



State of Utah

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Public Service Commission

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January 19, 2023

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. 22-035-14

Dear Ms. Saba,

The Public Service Commission (PSC) has reviewed Rocky Mountain Power's (RMP) January 1 – June 30, 2022 Service Quality Review Report filed on November 1, 2022 ("Report"). The Report provides information regarding RMP's compliance with its customer service standards and service quality measures, reliability performance and history, customer service response, preventive 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 December 1, 2022 ("DPU Comments"). DPU states the Report complies with the PSC's orders in Docket Nos. 08-035-55, 13-035-01, 15-035-72, and 20-035-22, and with the requirements in Utah Admin. Code R746-313-1 et al.¹ DPU notes that "the [first] half of 2022 SAIDI and SAIFI values are within the revised control zone parameters approved by the [PSC]" in Docket No. 20-035-22.² DPU asserts the SAIDI and SAIFI values comply with the revised metrics. DPU argues equipment failures continue to be the largest contributor to SAIDI and SAIFI numbers year over

¹ DPU Comments, at 1 (referencing *In the Matter of the Service Quality Standards for Rocky Mountain Power*, Docket No. 08-035-55, Order issued June 11, 2009; *In the Matter of Rocky Mountain Power's Proposed Utah Service Reliability Performance Baselines*, Docket No. 13-035-01 and *In the Matter of Rocky Mountain Power's Service Quality Review Report*, Docket No. 15-035-72, Order Modifying Reliability Control Limits and Baseline Modification Levels, issued jointly on December 20, 2016; *Rocky Mountain Power's Service Quality Review Report*, Docket No. 20-035-22, Order issued June 23, 2020; and, *Rocky Mountain Power's Service Quality Review Report*, Docket No. 20-035-22, Order Modifying Reliability Control Limits and Baseline Notification Levels, issued January 26, 2021).

² *Id.* at 2 (referencing *Rocky Mountain Power's Service Quality Review Report*, Docket No. 20-035-22, Order Modifying Reliability Control Limits and Baseline Notification Levels, issued January 26, 2021).

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year, and suggests that RMP review its condition-based maintenance program in an effort to reduce equipment failures.³

DPU also indicates RMP's customer response performance in answering calls within 30 seconds has dipped to 63 percent this year — below RMP's goal of 80 percent — and that DPU will continue to monitor this metric and report any findings to the PSC. DPU concludes by recommending the PSC acknowledge the Report.

Based on the PSC's review of the Report and the DPU's comments and recommendation, the PSC acknowledges that the Report complies with the PSC orders, relevant rules, and the requirements in the referenced related orders.

Sincerely,

/s/ Gary L. Widerburg
PSC Secretary
DW#326644

³ *Id.*