



GARY HERBERT  
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State of Utah  
Department of Commerce  
Division of Public Utilities

FRANCINE GIANI  
*Executive Director*

CHRIS PARKER  
*Director, Division of Public Utilities*

## ACTION REQUEST RESPONSE

**To:** Utah Public Service Commission

**From:** Utah Division of Public Utilities  
Chris Parker, Director  
Energy Section  
Artie Powell, Manager  
Abdinasir Abdulle, Utility Analyst  
Charles Peterson, Technical Consultant

**Date:** May 31, 2018

**Re:** 18-035-17 (08-035-55 and 13-035-70) – Rocky Mountain Power’s January 1 through December 31, 2017 Service Quality Review Report.

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### **RECOMMENDATION (Conditionally Acknowledge)**

The Division of Public Utilities (“Division”) recommends that the Public Service Commission (“Commission”) conditionally acknowledge that Rocky Mountain Power’s (“Company”) January 1 through December 31, 2017 Service Quality Review Report complies with the Commission’s June 11, 2009 Order in Docket No. 08-035-55, December 20, 2016 Order in Docket No. 13-035-01 and 15-035-72, and the requirements of Rule R746-313. The condition is that the Company should refile with the Commission the tables on pages 27 and 28 with correct column headings as identified in the Discussion section of this memorandum.

### **ISSUE**

On May 1, 2018, in compliance with the Commission’s June 11, 2009 Order in Docket No. 08-035-55, December 20, 2016 Order in Docket No. 13-035-01 and 15-035-72, and the requirements of Rule R746-313, the Company filed with the Commission its annual Service

Quality Review Report for January 1 through December 31, 2017. On the same day, the Commission issued an Action Request directing the Division to review the Company's filing for compliance and report back by May 31, 2018. This memorandum represents the Division's response to the Commission's Action Request.

## **DISCUSSION AND CONCLUSION**

The Division reviewed the Company's Report for compliance. The Division noticed that the Company included in the report a brief overview of the Open Reliability Reporting (ORR) that was proposed to replace the current worst performing circuit (WPC). The Division determines that this overview accurately represents the ORR process that was proposed by the Company and recommended by the Division.

In accordance with the Commission's Action Request, the Division reviewed the Company's January 1 through December 31, 2017 Service Quality Review Report filed with the Commission on May 1, 2018 in light of the above Orders and Rule and the Utah Service Quality Review Group Report filed with the Commission on September 13, 2006. The Division noticed that the column headings of the last two pages of a three page (pages 26 – 28) table that shows the call statistics for the days identified as wide-scale outage days contains a minor error. These column headings must be the same as those on page 26.

With this correction, the Division determined that the Company is in compliance and recommends that the Commission acknowledge the Company's January 1 through December 31, 2018 Service Quality Review Report. The Division commends the Company on its cooperative work on the issues of service quality and developing a meaningful report.

CC: Jana Saba, RMP  
Michele Beck, OCS