



State of Utah
Department of Commerce
Division of Public Utilities

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MEMORANDUM

DATE: May 25, 2016

TO: Public Service Commission

FROM: Division of Public Utilities
Chris Parker, Division Director
Marialie Wright, Customer Service Manager
Erika Tedder, Office Specialist

RE: Amendment of Rule 746-200-7 and -8
Docket No. 15-R200-01

Recommendation: Approve Modifications

Proposed Rule Amendments Analysis:

On May 27, 2015, The Public Service Commission (Commission) ordered the Division of Public Utilities (Division) to adjust the method of notifying customers on life-support equipment who are in jeopardy of service termination. The proposed rule change amends the pilot program that was established to eliminate customer confusion regarding where to direct their questions and how to request a hearing.

The Division has been providing a letter to the account holder by regular mail and certified mail within two days of receiving electronic notice from the public utility. The letter (1) informs the account holder that the public utility has issued a notice of termination; (2) explains the method and deadline by which the account holder may request an expedited hearing before the Commission; and (3) directs the account holder to contact the public utility for additional information.

The notice modification has lessened Division involvement and reduced account holder confusion while still accomplishing the goal to provide a third party notification to the customers with life-support equipment. Those customers are being provided with a clear and direct process

of who to contact regarding their disconnection, and their right to an expedited hearing before the Commission.

The Division has experienced a high return in certified mail that may warrant discontinuing how the letters are sent. The amount of certified mail that has been returned unclaimed or undeliverable by the post office is 66% of those that were sent, but only 1% of the regular mail has been returned. Certified mail costs \$6.73 per piece. The relatively high cost and low delivery rate for certified mail raises the question of whether certified mail is worth the cost when regular mail appears to be reaching almost all of the customers.