



GARY HERBERT
Governor
GREG BELL
Lieutenant Governor

State of Utah
Department of Commerce
Division of Public Utilities

FRANCINE GIANI
Executive Director

THOMAS BRADY
Deputy 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
Artie Powell, Energy Section Manager
Charles Peterson, Technical Consultant
Abdinasir Abdulle, Technical Consultant

Date: May 15, 2013

Re: **Action Request Memorandum**

Docket No. 12-035-101, Rocky Mountain Power—Revised Utah Schedule No. 38, Sheet No. 38.7

RECOMMENDATION (Approve)

The Utah Division of Public Utilities (Division) recommends that the Public Service Commission of Utah (Commission) approve Rocky Mountain Power's Revised Utah Schedule No. 38, Sheet No. 38.7.

ISSUE

Pursuant to a previous Commission Order, on December 19, 2013, Rocky Mountain Power (RMP or the Company) filed a revision to Schedule No. 38, Sheet No. 38.7 wherein the Company added language regarding the Commission's complaint process. In its Order dated March 21, 2013, the Commission rejected the language in the revised tariff that included a requirement that customers wait 60 days before filing a complaint with the Commission. In that Order the Commission observed that the tariff did not include a checklist that customers can refer to that also includes links to relevant Commission Orders, which the Commission had

previously ordered; the Commission also ordered that the Company include links to interconnection rules and forms. The April 15, 2013 filing was made in compliance to the Commission March 21, 2013 Order.

DISCUSSION

The Division has reviewed the Company's application for compliance with the Commission's March 21, 2013 Order. The Division notes that the language requiring a 60-day waiting period prior to filing a complaint with the Commission has been removed and replaced with language simply stating that the Commission maintains an informal and formal complaint resolution process along with an appropriate link to the Commission's website.¹

The Company provided a copy of its proposed checklist as part of the filing and indicated the checklist could be found on the Company's website.² The Division verified that the checklist was present on the website and could be located on the RMP website "from scratch" making several fairly intuitive "clicks." The links on the checklist all appeared to work. However, the intra-company links did not work by simply clicking on the links on the checklist. With some difficulty a person can copy and paste the link into the browser address bar and then be taken to an electronic copy of the current Schedule 38. The Division recommends that the Company verify and, if necessary, make corrections so that a user can simply click on the links shown on the checklist. Generally, the checklist appears to be comprehensive and in compliance with the Commission's orders.

The Commission also ordered the Company to provide interconnection information in the tariff. The Company has revised the tariff to include this information including providing a link to the Company's website that deals with QF interconnection agreements. The website location appears to be fairly well laid out to assist customers with the interconnection process.

¹ <http://www.psc.utah.gov/complaints/index.html>

² <http://www.rockymountainpower.net/env/nmcg/qf.html>

CONCLUSION

Based upon the foregoing discussion, the Division believes that the Company has complied with the Commission's March 21, 2013 Order in this Docket. Therefore, the Division recommends that the Commission approve the tariff changes as filed.

CC David Taylor, Rocky Mountain Power
Michele Beck, Office of Consumer Services
Cheryl Murray, Office of Consumer Services
Service List