

Complaint Report

Complaint Number: C25-0322

Customer Information

Customer Name: Gadelha, Jenna

Account Number:

Phone Number: 801-803-0709

Email Address: jennagade24601@gmail.com

Service: 629 E. 650 S.

Address: Layton, UT 84041

Complaint Information

Company Name: Rocky Mountain Power

Date Received: 10/29/2025

Date Resolved: 11/3/2025

Type of Call: Complaint

Complaint Type: Outage

Complaint Received By: Kami Kennington

Utility Company Analyst: James Ingram

Gone Formal: NO

Complaint Description:

Customer called and said she had 48 hr. disconnect notice, went to RMP site and process says 48 hr. notice, then a grace period of 15 days, then another 48 hrs. notice. She works on projects for income. She had to struggle to get things charged etc. before power being shut off. She said it was a scheduled emergency at 10am. She got a notice on her door about no access to pole. She called and was told power was cut for scheduled outage, not payment issues. She was told she had until 11/2 but later found out that was incorrect. She said she lost thousands of dollars due to power outage because it affected her work, computer, etc. She couldn't call employer to let them know it was a scheduled outage. She called and rep said she could help if she paid \$700.00. She was frustrated that RMP expects patience for outages but doesn't give same patience to customers. She missed an important work meeting that cost her money due to this power outage. She would like to see about getting some assistance for paying her bill, a possible payment arrangement.

Complaint Response:

From: Ingram, James (PacifiCorp)
Date: Mon, Nov 3, 2025 at 9:28 AM
Subject: RE: [INTERNET] UT-Gadelha
To: Kami Kennington , _Tariff Policy

Hello Kami,

I have attempted to reach Ms. Gadelha with no success to this point. I sent the email below to her earlier this morning:

From: Customer Advocacy Team
Sent: Monday, November 3, 2025 8:25 AM
To: 'jennagade24601@gmail.com' jennagade24601@gmail.com
Subject: Utah Division Of Public Utilities - Complaint Number: C25-0322 - Jenna Gadelha - Rocky Mountain Power
Importance: High

Hello Ms. Gadelha,

We received the complaint you opened with the Utah Division of Public Utilities, and we need you to contact us as soon as possible to discuss your account.

Please contact us by responding to this email or called us as the number below at your earliest convenience.

Regards

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

I would be happy to negotiate payment arrangements with Ms. Gadelha, but she must contact us to discuss her account.

Regards,

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

From: Kami Kennington
Date: Fri, Feb 6, 2026 at 2:30 PM
Subject: Re: [INTERNET] UT-Gadelha

To: Ingram, James (PacifiCorp)

Hello James,

Jenna contacted us today to see if she could call you or have you call her to work out payment arrangements. She says she's been trying to contact you but was getting voicemail only. She will try to contact you today so I wanted to let you know. I mentioned she could also try emailing you as well.

Thank you,

Kami Kennington | Office Specialist II



Kami Kennington <kkennington@utah.gov>

UT-Gadelha

10 messages

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

Wed, Oct 29, 2025 at 4:52 PM

Please note this customer called the complaint into the division.

Kami Kennington | Customer Service



O: 801-530-6678 | kkennington@utah.gov

 **Gadelha-RMP.pdf**
77K

Bouthillette, Christopher (PacifiCorp) <Christopher.Bouthillette@pacificorp.com>
To: Kami Kennington <kkennington@utah.gov>
Cc: Customer Advocacy Team <CustomerAdvocacyTeam@pacificorp.com>

Wed, Oct 29, 2025 at 5:35 PM

Hi Kami,

We have received the complaint. James Ingram will investigate and respond.

The customer had a pending disconnection of service due to non-payment. The company has canceled the customer's pending disconnection while investigating their complaint.

Thank you!

Christopher Bouthillette

Rocky Mountain Power Customer Advocacy Team

Office Phone: 503 963 7540



From: Kami Kennington <kkennington@utah.gov>
Sent: Wednesday, October 29, 2025 3:52 PM
To: _Tariff Policy <tariffpolicy@pacificorp.com>
Subject: [INTERNET] UT-Gadelha

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]

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

Mon, Nov 3, 2025 at 9:28 AM

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Importance: High

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Rocky Mountain Power Customer Advocacy

Toll Free# 1-800-532-1626

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Regards,

James Ingram

Sr. Customer Regulatory Analyst

Customer Advocacy Team

Office Phone: 503 813 7431

From: Kami Kennington <kkennington@utah.gov>

Sent: Wednesday, October 29, 2025 3:52 PM

To: _Tariff Policy <tariffpolicy@pacificorp.com>

Subject: [INTERNET] UT-Gadelha

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[Quoted text hidden]

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

Mon, Nov 3, 2025 at 11:06 AM

Hello James,

Thank you for the update. I have updated the complaint with your response and marked it as resolved.

