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State of Utah
DEPARTMENT OF COMMERCE
Office of Consumer Services

MICHELE BECK
Director

To: The Public Service Commission of Utah

From: The Office of Consumer Services
Michele Beck, Director
Cheryl Murray, Utility Analyst

Copies To: Rocky Mountain Power
Dave Taylor, Utah Regulatory Affairs Manger
Barb Coughlin, Director of Customer & Regulatory Liaison
Division of Public Utilities
Chris Parker, Director
Artie Powell, Energy Section Manager

Date: June 29, 2012

Subject: Docket No. 12-035-T08, Regulation 8 – Proration, Housekeeping Filing

Discussion

On August 23, 2011, Mr. Paul Nelson filed a formal complaint with the Public Service Commission (Commission) regarding the proration of his billing for summer to winter rates and winter to summer rates, Docket No. 11-035-157. Mr. Nelson attempted to determine how the bill was calculated when the days in his billing period over-lapped the summer rate period and the winter rate period and vice versa. In trying to resolve the issue with Rocky Mountain Power (Company) he requested the formula used to make the billing computation. He further suggested that this information should be available for customers to check their own bills.

The Office of Consumer Services (Office) met with Mr. Nelson, the Company and Division of Public Utilities' (Division) representatives individually and together to discuss his concerns and possible remedies. In the course of these discussions it became evident that it was not only in the case of summer/winter rates where proration occurred. The Company determined that language describing the circumstances under which proration would occur should be included in the Electric Service Regulation No. 8 tariff.

The Office and the Company had several meetings regarding appropriate proration language. As the language was developed the Company also agreed to include details regarding proration of bills on its website and a reference to that website on customer bills in the months when proration occurs. The Office recommends the Commission approve

the Company's requested language change as it provides customers the means to better understand and verify their own bills.

Recommendation

The Office recommends that the Commission approve the Company's request to add language to Regulation No. 8 explaining the Company's proration methodology.