

Response Summary:

QID37. Privacy Notice: The personal information you provide on this form may be classified as Public or Protected Record per Utah Code § 63G-2-201 and 63G-2-305. Your personal information will only be used to support your Transitory Records. If you refuse to provide your personal information on this form, we cannot process your request. We may share your information with other government agencies or industry partners to facilitate your request. We will not sell your personal information. The personal information you provide will be included in Commerce Record Series 29708.

- I have read and agree to the Privacy Notice above.

1. Utility Customer (The name on your bill of account)

Customer Name	Tyeller Brownlee
If Business, Contact Person	N/A
Primary Phone	3854360817
Other Phone	N/A
Email Address	TyellerRBrownlee@gmail.com

2.1. Address

Street	7785 South 2320 West
City	West Jordan
State	UT
ZIP	84084

2.2. Is this the same as your mailing address?

- Yes

3. Utility company to file complaint with

(Please note: if you cannot find your utility company, it is not regulated by the Public Service Commission. Please call our office at 801-530-7266 for more information)

- Rocky Mountain Power

4. Account Number

Account Number:	
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5. Complaint Type

- Billing Problems

6. Please describe the nature of your complaint:

I currently owe a crisis balance of approximately \$2,000 due to severe, ongoing financial hardship. I have \$0 available for a down payment at this time. I called Rocky Mountain Power's billing and overdue desk to request a hardship intervention or a supervisor review to set up a manual installment plan. The company completely refused to assist me or offer any deferred payment agreement because a previous payment plan had lapsed. I have already utilized standard HEAT benefits and am actively working with Utah Community Action to secure emergency HEAT Crisis Assistance funds. I am also in contact with the Salvation Army, who has a \$200 Lend A Hand pledge ready, but they cannot release it unless a payment plan structure brings my immediate past-due balance to zero. Because Rocky Mountain Power has shut the door on negotiations and I am facing an imminent utility emergency with no ability to pay upfront, I am requesting that the Division of Public Utilities intervene. I ask that the state place an immediate protection hold on my meter to freeze disconnection actions while mediating a realistic, \$0-down installment plan that allows my community agency pledges to go through.

1. Optional: Attachment (upload any relevant information regarding your complaint)

N/A

2. Optional: Attachment (upload any additional relevant information regarding your complaint)

N/A

Embedded Data:

N/A



Kami Kennington <kkennington@utah.gov>

UT-Brownlee

3 messages

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

Tue, Aug 11, 2026 at 9:35 AM

Please note this complaint was emailed to the division and sent as received.

**Department of Commerce**
Division of Public Utilities**Kami Kennington**

Office Specialist II

801-530-6678 | kkennington@utah.gov

Brownlee-RMP.pdf
50K

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

Tue, Aug 11, 2026 at 10:29 AM

Hi Kami,

We have received the complaint. I will investigate and respond.

Thank you!

Christopher Bouthillette

Rocky Mountain Power Customer Advocacy Team

Office Phone: 503 963 7540



From: Kami Kennington <kkennington@utah.gov>

Sent: Tuesday, August 11, 2026 8:35 AM

To: _Tariff Policy <tariffpolicy@pacificorp.com>

Subject: [INTERNET] UT-Brownlee

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]

Bouthillette, Christopher (PacifiCorp) <Christopher.Bouthillette@pacificorp.com>

Tue, Aug 11, 2026 at 11:34 AM

To: Kami Kennington <kkennington@utah.gov>

Cc: Customer Advocacy Team <CustomerAdvocacyTeam@pacificorp.com>

Hi Kami,

I spoke with Mr. Brownlee to discuss their complaint. The balance on the account is currently \$2236.01, of which \$1859.66 is past due. The service is scheduled to be disconnected for nonpayment as early as today.

Mr. Brownlee's complaint is regarding payment arrangements to prevent the disconnection of service due to nonpayment. Our records show that the customer's electric service previously disconnected for nonpayment on May 15, 2026. The customer reconnected service with a payment of \$1810.00, however, the payment was returned due to insufficient funds.

There has been multiple payment plan set up and defaulted due to nonpayment.

The Company quoted a minimum payment of \$1859.66 to cancel their collection action. The customer has requested a \$0.00 down payment to set up a new plan.

I reviewed options with energy assistance with him and let him know that we cannot accept \$0.00 down payment, however, we can negotiate a down payment for a new plan with a combination of a payment and/or pledge. Mr. Brownlee will reach out to energy assistance.

I provided my direct contact information to Mr. Brownlee if he has any additional questions.

Please let me know if you have any questions or concerns.

Thank you,

Christopher Bouthillette

Rocky Mountain Power Customer Advocacy Team

Office Phone: 503 963 7540



From: Kami Kennington <kkennington@utah.gov>

Sent: Tuesday, August 11, 2026 8:35 AM

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8/11/26, 12:12 PM

State of Utah Mail - UT-Brownlee

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