



State of Utah

GARY R. HERBERT
Governor

SPENCER J. COX
Lieutenant Governor

Public Service Commission

RON ALLEN
Chairman

DAVID R. CLARK
Commissioner

THAD LeVAR
Commissioner

July 31, 2014

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. 13-035-70, "In the Matter of Rocky Mountain Power's Service Quality Review Report"

Dear Mr. Taylor:

The Public Service Commission of Utah (Commission) has reviewed Rocky Mountain Power's (Company) January 1 through December 31, 2013, Service Quality Review Report (Report) filed on May 1, 2014, and the associated July 14, 2014, comments from the Division of Public Utilities (Division) and the Office of Consumer Services (Office).

In its comments, the Division addressed the Company's process for selection of the worst performing circuits and concludes the Company's process is reasonable. The Division also discussed the initial increase in the monthly average number of days a Priority A condition was outstanding in calendar year 2013 as shown in Section 3.3 of the Report, and indicated it is satisfied with the Company's explanation for the increase. The Office discussed the Company's circuit performance improvement standard and recommends, as previously agreed, that in future reports the Company should identify the ten worst performing circuits and explain the basis on which the final five circuits were selected. The Office also recommended the Company should clarify whether the metric for responding to Commission complaints presented in Section 2.11 of the Report is based upon informal complaints, formal complaints, or a combination of the two.

The Division and the Office both recommend the Commission acknowledge the Report. The Division concludes the Report complies with the requirements of Utah Administrative Code R746-313, the Commission's June 11, 2009, Order in Docket No. 08-035-55, and the Utah Service Quality Review Group Report filed with the Commission on September 13, 2006. In addition, the Division commends the Company on its cooperative work on service quality and for developing a meaningful report. The Office commends the Company for their

cooperation in assisting participants to better understand the data included in the Report. The Office also mentions the Company has been receptive to suggestions for modifying and improving the reports.

The Commission notes the Report addresses the Commission's July 10, 2013, correspondence in Docket No. 13-035-70 pertaining to including a list of the five longest outstanding Priority A conditions in future service quality review reports. In addition, the Company incorporated changes to the Report approved in the Commission's February 27, 2014, Order on Service Quality Reporting in Docket No. 05-035-54.

The Commission supports the Office's recommendations as the additional information will enhance the Service Quality Review Group participants' understanding of the Company's methods for determining worst performing circuits and the data underlying the Company commitments regarding complaint resolution. The Commission also concurs with the Division and the Office and commends the Company on its efforts pertaining to electric service reliability.

The Report is acknowledged as satisfying the applicable requirements. The Commission recommends the Service Quality Review Group review the Office's recommendations during its next meeting.

Sincerely,

/s/ Gary L. Widerburg
Commission Secretary

DW#259183