

## Response Summary:

### 1. Utility Customer (The name on your bill of account)

<i>Customer Name</i>	Jill Evans
<i>If Business, Contact Person</i>	N/A
<i>Primary Phone</i>	425-553-8148
<i>Other Phone</i>	N/A
<i>Email Address</i>	N/A

### 2.1. Address

<i>Street</i>	937 N 720 W
<i>City</i>	Tooele
<i>State</i>	Utah
<i>ZIP</i>	84074

### 2.2. Is this the same as your mailing address?

- Yes

### 3. Utility company to file complaint with

**(Please note: if you cannot find your utility company, it is not regulated by the Public Service Commission. Please call our office at 801-530-7266 for more information)**

- Rocky Mountain Power

### 4. Account Number

<i>Account Number:</i>	N/A
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### 5. Complaint Type

- Shutoff or Notice

### 6. Please describe the nature of your complaint:

Asking for negotiating payment plan after a shut off.

### 1. Optional: Attachment (upload any relevant information regarding your complaint)

N/A

### 2. Optional: Attachment (upload any additional relevant information regarding your complaint)

N/A



Kami Kennington <kkennington@utah.gov>

**Fwd: Formal Complaint – Rocky Mountain Power Billing Dispute, Misapplication of Payments, and Improper Disconnection Threat**

1 message

Utility Complaints <utilcomp@utah.gov>  
To: Kami Kennington <kkennington@utah.gov>

Thu, Mar 26, 2026 at 11:31 AM

Sincerely,

**Customer Service**



Local Phone Number (801) 530-7622  
Toll-free Phone Number (800) 874-0904

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

From: **PublicService Commission** <psc@utah.gov>  
Date: Thu, Mar 26, 2026 at 9:09 AM  
Subject: Fwd: Formal Complaint – Rocky Mountain Power Billing Dispute, Misapplication of Payments, and Improper Disconnection Threat  
To: Jill Jacobson <jilljacobson448@gmail.com>, Utility Complaints <utilcomp@utah.gov>

Hello,

I am forwarding your email to the Division of Public Utilities (DPU) to add the additional information to your informal complaint.

Please note that the DPU is copied on this email.

Thank you and have a great day.

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

From: **Jill Jacobson** <jilljacobson448@gmail.com>  
Date: Wed, Mar 25, 2026 at 7:28 PM  
Subject: Fwd: Formal Complaint – Rocky Mountain Power Billing Dispute, Misapplication of Payments, and Improper Disconnection Threat  
To: PublicService Commission <psc@utah.gov>

Subject: Formal Complaint – Rocky Mountain Power Billing Dispute, Misapplication of Payments, and Improper Disconnection Threat

To Whom It May Concern,

I am filing an additional complaint regarding Rocky Mountain Power's handling of my account, including denial of a payment arrangement, misrepresentation of payoff amounts, misapplication of payments, inconsistent billing, and continued threat of disconnection despite compliance and ongoing dispute.

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## 1. Initial Hardship and Disconnection

My electric service was disconnected in February 2026 while in my sister Brandy Beckstead's name account number [REDACTED], due to a past-due balance as a result of a pre existing medical condition that forced me to be placed on FMLA. I contacted Rocky Mountain Power to request a hardship-based deferred payment arrangement, offering to make an initial payment and resume payments.

Despite this, I was repeatedly told that full payment was required, and no payment arrangement would be offered. I was also given conflicting balance amounts and was refused documentation of the denial. I request that the appropriate parties review phone calls to confirm these allegations. More specifically, the phone calls with a supervisor named Jade and a representative I spoke with after Jade, right before services were restored. These phone calls will confirm the pay off I was quoted multiple times do not align with what I'm being told now.

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## 2. Conflicting Information and Failure to Follow Up

- I was told my case would be reviewed within 24–48 hours, but no callback occurred
- Later I was told the timeframe was inaccurate
- Supervisors stated nothing further could be done
- I was given contradictory requirements regarding documentation of residency

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## 3. Payment of Confirmed Payoff Amount

On Saturday, a third party paid \$1,500.00. The amount quoted was approximately \$1,800.00 based on repeated confirmations that this amount would:

- Satisfy both my account and my sister's account
- Bring both balances to zero

I was instructed to make the payment to my sister's account because it was active while mine was in collections. I was told this was the fastest way to restore service and the way it needed to be handled.

