

November 30, 2016

***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

RE: Docket No. 15-035-22 – Report for Limited Waiver of R746-200-7(G)(1)

On May 22, 2015, the Public Service Commission of Utah (Commission) issued Order No. 15-035-22, granting a limited waiver to eliminate mailing the ten day past due notice for those customers who voluntarily elected to participate in the Company's paperless billing program. Since the waiver, the number of customers choosing to receive paperless bills and notices has grown.

As part of that order, the Commission ordered a report to be filed on or before November 30, 2016 with the following information: (1) The number of non-paperless billing customers who received ten-day notices since the date of this Order and the number of those customers whose service was subsequently terminated, (2) The number of paperless billing customers who received ten-day termination notices since the date of this Order and the number of those customers whose service was subsequently terminated, and (3) the number of customer complaints the Company has received regarding the change in the notification method and the content of those customer complaints. Please review Exhibit A for our responses.

Rocky Mountain Power has no reported issues with emailing past due notices. In fact more of our customers are requesting the paperless bills than when the waiver was filed and a smaller percentage of paperless billing customers have actually been disconnected for nonpayment than paper billing customers. As the waiver expires on May 22, 2017, Rocky Mountain Power strongly encourages the Commission to consider rulemaking to permanently provide this option to our customers.

Sincerely,

Melissa Nottingham
Manager, Customer Advocacy and Tariff Policy

Enclosure – Exhibit A

Exhibit A

June 1, 2015 to October 31, 2016	Number of Ten-Day Notices	Number of customers whose service was subsequently terminated	Number of complaints
Non-paperless billing customers: Customers receiving ten-day notices through the mail.	523,945	11,445	None
Paperless billing customers: Customers receiving an email notification when bills are available to view online.	409,135	4,687	None