

July 26, 2018

***VIA ELECTRONIC FILING***

Utah Public Service Commission  
Heber M. Wells Building, 4<sup>th</sup> Floor  
160 East 300 South  
Salt Lake City, UT 84114

Attention: Gary Widerburg  
Commission Secretary

**RE: Docket No. 18-035-17**  
**Rocky Mountain Power's Service Quality Review Report**  
*Compliance Filing*

On July 19, 2018 the Public Service Commission of Utah ("Commission") issued a letter acknowledging Rocky Mountain Power's ("Company") Service Quality Review Report ("Report"), but requested the Company refile pages 27 and 28 of the Report to correct a labeling error in the column headings. As requested in the letter, the Company hereby submits for filing corrected pages 27 and 28 of its January through December 2017 Service Quality Review Report. These corrected pages replace the original pages 27 and 28 of the Report submitted by the Company on May 1, 2018.


Rocky Mountain Power respectfully requests that all formal correspondence and requests for additional information regarding this filing be addressed to the following:

By E-mail (preferred): [datarequest@pacificorp.com](mailto:datarequest@pacificorp.com)  
[Jana.saba@pacificorp.com](mailto:Jana.saba@pacificorp.com)  
[utahdockets@pacificorp.com](mailto:utahdockets@pacificorp.com)

By regular mail: Data Request Response Center  
PacifiCorp  
825 NE Multnomah, Suite 2000  
Portland, OR 97232

Informal inquiries may be directed to Jana Saba at (801) 220-2823.

Sincerely,

  
Joelle Steward  
Vice President, Regulation

CC: Service List - Docket No. 18-035-17

**UTAH**

January 1 – December 31, 2017

Date	Interval start/finish (Mountain Time)		Network Total Calls*	Calls received but not delivered**	# of Calls Abandoned from Agent Queue	Max Delay Time Seconds***	ASA Seconds
<b>3/6/2017</b>	9:30	9:44	890	45	18	280	69
	9:45	9:59	744	4	8	178	46
	10:00	10:14	708	0	18	151	49
	10:15	10:29	729	11	10	145	53
	10:30	10:44	681	0	24	222	59
	10:45	10:59	652	0	12	134	54
	11:00	11:14	660	0	22	158	82
	11:15	11:29	709	48	29	237	113
	11:30	11:44	676	2	8	214	27
<b>4/7/2017</b>	8:00	8:14	2660	614	58	214	94
	8:15	8:29	2027	387	31	1057	49
	8:30	8:44	2037	288	55	874	66
	8:45	8:59	2008	300	49	485	81
	9:00	9:14	1799	224	10	115	14
	9:15	9:29	1506	53	1	39	4
	9:30	9:44	1203	4	6	50	7
	9:45	9:59	1036	0	2	175	10
	10:00	10:14	1131	19	12	195	49
	10:15	10:29	1054	9	4	139	11
	10:30	10:44	960	0	2	69	6
	10:45	10:59	951	0	2	256	8
	11:00	11:14	1031	0	15	351	18
	11:15	11:29	1023	0	3	133	8
	11:30	11:44	902	0	1	125	6
	11:45	11:59	970	0	7	77	11
	12:00	12:14	869	0	3	262	10
	12:15	12:29	861	0	3	71	5
	12:30	12:44	812	0	6	163	22
	12:45	12:59	817	0	5	186	25
	13:00	13:14	826	0	3	73	5
	13:15	13:29	770	0	5	87	8
	13:30	13:44	744	0	8	146	15
	13:45	13:59	752	0	5	208	17
	14:00	14:14	722	0	10	134	23
	14:15	14:29	785	0	9	209	18
	14:30	14:44	724	0	6	302	42
14:45	14:59	789	0	10	180	48	
15:00	15:14	1450	123	23	521	84	

**UTAH**

January 1 – December 31, 2017

Date	Interval start/finish (Mountain Time)		Network Total Calls*	Calls received but not delivered**	# of Calls Abandoned from Agent Queue	Max Delay Time Seconds***	ASA Seconds
<b>4/7/2017</b>	15:15	15:29	1379	80	10	197	26
	15:30	15:44	878	0	2	238	13
	15:45	15:59	864	0	0	167	9
	16:00	16:14	852	0	5	131	9
	16:15	16:29	999	0	2	196	8
	16:30	16:44	1049	26	14	390	26
	16:45	16:59	1481	131	25	292	65
	17:00	17:14	1136	16	21	271	40
<b>9/12/2017</b>	12:30	12:44	1584	169	94	344	102
	12:45	12:59	834	0	15	183	75
	13:00	13:14	603	0	7	130	12
	13:15	13:29	509	0	7	176	32
<b>11/7/2017</b>	9:15	9:29	2392	307	337	521	115
	9:30	9:44	1672	393	22	217	57
	9:45	9:59	682	0	5	155	45
	10:00	10:14	684	0	23	284	80

Twenty First Century, an external Interactive Voice Response system, was utilized.

\* All customers attempting to reach PacifiCorp Network.

\*\* When Twenty First Century is manually invoked, the AT&T Network returns a courtesy message to non-outage callers. This includes repeated attempts.

\*\*\* Longest time any customer waited.

**CERTIFICATE OF SERVICE**

Docket No. 18-035-17

I hereby certify that on July 26, 2018, a true and correct copy of the foregoing was served by electronic mail to the following:

**Utah Office of Consumer Services**

Cheryl Murray [cmurray@utah.gov](mailto:cmurray@utah.gov)

Michele Beck [mbeck@utah.gov](mailto:mbeck@utah.gov)

**Division of Public Utilities**

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**Rocky Mountain Power**

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Katie Savarin  
Coordinator, Regulatory Operations