



State of Utah

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Public Service Commission

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Commissioner

June 16, 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. 23-035-21

Dear Ms. Saba,

The Public Service Commission (PSC) has reviewed Rocky Mountain Power's (RMP) January 1 – December 31, 2022 Service Quality Review Report filed on May 1, 2023 ("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 May 31, 2023 ("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 the requirements in Utah Admin. Code R746-313.¹ DPU explained two ongoing concerns.

DPU mentioned the level and impact of equipment failures as a root cause of the SAIDI, SAIFI, and other reliability metrics. It explained RMP's efforts to reduce SAIDI values through its Mainline Sectionalizing (MLS), by limiting the number of customers on a feeder and sectionalizing circuits with reclosers to smaller groups of customers. DPU states that RMP's reliability metrics continue to improve 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).

Acknowledgment Letter from the PSC

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year but that no significant improvement year-over-year in “[equipment-related controllable distribution events] to the SAIDI and SAIFI metrics” has been made “given the approximate same amount of capital spend and new connects, excluding gateway transmission and local transmission reinforcements, reported in 2022.”² DPU recommends RMP continue to review its MLS program. Second, DPU indicates RMP’s customer response performance in answering calls within 30 seconds needs improvement but notes RMP’s reasonable efforts to improve in this area, and is maintaining an overall customer guarantee performance of 99 percent. DPU concludes by recommending the PSC acknowledge the Report.

The PSC appreciates the DPU’s careful review of the Report. The PSC found useful DPU’s charts showing RMP-only information and the comparison with peer utilities. 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#328417

² *Id.*, at 5.