

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

NICOLE BURBANK,)	
)	
COMPLAINANT,)	CASE NO. ROC-W-21-01
)	
vs.)	
)	ORDER NO. 35226
ROCKY MOUNTAIN UTILITY COMPANY,)	
INC.)	
)	
RESPONDENT.)	
)	

On June 1, 2021, Nicole Burbank, filed a formal complaint (“Complaint”) against Rocky Mountain Utility Company, Inc. (“Company”) alleging that she never contracted with the Company for water utility service and that the Company is committing fraud and extortion through its billing practices. Ms. Burbank submitted additional information to the Commission on July 28, 2021, and August 23, 2021.

Before filing the Complaint, Ms. Burbank registered an informal complaint with the Idaho Public Utilities Commission’s consumer assistance staff (“Staff”) about the Company. Staff could not informally resolve the dispute between Ms. Burbank and the Company.

On September 27, 2021, the Commission issued a Summons requiring the Company to answer the allegations of the Complaint and to address additional questions raised by the Commission in the Summons. The Summons provided Staff and Ms. Burbank would have 14 days from the filing of the Response to file any reply comments. The Company filed a response (“Response”) with the Commission on November 1, 2021, but did not serve this pleading on Ms. Burbank. The Company served its Response at the earliest on November 10, 2021.

As a result, Staff recommends that the Commission provide Staff and Ms. Burbank an additional 14 days from November 16, 2021, to file any reply comments to the Company’s Response.

COMMISSION FINDINGS AND DECISION

The Commission finds good cause to provide Ms. Burbank and Staff additional time to file reply comments to the Company’s Response due to the Company only serving Ms.


Burbank with its Response recently. Staff and Ms. Burbank have until November 30, 2021, to file any reply comments to the Company's Response.

ORDER

IT IS HEREBY ORDERED that Staff and Ms. Burbank may file reply comments to the Company's Response on or before November 30, 2021.

IT IS FURTHER ORDERED that parties should continue to comply with Order No. 35058, issued June 3, 2021. All pleadings should be filed with the Commission electronically and shall be deemed timely filed when received by the Commission Secretary. *See* Rule 14.02. Service between parties should also be accomplished electronically. Voluminous discovery-related documents may be filed and served on CD-ROM or a USB flash drive.

DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 19th day of November 2021.



PAUL KJELLANDER, PRESIDENT

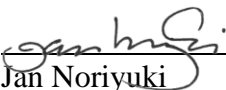


KRISTINE RAPER, COMMISSIONER



ERIC ANDERSON, COMMISSIONER

ATTEST:



Jan Noriyuki
Commission Secretary

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