



201 South Main, Suite 2300  
Salt Lake City, Utah 84111

September 14, 2011

***VIA ELECTRONIC FILING  
AND OVERNIGHT DELIVERY***

Public Service Commission of Utah  
Heber M. Wells Building, 4<sup>th</sup> 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 Docket No. 10-035-128. In the December 22 letter, the Company described 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 subsequent letter to the Commission dated June 15, 2011, the Company reported on the status of the corrective action plan previously submitted. At that time, of the 743 affected thermostats requiring action, 675 had received corrective action and 51 had been removed and replaced by the program. The program administrator had yet to perform corrective action on 14 customer sites associated with the remaining 17 thermostats due to location vacancies and/or non-responsive customers to requests for corrective action. The Company’s expectation at the time the June 15 letter was submitted was that the remaining thermostats would be addressed by August 31, 2011. The Company committed to submit to the Commission by September 15, 2011, a report addressing the status of the remaining 14 thermostats.

As of September 15, 2011, only one customer with two thermostats has yet to confirm corrective action has been taken. The customer site is vacant and the Company has been unable to reach the customer via phone or in person. The Company will continue efforts to ensure the corrective action has occurred at the customer site by sending follow up information via mail and phone call until there is confirmation that corrective action has been taken. The Company will inform the Commission once contact is made and corrective action is taken with the remaining customer.

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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