies in place to notify them of their pending disconnection for non-payment, their options to avoid that disconnection, and then once they were disconnected, what options they had to reconnect service.

Regards,

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

Date: March 4, 2026
From: Gwen Flores
To: Ingram, James (PacifiCorp)

Hi James,

Thanks for the update. I will record this information in our database and close the complaint.

Have a great evening!

Best regards,

Gwen Flores
Utah Division of Public Utilities

ADDITIONAL CONFIDENTIAL ATTACHMENTS