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## 4. Clarification Regarding Collections Status

At the time of these events, my account had been placed in collections, which Rocky Mountain Power representatives cited as the reason I was instructed to make payment through my sister's active account in order to resolve the balances and restore service. I followed these instructions in good faith and relied on repeated confirmations that the quoted payoff amount would satisfy both accounts in full. While I understand that collections status may affect internal payment processing, it does not explain or justify the subsequent reassertion of a balance on my account after payment was made, nor the transfer of service into my name with a newly claimed balance. I am requesting that Rocky Mountain Power provide a clear and documented explanation of how the payoff amount was calculated, how the payment was applied across accounts, and how any remaining balance is being determined.

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## 5. Continued Denial of Service and Delays

After payment in February:

- Service was not immediately restored
  - My sister was told nothing further could be done until payment posted
  - Payment was made electronically, yet service remained disconnected for days
  - Service was restored only after extended delay
- 

## 6. Account Transfer and Rebilling

After payment and service restoration:

- Service was transferred into my name without clear authorization
- I was informed my account still carried a balance of approximately \$1,900
- I am now being threatened with disconnection again

This directly contradicts prior representations that the payoff amount would resolve both accounts.

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## 7. Disputed Balance and Lack of Accounting

I dispute the newly asserted balance.

No:

- Billing ledger
  - Explanation of charges
  - Documentation of payment application has been provided to justify this amount.
- 

## 8. Sister's Account Paid and Closed

I have confirmed that my sister's account now reflects a zero balance and has been closed, which demonstrates that the payment made based on the quoted payoff amount was accepted as satisfying that account in full. Despite this, Rocky Mountain Power continues to assert a significant balance on my account without explanation, creating a clear inconsistency that requires review.

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## 9. Prior Payment Plan and Credit Misapplication

In February:

- I paid approximately \$1,500 to restore service
- A remaining balance of approximately \$470 was placed on a payment plan offered by Rocky Mountain Powers online, on their website

- I accepted and completed this arrangement (documentation available) The payment plan was for 12 months at \$39.79 per month added to future monthly billings based on the amount owed of \$469.79. The following payment date stated "next statement".

However, recent billing shows:

- A negative balance (~\$469.79) on my sister's account
- Credits and adjustments including:
  - Payment credit (~\$3.80)
  - Deposit interest charge (~\$11.70)
  - Additional credit (~\$7.90)
  - Adjusted billing credits (~\$131.99)
- Remaining balance (~\$334) applied as a security deposit to a new account allegedly in my name

This occurred after I was told both accounts would be at zero, raising concerns about misapplication of funds and inaccurate accounting.

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## 10. Current Status

- Under the assumption that Rocky Mountain power would honor the payment arrangement plan they offered, no payment plan exists on my sister's account. My sisters account is now actually at a zero balance and has been closed.
- The account that was created in my name apparently still shows a disputed balance
- I was notified yesterday, 3/24/26, of potential disconnection again next week on Monday.

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## Requested Resolution

I respectfully request that the Public Service Commission:

1. Require Rocky Mountain Power to provide a full billing ledger for both accounts
2. Review the accuracy of the payoff quote and payment application
3. Investigate the transfer of service and rebilling practices
4. Ensure no disconnection occurs while this dispute is under review
5. Require correction of any misapplied payments or improper charges
6. Assist in resolving this matter so service remains active under a reasonable and accurate balance

This situation has caused ongoing hardship for my household and children despite my good faith efforts to resolve the account based on the company's instructions.

I have requested Rocky Mountain Power place my account in a billing dispute status however, I do not have confirmation of this yet. I only have receipt confirmation of my request, as it was just submitted today.

I appreciate your time and assistance with this ongoing matter. I am happy to send proof of the aforementioned payment arrangement if needed.

3/26/26, 11:51 AM

State of Utah Mail - Fwd: Formal Complaint – Rocky Mountain Power Billing Dispute, Misapplication of Payments, and Improper Di...

