

7/20/2026

Response Summary:

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

Customer Name	TACIE SUSANA ROBINSON
If Business, Contact Person	N/A
Primary Phone	9103160347
Other Phone	N/A
Email Address	tacierobinson@outlook.com

2.1. Address

Street	8540 West Zamora Drive
City	MAGNA
State	UT
ZIP	84044

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:	N/A
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5. Complaint Type

- High Bill

6. Please describe the nature of your complaint:

Hello, my name is Tacie Robinson, and I need to file an emergency informal complaint against Rocky Mountain Power to stop an imminent disconnection scheduled for June 26th.

My balance reached \$3,200 because the company abruptly removed me from my Equal Pay plan and demanded an unsustainable \$499 a month. I want to pay this debt, but front-line customer service is refusing to give me a standard 12-month Deferred Payment Agreement and is instead demanding the full \$3,200 under threat of a total shut-off.

This is a critical emergency for two major reasons:

Life-Essential Medication: Both my husband and I have medical conditions that require life-essential medications that must remain continuously refrigerated. A power outage will destroy our medication and directly endanger our health.

Employment: I work permanently from home. If my power is disconnected, I will instantly lose my connection, jeopardizing my employment and ensuring I cannot pay this debt at all.

Under Utah Public Service Commission rules, I am requesting that the DPU open an investigation, issue a temporary stay on the disconnection order, and escalate my account to Rocky Mountain Power's corporate consumer advocates so we can establish an affordable, 12-month payment plan.

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

9-28-2026

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.

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5. Complaint Type

- High Bill

6. Please describe the nature of your complaint:

My bill is way too high. I need a payment arrangement and they wont accommodate me based on my financial needs. I dont qualify for any government assistance and my husband has medical conditions with life saving refrigerated medications. I need more time to pay my balance down without being in fear of disconnection since I am the sole provider of my household and I work from home and do not have the option to go into a office location. I have tried contacting rocky mountain power but they were not accommodating at all.

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

MITZNERLAW
Attorneys & Counselors at Law
Post Office Box 5700
Edmond, Oklahoma 73083
(405) 348-3400 Telephone ! (405) 348-3300 Facsimile

September 28, 2026

RE: Leland C Robinson
SSN: XXX-XX-

To Whom It May Concern:

I am representing Leland C Robinson in his case with the Social Security Administration for disability benefits. The initial application has been filed, and we are currently waiting on the Social Security Administration to make a decision in the case. This can take several months. If you are in need of any further information, please do not hesitate to contact our office.

Very sincerely yours,



Zachary C. Mitzner, Esquire
For the Firm

MLM/CZ

Kami Kennington

Oct 20, 2026, 10:13:22 AM

10/20/2026: Tacie called PSC, Fred from PSC called to ask we send formal complaint instructions to customer and I sent them to her.-KK

Gwen Flores

Oct 1, 2026, 1:35:58 PM

Ingram, James (PacifiCorp) Jun 23, 2026, 2:44 PM to _Tariff, me

Hello Gwen, Ms. Robinson contacted me again to set up a payment plan. She will receive some assistance from her bishop, but they asked the company to provide a longer than normal payment plan. At this time, her account balance is \$3285.38. The company agreed to set up a 36-installment payment plan with 1/12 of the current account balance (\$274.00) as a down payment. The Robinsons will need to pay their current month's new charges plus \$84.00 per month for 35 months with a final installment of \$71.38 in the 36th month if they continue on the plan for the full period. They will not be charged late fees as long as they remain current on the plan, and they may pay off the plan prior to the end of the 36-month plan period if they are able.

Regards,

James Ingram

Rocky Mountain Power Customer Advocacy

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

Ingram, James (PacifiCorp) Tue, Jun 23, 11:51 AM to me, _Tariff

Hello Gwen,

Ms. Robinson and I discussed her account today, and I explained the available payment plan options that I can offer her. Because her balance is high at this time, she will consult with her bishop to determine if there may be assistance available through her church and get back to me before we establish a payment plan for her. However, even if she is not able to get assistance through her church, we will offer some arrangements to try to assist Ms.

Robinson to get back on track with her billing. She has my personal contact information, and she will be in touch with me once she knows if her church will be offering to help her with her billing.

Regards, James Ingram

Sr. Customer Regulatory Analyst Customer Advocacy Team

Office Phone: 503 813 7431

Ingram, James (PacifiCorp Mon, Jun 22, 5:17 PM to _Tariff, me

Hello Gwen,

We received the complaint for the Robinsons. There is no active disconnection notice for the service, but the company has not received valid payment on this account since June of 2025. There has not been an active payment plan on the account since August of 2025, and that plan canceled due to non-payment. I can reach out to the Robinsons to discuss this matter.

Regards, James Ingram

Rocky Mountain Power Customer Advocacy

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Regards,

James Ingram

Sr. Customer Regulatory Analyst Customer Advocacy Team

Office Phone: 503 813 7431

Gwen Flores

Oct 1, 2026, 1:30:54 PM

From: Tacie Robinson

Date: Tue, Sep 29, 2026 at 12:29 AM

Subject: Re: Complaint Submission - RMP

To: Utility Complaints

I just need more time to make a payment of \$500 and they wont work with me. I work from home and need internet since im the sole provider. Sent from my T-Mobile 5G Device Get Outlook for Android

From: gflores@utah.gov on behalf of Utility Complaints

Sent: Monday, 28 September 2026 13:04:36

To: tacierobinson@outlook.com

Subject: Complaint Submission –

RMP Dear Ms. Robinson, It appears you have already filed a complaint for this same issue earlier this year (June). Per division rules, we can only process one complaint regarding the same issue for the same company once per year. James Ingram with RMP was assigned to your complaint. If you would like to reach out to him to see if there is any further assistance he can provide, his contact information is listed below: James Ingram Sr. Customer Regulatory Analyst Customer Advocacy Team Office Phone: 503-813-7431