



State of Utah

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Public Service Commission

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Commissioner

March 14, 2013

Dave Taylor
Rocky Mountain Power
201 South Main, Suite 2300
Salt Lake City, Utah 84111

Data Request Response Center
PacifiCorp
825 NE Multnomah, Suite 2000
Portland, OR 97232

RE: Docket No. 12-999-01, "In the Matter of the Miscellaneous Correspondence and Reports Regarding Electric Utility Services; 2012," June 2012 Service Quality Review Report filed on December 10, 2012.

Dear Mr. Taylor:

The Public Service Commission of Utah (Commission) has reviewed Rocky Mountain Power's (Company) June 2012 Service Quality Review Report (Report) filed on December 10, 2012, and the Utah Division of Public Utilities' (Division) comments on the Report. The Division indicates the Company develops the Service Quality Review Report in collaboration with interested parties. Prior to filing each service quality review report the Company holds meetings seeking comments from all parties and incorporates those comments into the report. The Division concluded its comments provided through this process have been incorporated into the Report. The Division recommended the Commission acknowledge the Company's June 2012 Service Quality Review Report as complying with the Commission's June 11, 2009, Order in Docket No. 08-035-55, "In the Matter of the Service Quality Standards for Rocky Mountain Power."

The Division also recommended the titles of the graphs under Sections 2.1 and 2.2 of the Report should be changed to reflect the fact the Company currently has no SAIDI or SAIFI plan in place. On February 5, 2013, the Company filed an updated copy of the Report in which it corrected the titles of the graphs in Section 2.1 and 2.2.

Finally, the Division requested the Commission schedule a technical conference to discuss the use of reducing the average circuit performance of five circuits by 20 percent, rather than reducing the performance of each circuit by 20 percent, in the Company's worst performing circuit program. With respect to this issue the Commission requests the Company facilitate a

discussion of its worst performing circuit program and the 20 percent improvement criteria during the next meeting of the service quality work group.

The Commission has reviewed the Company's filings and the Division's comments and acknowledges the Report as complying with the Commission's June 11, 2009, order in Docket No. 08-035-55 and as representing a collaboration among parties.

The Commission looks forward to receiving and reviewing the Service Quality Review Report for calendar year 2012 including the changes to the report discussed by the service quality review work group during the fourth quarter of 2012.

Sincerely,

/s/ Gary L. Widerburg
Commission Secretary
D#242561