Sincerely,

Jill Evans

435-553-8148

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Public Service Commission of Utah

[160 E 300 S, 4th Floor](#)

[Salt Lake City, UT 84111](#)

801-530-6716

[psc@utah.gov](mailto:psc@utah.gov)

[REDACTED]

# Exodus

HEALTHCARE NETWORK, PLLC

Recipient:

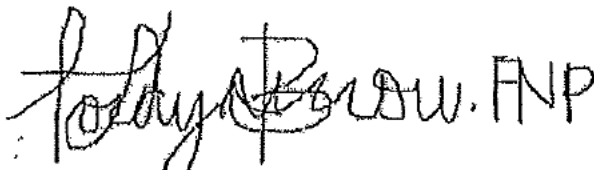
Phone: , Fax:

Fax

[REDACTED]

[REDACTED]

Sincerely,



Electronically Signed by: ASHUE JORDYN BURROW, FNP



Kami Kennington &lt;kkennington@utah.gov&gt;

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**UT-Evans**

4 messages

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**Kami Kennington** <kkennington@utah.gov>  
To: **\_Tariff Policy** <tariffpolicy@pacificorp.com>

Mon, Feb 9, 2026 at 9:36 AM

Please note the following documents were sent over to add to the Evans file.

**Kami Kennington** | Office Specialist IIO: 801.530.6678 | [kkennington@utah.gov](mailto:kkennington@utah.gov)

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**2 attachments** **Evans.doc1-RMP.pdf**  
305K **Evans.doc2-RMP.pdf**  
326K

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**Ingram, James (PacifiCorp)** <James.Ingram@pacificorp.com>  
To: Kami Kennington <kkennington@utah.gov>, **\_Tariff Policy** <TariffPolicy@pacificorp.com>

Mon, Feb 9, 2026 at 11:14 AM

Hello Kami,

We received Ms. Evans case, and I will respond.

To clarify, Jill Evans is not the customer of record at [937 N 720 W](#) in Tooele, Utah 84074. The service has been under the name Brandy Beckstead since October 10, 2023. Jill Evan's application for service has not been accepted because:

1. She has an outstanding balance of \$1982.64 from her prior account, and she has not made any valid payment toward this balance to connect service in her name.
2. There is no medical certificate on file for anyone residing in the household.

Ms. Evans had service in her name at [937 N 720 W](#) in Tooele, Utah 84074 from April 23, 2014 to October 10, 2023 when service was transferred into the name of Brandy Beckstead.

The documentation that Ms. Evans submitted indicates that she did not experience her medical emergency until September 2024, and her documentation lists her address as [937 N 720 W](#) in Tooele, Utah 84074. This seems to indicate that her permanent address has been [937 N 720 W](#) in Tooele, Utah 84074 while the current account balance on Brandy Beckstead's account was accrued.

The company would be happy to assist Ms. Evans with reconnection, but she must either:

1. Make payment necessary to reconnect service,
2. Or, provide a valid medical certificate from a qualified medical provider and enter into a payment plan.

Due to the fact that the last three payments received were returned by her financial institution, the company will need valid cash payment or a valid medical certificate in order to reconnect service.

I will reach out to Ms. Evans to discuss her options for reconnection.

Regards,

**James Ingram**

Rocky Mountain Power Customer Advocacy

Toll Free# 1-800-532-1626 Extension 5

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**From:** Kami Kennington <kkennington@utah.gov>  
**Sent:** Monday, February 9, 2026 8:37 AM  
**To:** \_Tariff Policy <tariffpolicy@pacificorp.com>  
**Subject:** [INTERNET] UT-Evans

**THIS MESSAGE IS FROM AN EXTERNAL SENDER.**

Look closely at the **SENDER** address. Do not open **ATTACHMENTS** unless expected. Check for **INDICATORS** of phishing. Hover over **LINKS** before clicking. Learn to spot a phishing message

{Quoted text hidden}

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**Kami Kennington** <kkennington@utah.gov>  
**To:** "Ingram, James (PacifiCorp)" <James.Ingram@pacificorp.com>  
**Cc:** \_Tariff Policy <TariffPolicy@pacificorp.com>

Mon, Feb 9, 2026 at 11:59 AM

Hello James,

Thank you for clarifying the situation with Ms. Evans. I will update the complaint with this information and mark it as resolved.

Best,

**Kami Kennington** | Office Specialist II



O: 801.530.6678 | [kkennington@utah.gov](mailto:kkennington@utah.gov)

[Quoted text hidden]

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**Kami Kennington** <[kkennington@utah.gov](mailto:kkennington@utah.gov)>  
To: "Ingram, James (PacifiCorp)" <[James.Ingram@pacificorp.com](mailto:James.Ingram@pacificorp.com)>

Mon, Feb 9, 2026 at 1:14 PM

Hello James,

Jill Evans sent this update to her situation for your information.

