

June 15, 2011

***VIA ELECTRONIC FILING
AND HAND DELIVERY***

Public Service Commission of Utah
Heber M. Wells Building, 4th Floor
160 East 300 South
Salt Lake City, UT 84114

Attention: Julie P. Orchard
Commission Secretary

Re: Docket No. 10-035-128 – Cool Keeper Program Malfunctioning Programmable
Thermostat

On December 22, 2010, Rocky Mountain Power (the “Company”) filed a letter with the Commission reporting a potential malfunction concern associated with the programmable thermostat offered to commercial and industrial customers through the Cool Keeper program. This matter was subsequently assigned to the above referenced docket. The Company described in this report the corrective action plan which had been developed by the thermostat manufacturer, White-Rogers, to mitigate the potential hazard caused by the malfunction. In a letter to the Company dated March 17, 2011, the Commission acknowledged Rocky Mountain Power’s report and directed the Company to report on the implementation status of the corrective action plan if the plan was not fully implemented within ninety days of the Commission’s letter, or June 15, 2011. In compliance with the Commission’s direction, the purpose of this report is to inform the Commission of the progress made towards implementation of the corrective action plan.

The corrective action plan was initiated in January 2011. Customers who have a Cool Keeper program programmable thermostat installed at their premises were sent information concerning the potential hazard, the corrective action plan and instructions to implement the corrective action plan measures. The letter and instructions sent to impacted customers is provided as an attachment to this report. The Cool Keeper program administrator, Comverge, Inc., and White-Rodgers operated a call center for customers who required additional information and/or assistance. The Cool Keeper program website (www.coolkeeper.net) was also updated to inform customers about the potential hazard and the corrective action plan. If a customer requested assistance implementing the corrective action plan, the corrective measures were implemented for the customer by program staff or the thermostat was replaced if requested by the customer. If a thermostat showed any damage associated with the defect, the thermostat would be replaced at the cost of White-Rodgers; thermostats observed by program staff and reported by customers did not show any evidence of damage.

In the initial report to the Commission concerning this matter, the Company stated that there were 743 customers with Cool Keeper program thermostats which required mitigation. The stated number is incorrect. The actual numbers of customers who have the program thermostat installed at their premises is 280. The initially reported figure of 743 represents the total number of program thermostats installed; many program participants have multiple thermostats installed at a single premises.

Rocky Mountain Power has actively tracked the rate at which the corrective action plan has been implemented. There have been no reports of malfunctioning thermostats by the 280 customers affected. Of the 743 thermostats requiring action, the corrective action plan measures have been completed for 675 and 51 have been removed and replaced by the program. The program administrator has been unable to enter the 14 customer sites in which the remaining 17 thermostats are installed due to the locations being vacant and/or customers being non-responsive to requests for entry to their site or acknowledgement of self corrective action. The Company and program administrator will continue efforts to address the remaining 17 thermostats which require corrective action. Rocky Mountain Power expects that these thermostats will be addressed by August 31, 2011. Rocky Mountain Power will report to the Commission when the remaining program thermostats are appropriately mitigated. Rocky Mountain Power proposes that if by August 31, 2011, the Company and its program administrator have not mitigated all of the remaining thermostats, the Company will file by September 15, 2011, a status update on and a proposal to address the remaining thermostats.

Please direct any inquires concerning this matter to Aaron Lively, regulatory manager, at (801) 220-4501.

Sincerely,

Jeffrey K. Larsen
Vice President, Regulation

cc: Division of Public Utilities
Office of Consumer Services