

# Complaint Report

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**Complaint Number:** C26 0030

## Customer Information

**Customer Name:** KATANA ELECTRONICS, LLC

**Account Number:** [REDACTED]

**Other Contact Info:** James

**Phone Number:** 8012014273

**Email Address:** jamesh@katanaelectronicsllc.com

**Service Address:** 3412 S 1400 W STE A  
West Valley City, UT 84119

## Complaint Information

**Company Name:** Rocky Mountain Power

**Date Received:** 1/22/2026

**Date Resolved:** 1/23/2026

**Type of Call:** Complaint

**Complaint Type:** Shut Off or Notice

**Complaint Received By:** Cynthia Dumas

**Utility Company Analyst:** James Ingram

**Gone Formal:** NO

**Complaint Description:**

The following complaint was received via online and copied as is:

From: commerce.utah.gov

Date: Thu, Jan 22, 2026 at 5:24 PM

Subject: commerce.utah.gov | Online Complaint Submission From KATANA ELECTRONICS LLC

To:

UTILITY CUSTOMER

Customer Name: KATANA ELECTRONICS LLC

If Business, Contact Person: James

Primary Phone: 8012014273

Other Phone:

E-mail Address: jamesh@katanaelectronicsllc.com

Service Address:

3412 S 1400 W STE A West Valley City, UT 84119-0000

Mailing Address:

3412 S 1400 W STE A West Valley City, UTAH 84119-0000

INCIDENT DETAILS

Utility: Rocky Mountain Power

Account Number: XXXXXXXXXX

Complaint Type: Shut Off or Notices

Complaint:

Our business has operated in Utah for over 15 years and is currently recovering from a recent bankruptcy. The outstanding balance with Rocky Mountain Power is a petition debt, and we are entitled to address it through a structured payment arrangement.

Due to severe but temporary revenue disruption over the past four months, the business had no practical ability to make payments during that period. Conditions have recently improved, revenue is stabilizing, and we are prepared to stay current going forward.

Rocky Mountain Power is now demanding payment of the full balance and requiring approximately \$11,000 upfront to reinstate a payment plan. The business remains illiquid and cannot make a lump-sum payment of that size. We have offered an immediate \$2,000 payment and are requesting a reasonable payment agreement for the remaining balance.

The company employs local workers who depend on continued operations. Without utility cooperation, the business risks shutdown, which would eliminate our ability to pay and harm employees and creditors alike.

We are requesting the Division of Public Utilities' assistance in encouraging Rocky Mountain Power to work with us in good faith by reinstating a payment plan consistent with petition debt treatment and our recovery status.

Suggested Resolution:

Allow reinstatement of a payment plan, accept an immediate \$2,000 payment, permit structured repayment of the remaining balance, and maintain utility service while payments are made as agreed.

**Complaint Response:**

From: Ingram, James (PacifiCorp)  
Date: Fri, Jan 23, 2026 at 3:53 PM  
Subject: RE: [INTERNET] Informal Complaint ~ KATANA ELECTRONICS, LLC  
To: Cynthia Dumas , \_Tariff Policy

Hello Cynthia,

The company provided the following response to Katana Electronics:

From: Customer Advocacy Team  
Sent: Friday, January 23, 2026 2:37 PM  
To: 'jamesh@katanaelectronicsllc.com' jamesh@katanaelectronicsllc.com  
Subject: Utah Division of Public Utilities Complain Number: C26-0030 - Katana Electronics, LLC - Rocky Mountain Power

Attn: James

Upon receipt of your complaint from the Utah Division of Public Utilities, Rocky Mountain Power has reviewed your account and found the following:

1. On October 28, 2025, Katana Electronics established a 44-installment time payment plan that required a down payment of \$2000 and monthly installments of \$1000 plus the current month's billing until your arrears balance was satisfied with the company. At the time the plan was established, your account balance was \$45, 466.62.
2. The last valid payment received for this account was \$1,600.65 on September 11, 2025. Katana Electronics did not pay the required down payment for the payment plan established on October 28, 2025, nor has Katana Electronics made valid payment in the last four months of service.
3. On December 10, 2025, Katana Electronics submitted a payment of \$2,000 that was returned by the issuing financial institution unpaid, meaning that the payment was invalid, and Rocky Mountain Power received no funds.

4. James from Katana Electronics contacted Rocky Mountain Power on January 22, 2026 to state that the company wanted a new payment plan. The company explained that no valid payments have been received since the last plan was established, and the company requested a minimum of \$11, 794.05 toward the total balance owing of \$50, 0097.43 in order to agree to an additional payment plan.

Rocky Mountain Power is not required to offer Katana Electronics any payment arrangements at this time due to the fact that Katana Electronics has not made any valid payments to their account with Rocky Mountain Power for the last four months, and Katana Electronics did not abide by the terms of the payment plan offered to them on October 28, 2025. If Katana Electronics can make a valid payment of at least \$11, 794.05 prior to January 29, 2026, the company has agreed to reset the defaulted payment plan. However, the company is unwilling to accept less than that amount in valid cash, credit or debit card payment to guarantee continued service.

Katana Electronics will need to make cash and/or credit/debit card payments equal or greater than \$11,794 and provide proof of payment prior to the company agreeing to reset the plan. Katana Electronics can make these payments online or through other payment services; however, payment by check will not be accepted due to the last check payment unless the company can provide proof of funds on deposit with a valid financial institution prior to submission of any further payment by check.

For payment options, please refer to the following link on the company's website: Pay My Bill

Regards,

Rocky Mountain Power Customer Advocacy

Toll Free# 1-800-532-1626

I have attached a copy of the payment plan letter sent to Katana Electronics on October

28, 2025. This plan was agreed to by Katana Electronics as a means to avoid disconnection for non-payment, and the company was not required to make this accommodation; however, the payment plan was established as a gesture of goodwill. Unfortunately, Katana Electronics has not made any valid payments since September of 2025, and the company is not willing to establish further payment arrangements with Katana Electronics without receipt of a valid down payment of \$11,794, which is the sum of their last four unpaid billing statements, and \$4,000 towards their arrears due prior to establishing the October 28, 2025 payment plan. The requested down payment, while significant, is still less than 25% of the current balance owed to Rocky Mountain Power by Katana Electronics. The company feels that this is a very reasonable request.

Unfortunately, Katana Electronics submitted invalid check payment to Rocky Mountain Power, so the company is requiring payment by cash or credit/debit card unless Katana Electronics can provide proof of funds on deposit with a valid financial institution prior to submitting check payment. In order to establish a new payment plan, Katana Electronics will need to make the required payment and provide proof of valid payment to Rocky Mountain Power's Customer Advocacy Team before the company will agree to re-establish a payment plan for Katana Electronics.

In lieu of this plan, Katana Electronics may pay off their arrears balance at any time to ensure continued service.

Regards,

James Ingram

Sr. Customer Regulatory Analyst

Customer Advocacy Team

Office Phone: 503 813 7431