From: **Jill Jacobson** <[jilljacobson448@gmail.com](mailto:jilljacobson448@gmail.com)>  
Date: Mon, Feb 9, 2026 at 12:50 PM  
Subject: Re: Urgent: Hardship-Based Deferred Payment Request – Rocky Mountain Power, Disconnected Service  
To: PublicService Commission <[psc@utah.gov](mailto:psc@utah.gov)>  
Cc: Utility Complaints <[utilcomp@utah.gov](mailto:utilcomp@utah.gov)>

Thank you very much, I sincerely appreciate your prompt attention to this matter. I do have an update.

On Saturday evening, after I sent this email, I was told by Rocky Mountain power that the full balance due was for both accounts (mine and my sisters) and that once paid, both accounts would be at a zero balance.

I was able to find someone willing to loan me some of the funds however, Rocky Mountain power would only accept payments of \$500 max. The person helping was able to do three transactions of \$500 each through the automated system. Confirmation numbers are:

2260227943  
2260228995  
2260248089

This left a balance of approximately \$383.53. I Spoke with a Frontline representative today and was advised that the full payment was still required in order to reconnect services. The rep I spoke with verified that the \$1500 had been received and alsosaid that a definitive amount was not documented on my account so she was sending an email to the supervisor to see if we could reconnect based on that lack of information. I don't really know what's going on with the way they document their accounts, but I have received conflicting information several times. We have been without power for a week now, if there is anything we can do to get it turned on today I would be eternally grateful.

Thank you,

**Kami Kennington** | Office Specialist II



O: 801.530.6678 | [kkennington@utah.gov](mailto:kkennington@utah.gov)

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Kami Kennington &lt;kkennington@utah.gov&gt;

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**UT-Evans**

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Ingram, James (PacifiCorp) <James.Ingram@pacificorp.com>  
To: Kami Kennington <kkennington@utah.gov>

Mon, Feb 9, 2026 at 2:39 PM

Hello Kami,

I reached out to Ms. Evans by phone but only got voicemail. I have sent her the following email to alert her to the situation with her account and her sister's account:

**From:** Customer Advocacy Team  
**Sent:** Monday, February 9, 2026 1:31 PM  
**To:** 'jilljacobson448@gmail.com' jilljacobson448@gmail.com  
**Subject:** Utah Division of Public Utilities Complaint Number: C26-0051 - Jill Evans - Rocky Mountain Power  
**Importance:** High

Hello Ms. Evans,

Rocky Mountain Power received your complaint from the Utah Division of Public Utilities, and I would be happy to discuss your concerns with you.

I attempted to reach you by phone, but got your voicemail and left a message.

At this time, you are not the active customer for service at [937 N 720 W TOOELE UT 84074](#). However, you do have an outstanding balance from your prior account at this location of \$ 1982.64. This account was closed on October 10, 2023.

It appears that your sister took over the billing for the service on the same date, and in your complaint, you state that you are willing to take responsibility for her outstanding billing as well. There is a current account balance of \$ 1854.83 owing on that account as of the last billing date.

You stated that you or a third party made three \$500.00 payments towards this balance. I can confirm that there appear to be three credit card transactions recorded through Paymentus, but those funds have not posted to your account, and the transactions appear to be on your sister's account.

This complicates matters, as I am unable to transfer payments from your sister's account to activate your account unless your sister gives permission for Rocky Mountain Power to transfer monies from her account to your account to activate service under your name.

If your sister is available, please have her call me at her earliest convenience.

Regards,

**James**

Rocky Mountain Power Customer Advocacy

Toll Free# 1-800-532-1626 Extension 5

I am willing to work with Ms. Evans and her sister to resolve this matter, but at this point, payments have been made to her sister's account, not her account. The payments also are less than what she was quoted to reconnect service under her name alone. I would need to speak with her sister if they want to reactive service under her sister's name or if they want payments to her sister's account transferred to her account.

Paymentus is the vendor that the company uses for debit or credit card payments. They do have a maximum payment limit. However, customers are not restricted regarding cash payments.

Regards,

**James Ingram**

Rocky Mountain Power Customer Advocacy

Toll Free# 1-800-532-1626 Extension 5

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**From:** Kami Kennington <kkennington@utah.gov>  
**Sent:** Monday, February 9, 2026 12:15 PM  
**To:** Ingram, James (PacifiCorp) <James.Ingram@pacificorp.com>  
**Subject:** Re: [INTERNET] UT-Evans

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**Kami Kennington** | Office Specialist II



O: 801.530.6678 | [kkennington@utah.gov](mailto:kkennington@utah.gov)

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