

FORMAL COMPLAINT FORM

PUBLIC SERVICE COMMISSION

Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, Utah 84114

1. Name of Complainant

Field	Detail
Name	Tacie Susana Robinson
Address	8540 W Zamora Dr Unit 105, Magna, UT 84044
Telephone No.	910-316-0347
Email Address	tacierobinson@outlook.com
Preferred Method of Contact	Email

Legal Representation

If represented by counsel, list:

Field	Detail
Name	N/A
Address	N/A
Telephone No.	N/A
Email Address	N/A

2. Respondent Utility Information

The utility being complained against is:

Rocky Mountain Power

Account Number: [REDACTED]



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representatives to establish a repayment structure, the utility repeatedly refused to offer an affordable, standard 12-month Deferred Payment Agreement tailored to my ability to pay, instead demanding an unsustainable lump-sum payment or monthly installment amounts exceeding my household budget under threat of an immediate service disconnection.

4. Basis of Complaint

Why do you (the Complainant) think these activities are illegal, unjust or improper?

Under Utah Public Service Commission Administrative Rules (including R746-200-5 and R746-200-7), residential utility consumers experiencing financial hardship are entitled to negotiate a 12-month Deferred Payment Agreement (DPA) in good faith based on their actual ability to pay. Refusing to offer a reasonable installment plan and demanding total balance pay-offs violates these consumer protection standards.

Furthermore, enforcing a service disconnection under these conditions creates a severe health and safety emergency, as both my husband and I rely on continuous electrical service for life-essential refrigerated medications, and I work permanently from home, where loss of power would jeopardize my employment and financial stability.

5. Requested Relief

What relief does the Complainant request?

The Complainant requests that the Public Service Commission order Rocky Mountain Power to:

1. **Maintain a complete stay/freeze** on all disconnection actions on Account [REDACTED].
2. **Establish an extended Deferred Payment Agreement** (or 24 to 36-month hardship arrangement) combined with an Equal Pay budget billing reset for ongoing usage, structured so that the combined total monthly power bill does not exceed a flat budget cap of \$200 per month.
3. **Waive and remove** all accumulated late payment charges, interest, and administrative fees associated with this billing dispute.

6. Signature of Complainant

/s/ Tacie Susana Robinson

Date: October 20, 2026