



Public Service Commission

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November 1, 2021

Ms. Jana Saba
Rocky Mountain Power
1407 West North Temple, Suite 330
Salt Lake City, UT 84116

Re: *Rocky Mountain Power's Service Quality Review Report, Docket No. 21-035-28*

Dear Ms. Saba,

The Public Service Commission of Utah (PSC) has reviewed Rocky Mountain Power's (RMP) January 1 – June 30, 2021 Service Quality Review Report ("Report") filed on October 1, 2021. The Report includes information about RMP's compliance with its customer service standards and service quality measures, including details about its reliability performance and history, customer service response, preventative and corrective maintenance, and other service quality and reliability efforts.

The PSC also reviewed the comments filed by the Division of Public Utilities (DPU) on October 26, 2021, detailing its review of RMP's Report. DPU states the Report complies with the PSC's June 11, 2009 Order in Docket No. 08-035-55, and the PSC's December 20, 2016 Order in Docket Nos. 13-035-01 and 15-035-72. DPU adds RMP's Report also complies with the requirements of Utah Admin. Code R746-313-1 through -8. Accordingly, DPU recommends the PSC acknowledge the Report.

Based on the PSC's review of the Report and the DPU's comments and recommendation, the PSC acknowledges the Report as satisfying the PSC orders, rules, and requirements identified by DPU.

Sincerely,

/s/ Gary L. Widerburg
PSC Secretary
DW#320970