



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

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GOVERNOR

GREG BELL
Lieutenant Governor

ACTION REQUEST RESPONSE

To: Utah Public Service Commission

From: Utah Division of Public Utilities

Chris Parker, Director

Marialie Martinez, Customer Service Manager

Artie Powell, Energy Section Manager

Date: February 20, 2013

Re: 13-035-T02, PacifiCorp's Proposed Revisions to Electric Service Regulation No. 1,
Update to Local Telephone Number for the DPU Complaint Office

Recommendation — Approval

RECOMMENDATION

The Division of Public Utilities (DPU) recommends that the Commission approve, with a minor modification, the changes proposed by PacifiCorp's (Company) to Electric Service Regulation No. 1 updating the Complaint Office number for the DPU.

ISSUE

The numbers listed on the DPU's website for its Complaint Office and those listed in the current Electric Service Regulation (ESR) do not match. The proposed numbers match those listed on the DPU's website and are correct. The DPU notes that the local number does not include the area code. Since there is more than one area code in the state, the Division recommends that the ESR reflect the correct area code along with the number: 801-530-7622. With that modification, the Division recommends that the Commission approve the Company's proposed changes to the ESR.

CC Michele Beck, Office of Consumer Services

Dave Taylor, Rocky Mountain Power