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December 6, 2013

***VIA ELECTRONIC FILING
AND OVERNIGHT DELIVERY***

Public Service Commission of Utah
Heber M. Wells Building, 4th Floor
160 East 300 South
Salt Lake City, UT 84111

Attention: Gary Widerburg
Commission Secretary

RE: Service Standards Report Submitted Pursuant to Docket No. 05-035-54
Merger Commitment: U 9 and U 1

As part of Docket No. 05-035-54, Merger Commitment U 9 provides that PacifiCorp will provide semi-annual reports to the Commission and members of the Service Quality Review Group describing PacifiCorp's performance in meeting service standard commitments, including both performance standards and customer guarantees. In a recent meeting of the Service Quality Review Group to review Rocky Mountain Power's Service Quality Review Report, it was discussed that the information provided under Merger Commitment U 9 is duplicated within Rocky Mountain Power's Service Quality Review Report, with one exception, Performance Standard 4.

Performance Standard 4 currently reported as part of the U 9 filing is the measurement of the restoration of 80 percent of customers who lose their electricity supply because of a fault on our distribution system within 3 hours of being notified. Rocky Mountain Power believes this measurement has been appropriately superseded by the Customer Average Interruption Duration Index (CAIDI) measurement already provided within the Service Quality Review Report. The Performance Standard 4 measurement is a legacy measurement commonly used within the United Kingdom. The CAIDI measurement is the U.S. industry standard measurement for customer outage minutes.

Similarly, also as part of Docket No. 05-035-54, Merger Commitment U 1 requires PacifiCorp to report call-handling results during wide-scale outages against average answer speeds, hold times and busy indications. The information provided by PacifiCorp is also reviewed with the Service Quality Review Group. For efficiencies of the parties and the Company, Rocky Mountain Power is proposing to incorporate the information provided in the U 1 filing as part of Section 2 of the Company's Service Quality Review Report.

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Rocky Mountain Power is requesting the U 9 report be eliminated, the information provided in the U 9 report continue to be provided in the Service Quality Review Report, the Performance Standard 4 measurement be replaced by the CAIDI measurement, the information provided in the U 1 filing be included in the Service Quality Review Report, and the U 1 standalone filing be eliminated.

If you have any questions or require further information, please contact Barb Coughlin at (503) 331-4306.

Sincerely,

Jeffrey K. Larsen
Vice President, Regulation & Government Affairs

CC: Service List

Enclosures