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State of Utah  
DEPARTMENT OF COMMERCE  
Office of Consumer Services

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To: The Public Service Commission of Utah

From: The Office of Consumer Services  
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The Division of Public Utilities  
Chris Parker, Director  
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Date: December 13, 2011

Subject: In the Matter of the Request of PacifiCorp to Extend its Network Performance Standards and Customer Guarantees Program to Become Effective January 1, 2012. Docket No. 11-035-195.

In early 2000 PacifiCorp (Company) implemented the Service Standards Program (Program) comprised of both Performance Standards and Customer Guarantees. Originally offered as a five-year Program, it was subsequently extended through December 31, 2011.

On April 19, 2011 the Utah Public Service Commission (Commission) initiated Rulemaking Docket No. 11-999-05 to address service reliability and continuity requirements for electric public utilities. A working group is currently meeting to establish rules; however, rules will not be in place prior to the expiration of the Program.

On November 10, 2011 the Company submitted to the Commission a proposal to extend the Program that is expiring on December 31, 2011 until new Commission rules in the rulemaking procedure take effect. The Company agrees to maintain the current level of service quality and reliability and continue reporting reliability performance via the Service Quality Review Report until such time as service quality rules are in place.

The Office appreciates the Company's continuing efforts to provide both reliable electric service and quality customer service and supports its proposal to continue operating under the current Program. We recommend that the Commission approve the

Company's request to extend its network performance standards and customer guarantees until new rules are approved and implemented.<sup>1</sup>

Recommendation

The Office recommends that the Commission approved the Company's request to extend its network performance standards and customer guarantees program.

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<sup>1</sup> The Office considers implementation to include Commission approval of a written electric service reliability/continuity program as contemplated in the draft rules being discussed by the working group.