

**Utah Public Service Commission  
Formal Complaint**

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**1. Complainant Information**

Name of Complainant: Katana Electronics  
Address: 3412 S 1400 W, West Valley City, Utah  
Telephone No.: 801-550-5901  
Email Address: [katanaelectronics@gmail.com](mailto:katanaelectronics@gmail.com)  
Preferred method of contact: Email  
  
If represented by counsel: N/A

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**2. The utility being complained against is:**

Rocky Mountain Power  
Account Number: [REDACTED]

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**3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?**

Rocky Mountain Power cancelled the Complainant's payment plan and is proceeding toward disconnection despite substantial good faith payments.

On February 5, 2026, the Complainant made a payment of \$6,000. On March 10, 2026, the Complainant made a payment of \$5,794.02, bringing the total paid to \$11,794.02.

On March 10, 2026, Rocky Mountain Power representative James Ingram confirmed that the payment plan had been reset. However, the communication did not identify the due date for the first required payment under the reinstated plan. See Exhibit A.

The monthly payment under the plan is \$1,000.

Rocky Mountain Power subsequently set the first payment due date as April 2, 2026, which is only 18 business days after the March 10, 2026 payment. In prior arrangements, the Complainant was asked to confirm or select a monthly due date. In this instance, no such process occurred and the due date was set unilaterally without clear confirmation.

On April 10, 2026, the Complainant attempted to make the next payment of \$2,533.59 and discovered the plan had been cancelled. Rocky Mountain Power declined to reinstate the plan despite ongoing efforts to remain current.

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

The issue is whether Rocky Mountain Power provided a reasonable opportunity to comply before cancelling the plan and moving toward disconnection.

Rocky Mountain Power confirmed the plan was reset but did not identify the due date for the first required payment or disclose that it would be due within a shortened timeframe following reinstatement. This created a foreseeable risk of unintended default.

Setting a short payment window and enforcing immediate cancellation is unjust and disproportionate. Utility providers are expected to administer payment arrangements in a fair and practical manner, particularly given the essential nature of service.

The Complainant has demonstrated good faith through substantial payments totaling \$11,794.02 made within the past 60 days and has continued to take steps to remain current. The intent has been and remains to perform under the payment arrangement.

The Complainant is an operating business with a long-standing relationship with Rocky Mountain Power and has generated substantial revenue for the utility over time, with total payments for electric service exceeding \$1,000,000. The Complainant has demonstrated good faith through recent payments and ongoing efforts to remain current. Under these circumstances, escalation of the full balance at this time would be counterproductive, as it would impair the Complainant's ability to continue operations and reduce the likelihood of full recovery. A reasonable and cooperative approach supports continued payment performance and preserves an ongoing revenue stream.

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#### **5. What relief does the Complainant request?**

The Complainant requests:

Immediate suspension of any disconnection activity while this matter is under review and/or mediation.

Reinstatement of the existing payment plan and confirmation that the Complainant may continue under that arrangement.

Confirmation that the account will remain in good standing so long as current charges are paid and monthly payments of \$1,000 are made toward the balance, with reasonable flexibility to allow such payments to be made within the monthly cycle, including by the end of each month.

The Complainant is prepared to make the April payment of \$2,533.59 upon confirmation that disconnection activity is halted and the plan is reinstated, and intends to continue making monthly payments of \$1,000.

The Complainant seeks a reasonable and cooperative resolution that allows continued operation and repayment.

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**6. Signature of Complainant:**

Katana Electronics

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**Date:** 4/14/2026