Best,

Kami Kennington | Customer Service



O: 801-530-6678 | kkennington@utah.gov

[Quoted text hidden]

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

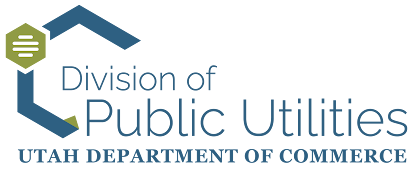
Fri, Feb 6, 2026 at 2:30 PM

Hello James,

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Thank you,

Kami Kennington | Office Specialist II



O: 801.530.6678 | kkennington@utah.gov

[Quoted text hidden]

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

Fri, Feb 6, 2026 at 2:36 PM

Hello Kami,

Yes, we have had a few calls back and forth. I have not been able to speak with her directly yet.

[Quoted text hidden]

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

Fri, Feb 6, 2026 at 3:30 PM

Hello Kami,

I attempted to reach Ms. Gadelha again but again got her voicemail.

When she filed her complaint in November 2025, the company had not received any payment since August 2025 and her account balance was \$2100.01. As of today, we still have not received any payments towards her account since August 2025, and her account balance is now \$2320.54.

I am willing to negotiate payment arrangements; however, regular monthly payment is required to remain on a payment plan. The reason why Ms. Gadelha's prior payment plan terminated was due to non-payment of her installments. At this point, the company has not received any payments towards the account for many months. Her service is in danger of disconnection for non-payment.

I have attached a copy of the Past Due notice sent on January 19, 2026 alerting Ms. Gadelha of the danger of disconnection of service. No payments have been received since that statement was issued.

Regards,

James Ingram

Sr. Customer Regulatory Analyst

Customer Advocacy Team

Office Phone: 503 813 7431

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 **98060474-001_JENNA_C_GADELHA_PDN_01_19_2026_U0-3d44.pdf**
384K

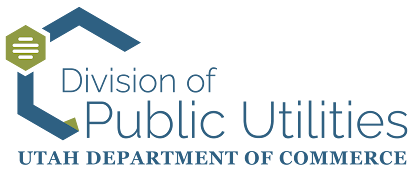
Kami Kennington <kkennington@utah.gov>
To: "Ingram, James (PacifiCorp)" <James.Ingram@pacificorp.com>

Fri, Feb 6, 2026 at 3:48 PM

Hello James,

Thank you for this information. I have updated the complaint with this information and it remains as resolved.
Best,

Kami Kennington | Office Specialist II



O: 801.530.6678 | kkennington@utah.gov

[Quoted text hidden]

Ingram, James (PacifiCorp) <James.Ingram@pacificorp.com>
To: Kami Kennington <kkennington@utah.gov>
Cc: Customer Advocacy Team <CustomerAdvocacyTeam@pacificorp.com>

Tue, Apr 7, 2026 at 12:09 PM

Hello Kami,

I wanted to let you know that Ms. Gadelha's service was disconnected for non-payment today. The company has not received payment from her since August 25, 2025.

Ms. Gadelha called me this morning. This is the first direct contact I have had with her since she opened her original complaint in October 2025. She claims that she experienced an emergency planned interruption of service sometime in 2025, which led her to lose a contract with her Swiss employer at that time. When she proceeded to blame the company for the loss of hundreds of thousands of dollars in income due to loss of service, I attempted to explain that the company cannot guarantee uninterrupted service. She then indicated she would begin recording our conversation as she wanted me to go on the record stating that Rocky Mountain Power cannot guarantee uninterrupted service. I explained that was true as service can be interrupted for both planned maintenance and unplanned power outages. I also explained that she had not made payment since August 2025, and that was why she was disconnected for non-payment. When asked why she has not remitted any payments since August 2025, she indicated that she has many creditors that she is fighting with now due to non-payment.

Ms. Gadelha could not identify the date of the planned interruption she referenced, but it apparently occurred prior to her filing her last complaint in October 2025, and according to Ms. Gadelha the planned interruption coincided with a business meeting she had scheduled with her Swiss employer who only pays her every six months upon completion of work. I explained to her that the company has billed her each month for service, and that there has been no payment to her account since August 25, 2025; therefore, the company disconnected her service for non-payment. She wanted me to forego any payment requirement to reconnect service, but I declined to do that based upon her account history of not keeping payment arrangements.

I directed her to our customer service department for further assistance. The company would be happy to restore her service as soon as she has made the required payment. However, we will not be able to restore service on a promise to pay. She indicated that she may file an new complaint with the DPU because the company would not reconnect her without payment.

Regards,

James Ingram

Rocky Mountain Power Customer Advocacy

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

[Quoted text hidden]

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

Tue, Apr 7, 2026 at 12:44 PM

Hello James,

Thank you for the update. I have updated the resolved complaint with this new information.

Best,

Kami Kennington | Office Specialist II



O: 801.530.6678 | kkennington@utah.gov

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