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UTAH DEPARTMENT OF COMMERCE

Division of Public Utilities

MARGARET W. BUSSE
Executive Director

CHRIS PARKER
Division Director

Action Request Response

To: Public Service Commission of Utah

From: Utah Division of Public Utilities

Chris Parker, Director
Artie Powell, Manager
Doug Wheelwright, Utility Technical Consultant Supervisor
Brenda Salter, Utility Technical Consultant Supervisor
Bob Davis, Utility Technical Consultant
Abdinasir Abdulle, Utility Technical Consultant

Date: December 1, 2022

Re: **Docket No. 22-035-14**, Rocky Mountain Power's Service Quality Review Report

Recommendation (Acknowledge)

The Division of Public Utilities (Division) recommends that the Public Service Commission of Utah (Commission) acknowledge Rocky Mountain Power's (RMP) January 1 through June 30, 2022, Service Quality Review Report (Report). The current report complies with all prior Commission Orders¹²³⁴ and also complies with the requirements of Rule R746-313.

Issue

On November 1, 2022, RMP filed its Service Quality Report for January 1 through June 30, 2022. On November 1, 2022, the Commission issued an Action Request directing the

¹ See Commission Order, Docket No. 08-035-55, June 11, 2009.

<https://pscdocs.utah.gov/electric/08docs/0803555/62486Order%5bDOCKETED%5d.pdf>.

² See Commission Order, Docket No. 13-035-01, December 20, 2016.

<https://pscdocs.utah.gov/electric/13docs/1303501/2908801303501and1503572omrclabnl12-20-2016.pdf>

³ See Commission Order, Docket 15-035-72, December 20, 15-035-72.

<https://pscdocs.utah.gov/electric/13docs/1303501/2908801303501and1503572omrclabnl12-20-2016.pdf>

⁴ See Commission Orders, Docket No. 20-035-22, June 23, 2020 and January 26, 2021, respectively,

<https://pscdocs.utah.gov/electric/20docs/2003522/3143552003522o6-23-2020.pdf>, and
<https://pscdocs.utah.gov/electric/20docs/2003522/3170962003522omrclabnl1-26-2021.pdf>.

Division to review RMP's filing for compliance and to make recommendations. The Commission asked the Division to report back by December 1, 2022.

Discussion

In accordance with the Commission's Notice of Filing and Comment Period, the Division reviewed RMP's January 1 through June 30, 2022, Report in light of the Commission's Orders in Docket Nos. 08-035-55, 13-035-01, 15-035-72, and 20-035-22, the Commission Rules, and the Utah Service Quality Review Work Group Report filed with the Commission on September 13, 2006.⁵ The Division notes that the 1st half of 2022 SAIDI and SAIFI values are within the revised control zone parameters approved by the Commission in Docket No. 20-035-22 on January 26, 2021. The Division concludes the SAIDI and SAIFI values comply with the revised metrics.

The Division recognizes RMP's efforts in its continuation to reduce SAIDI values through its Mainline Sectionalizing (MLS) plan.⁶ The MLS is designed to lower SAIDI and SAIFI numbers by limiting the number of customers on a feeder and sectionalizing circuits with reclosers to smaller groups of customers. However, equipment failures continue to be the largest contributor to SAIDI and SAIFI numbers year over year. The Division suggests that RMP review its condition-based maintenance program in an effort to reduce equipment failures.

The Division also has concerns with RMP's customer response performance in answering calls within 30-seconds. This metric is down from last year's reported eighty-six percent to sixty-three percent this year. RMP has a goal of eighty percent. The Division will continue to monitor this metric and will report any findings to the Commission.

⁵ See Division Memorandum, Docket No. 20-035-22, December 21, 2020, page 3, Order, Sections 1 and 2, January 26, 2021. SAIDI control zone of 107 to 157 minutes, and a SAIDI baseline notification level of 157 minutes. SAIFI control zone of 0.9 to 1.2 events, and a SAIFI baseline notification level of 1.2 events. <https://pscdocs.utah.gov/electric/20docs/2003522/316802DPUMemWrkGrp12-21-2020.pdf>.

⁶ Rocky Mountain Power's Service Quality Review Report, Docket No. 22-035-14, November 1, 2022, page 15.

Conclusion

The Division concludes that RMP is in compliance with Commission Orders and Rules and recommends that the Commission acknowledge RMP's January 1 through June 30, 2022, Service Quality Review Report.

cc: Jana Saba, RMP
Michele Beck, OCS