

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

Formal Complaint of Katana Electronics
against Rocky Mountain Power

DOCKET NO. 26-035-21
ORDER DISMISSING COMPLAINT

ISSUED: August 17, 2026

1. Background

On April 14, 2026, Katana Electronics (“Complainant”) filed a formal complaint (“Complaint”) against Rocky Mountain Power (RMP) with the Public Service Commission (PSC). The Complaint alleges RMP cancelled Complainant’s payment plan and proceeded toward disconnection despite “substantial good faith payments.” The Complaint alleges RMP failed to specify a due date for its latest payment plan and unlawfully established April 2, 2026, as the first payment due date. The Complaint requests the PSC order RMP to suspend any disconnection and reinstate Complainant’s payment plan. The Complaint states “Complainant is prepared to make the April payment ... upon confirmation that disconnection activity is halted and the plan is reinstated.”

On May 15, 2026, RMP filed its Answer and Motion to Dismiss (“Motion”). The Motion explains Complainant is a commercial customer, taking service under two separate meters under Electric Service Schedule No. 6 and Electric Service Schedule No. 23, respectively. The Motion includes a table describing communications between RMP and Complainant from October 22, 2025, through April 14, 2026. As the table reflects, RMP “provided Complainant with numerous opportunities to cure its

delinquency, grant[ing] extensions, accept[ing] partial payments, and reinstat[ing] payment plans despite no legal requirement to do so.”¹ “Complainant, however, repeatedly failed to make timely payments or comply with the terms it agreed to, resulting in the cancellation of its payment plans and the accumulation of substantial past-due balances.”²

With respect to RMP’s latest agreement to reinstate a payment plan, RMP alleges Complainant emailed RMP on March 6, 2026, to report it had made payment and requested reinstatement of a payment plan. RMP alleges it sent Complainant an email confirmation that the payment plan was “reset” on March 10, 2026, and further wrote: “You must make monthly payment including your current charges and the installment amount to remain on the payment plan. If you do not make your monthly payment due, the plan will cancel and your entire account balance will become due.”³ RMP represents it sent Complainant a bill on March 11, 2026, with a due date of April 2, 2026, seeking payment of the agreed-upon installment under the reset payment plan.

RMP states Complainant failed to make payment by April 2, 2026, and RMP, therefore, issued a new bill, demanding Complainant pay its full outstanding balance.

¹ Motion at 7.

² *Id.*

³ *Id.* at 4.

The Motion argues RMP made “good-faith efforts to work with Complainant to address a significant past-due electric account, despite having no legal obligation to offer or maintain a payment plan for this customer.”⁴ Noting Complainant is a commercial customer, RMP cites Utah Admin. Code R746-200-5, which requires utilities to offer *residential* customers with delinquent accounts, under qualifying circumstances, an opportunity to enter a deferred payment agreement.

RMP further argues the billing statement issued on March 11, 2026, with a due date of April 2, 2026, provided a payment period of 22 days and was fully compliant with the governing rule.⁵

The Motion requests the PSC dismiss the Complaint because “[o]n its face, the Complaint fails to allege any violation of a statute, rule, order, or tariff, and it cites no legal authority that would permit the [PSC] to grant the requested relief.”⁶

Complainant filed no reply in support of its Complaint.

2. Discussion, Findings, and Conclusions

Complainant is a commercial customer with a significant outstanding balance owed to RMP.⁷ The Complaint cites no provision of statute, regulation, or tariff that RMP has allegedly violated. Having reviewed the Complaint and RMP’s Motion and its

⁴ *Id.* at 5.

⁵ See Utah Admin. Code R746-200-4(E) (“An account holder shall have not less than 20 days from the date the current bill was prepared to pay the new balance, which date shall be the statement due date.”).

⁶ Motion at 9.

⁷ The precise amount of Complainant’s balance has been designated confidential.

attachments, the PSC can identify no alleged facts suggesting RMP committed any violation.

Because the PSC finds Complainant has failed to allege any violation on the part of RMP, the Motion is granted.

3. Order

For the foregoing reasons, RMP's Motion is granted and the Complaint is dismissed.

DATED at Salt Lake City, Utah, August 17, 2026.

/s/ Michael J. Hammer
Presiding Officer

Approved and confirmed August 17, 2026, as the Order of the Public Service Commission of Utah.

/s/ Jerry D. Fenn, Chair

/s/ David R. Clark, Commissioner

/s/ John S. Harvey, Ph.D., Commissioner

Attest:

/s/ Gary L. Widerburg
PSC Secretary
DW#346471

Notice of Opportunity for Agency Review or Rehearing

Pursuant to Utah Code Ann. §§ 63G-4-301 and 54-7-15, a party may seek agency review or rehearing of this written order by filing a request for review or rehearing with the PSC within 30 days after the issuance of the order. Responses to a request for agency review or rehearing must be filed within 15 days of the filing of the request for review or rehearing. If the PSC fails to grant a request for review or rehearing within 30 days after the filing of a request for review or rehearing, it is deemed denied. Judicial review of the PSC's final agency action may be obtained by filing a Petition for Review with the Utah Supreme Court within 30 days after final agency action. Any Petition for Review must comply with the requirements of Utah Code Ann. §§ 63G-4-401, 63G-4-403, and the Utah Rules of Appellate Procedure.

CERTIFICATE OF SERVICE

I CERTIFY that on August 17, 2026, a true and correct copy of the foregoing was delivered upon the following as indicated below:

By Email:

Katana Electronics (katanaelectronics@gmail.com)

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/s/ Melissa R. Paschal _____
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