

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

Formal Complaint of Jenna Gadelha
against Rocky Mountain Power

DOCKET NO. 26-035-22
ORDER GRANTING MOTION TO DISMISS

ISSUED: August 18, 2026

1. Background

On April 15, 2026, Jenna Gadelha (“Complainant”) filed a formal complaint (“Complaint”) with the Public Service Commission (PSC) against Rocky Mountain Power (RMP). Complainant alleges RMP provided her with 17 minutes’ notice for a “scheduled emergency outage” that disrupted her ability to conduct a virtual presentation for a client, causing her to lose approximately 80 percent of her compensation for six months of completed work. Complainant also alleges she was on a payment plan for her delinquent account and sought accommodation from RMP after the outage incident to no avail. Complainant alleges the outage incident prevented her from becoming current on her account. The Complaint alleges RMP subsequently disconnected her service.

Complainant asks the PSC order RMP to restore her service, investigate the adequacy of notice regarding the “scheduled emergency outage,” and award her “consideration [for] the financial damages [she] incurred as a result of the outage.”

On April 23, 2026, Complainant submitted correspondence to the PSC asking the PSC to order RMP to restore service to her residence under a new account holder’s name (“Tenant”). Complainant alleges Tenant established service in his name

and RMP informed him that all requirements for restoration of service had been met. Complainant alleges Tenant subsequently executed a lease agreement, but the Tenant is incurring costs to reside elsewhere because RMP has not restored service.

On May 18, 2026, RMP filed its Answer and Motion to Dismiss (“Motion”). RMP alleges an automobile accident that damaged a pole caused an emergency outage on October 29, 2025.¹ RMP represents the outage was necessary to safely repair the damage and ensure continued delivery of safe and reliable service. RMP attached a confidential copy of the outage log as Exhibit A to its Motion.

RMP’s Motion provides a summary of its communications with Complainant, her account’s delinquency, and the dates RMP provided required notices requisite to termination of service for nonpayment. RMP alleges it disconnected Complainant’s service on April 7, 2026.

Further, RMP’s Motion alleges that, on April 9, 2026, RMP discovered Complainant had “self-reconnected” and RMP “had to disconnect at the meter and lock [the] meter to prevent further tampering.”² “As a result, [RMP] had to disconnect service at the utility pole on April 15.”³

¹ The Complaint does not specify the date of the outage that Complainant alleges interfered with her work. Given that Complainant filed no response to the Motion and the outage report that RMP attached to its Motion as a confidential exhibit shows no other significant outages in the pertinent period, the PSC infers the October 29, 2025, outage is the outage to which Complainant refers.

² Motion at 3.

³ *Id.*

Complainant filed no reply in support of her Complaint or response to the Motion.

2. Discussion, Findings, and Conclusions

With respect to Complainant's request for monetary compensation, the PSC has no jurisdiction over civil tort claims nor authority to award compensatory damages. To the extent the outage on October 29, 2025, caused Complainant loss of income, the circumstance is genuinely unfortunate. However, the PSC is simply not the appropriate lawful venue to adjudicate liability for loss of income.

With respect to Complainant's correspondence purporting to complain on behalf of Tenant, who is identified only by his first name, the PSC declines to adjudicate a complaint on behalf of an unidentified third-party through a separate customer's filing. If Tenant believes RMP to have committed some violation, then Tenant may file an appropriate complaint.

Having reviewed the Complaint, RMP's Motion and attachments, and having received no further response from Complainant, the PSC finds Complainant has failed to allege RMP violated any applicable provision of statute, rule, tariff, or order of the PSC. RMP provides the specific dates it provided past due notice, final notice, and final field notice to Complainant prior to disconnection for a substantial delinquent balance consistent with Utah Admin. Code R746-200-7.

3. Order

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

DATED at Salt Lake City, Utah, August 18, 2026.

/s/ Michael J. Hammer
Presiding Officer

Approved and confirmed August 18, 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#346484

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 18, 2026, a true and correct copy of the foregoing was delivered upon the following as indicated below:

By Email:

Jenna Gadelha (jennagade24601@gmail.com)

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/s/ Melissa R. Paschal _____
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