



Public Service Commission

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January 14, 2026

Via Email

Mr. Max Backlund
Rocky Mountain Power
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Data Request Response Center
PaciFiCorp
825 NE Multnomah St., Suite 2000
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Re: *Rocky Mountain Power's Service Quality Review Report*; Docket No. 25-035-29

Dear Mr. Backlund:

The Public Service Commission (PSC) reviewed Rocky Mountain Power's (RMP) Service Quality Review Mid-Year Report for the Period January 1, 2025 through June 30, 2025, filed on October 30, 2025 ("Report"). The PSC also reviewed the December 1, 2025 comments filed by the Division of Public Utilities (DPU). No other comments were filed.

DPU comments that the Report complies with all prior PSC Orders¹ and with the requirements in Utah Admin. Code R746-313. DPU observes RMP's reliability metrics continue to improve year-over-year, that the SAIDI and SAIFI values for the first half of 2025 are within the approved parameters, and that equipment failures remain the largest contributor to the SAIDI and SAIFI metrics. To better understand the significance and root cause of equipment failures within these metrics, DPU continues to build a utility peer-to-peer comparison database for system reliability. Additionally, DPU comments that RMP does not appear to be making progress to decrease equipment failures. DPU states it expects RMP to either improve its equipment failures metric or explain in detail its challenges in doing so. DPU states it will also continue to monitor RMP's customer response performance and offer the PSC any findings or recommendations to assist RMP in reaching its 80% target. DPU

¹ See orders in Docket Nos. 08-035-55, 13-035-01, 15-035-72, and 20-035-22.

observes RMP scored 78% for the reporting period. Overall, DPU recognizes RMP's efforts to improve its customer service and reliability and recommends the PSC acknowledge the Report.

Based on the PSC's review of the Report and DPU's comments and recommendation, the PSC acknowledges that the Report complies with the PSC's orders, relevant rules, and the requirements in the related orders. The PSC appreciates DPU's continued monitoring of the cause of equipment failures and their impact on the SAIDI and SAIFI metrics.

Sincerely,

/s/ Gary L. Widerburg

PSC Secretary

DW#343382