Public Service Commission

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August 3, 2026

Chris Parker
Director, Division of Public Utilities
Heber M. Wells Building, 4th Floor
160 East 300 South
Salt Lake City, UT 84111

Re: *Rocky Mountain Power's Low Income Lifeline Program Reports 2025*;
Docket No. 25-035-45

Dear Mr. Parker,

The Public Service Commission ("PSC" or "Commission") reviewed the Division of Public Utilities' (DPU) Calendar Year 2025 Report ("Report") filed on June 30, 2026 of Rocky Mountain Power's Home Electric Lifeline Program ("Program"). The Report was filed pursuant to the PSC's November 23, 2005 Report and Order in Docket Nos. 03-035-01 and 04-035-21 (together, the "Order").[1]

The Report states the performance standards DPU adopted to evaluate the success and effectiveness of the Program provided mixed results (some passed and some failed).[2] DPU applies ten performance standards[3] in determining the effectiveness of the Program

[1] In its Order, the PSC approved the continuation of the Program with certain modifications. The PSC also directed DPU to report annually to it on DPU's review, financial audit, cost-benefit analysis, and recommendations regarding the Program. *See* Order, at 17 ¶ 6.
[2] DPU asserts that these performance measures are categorized as those that are: (1) useful, (2) of limited value, and (3) not useful, in evaluating the success and effectiveness of the Program. DPU includes a table where these are listed under the "Measure Efficacy" column.
[3] The measures are: (1) administrative costs; (2) ending account balance; (3) processing program credits to recipients; (4) surcharge collection from ratepayers; (5) penetration of eligible households; (6) write-offs per customer; (7) recoveries per customer; (8) terminations per customer; (9) customer balances in arrears; and (10) accounts sent to collection agencies. The first four of these are categorized as "useful" and the remaining six are "of limited value."

and states that the Program passed two of the "useful" standards and two of the "limited value" standards. DPU indicates the useful performance standards that failed are the "administrative costs" and "ending account balance" for CY 2025. DPU states that administrative costs were 8.9 percent over the cap. The administrative costs are capped annually at $10,000 for PacifiCorp and $40,000 for the Department of Workforce Services.[4] Additionally, the "ending account balance" for CY2025 "was $3,004,664 or more than three times the 4th quarter 2025 collection of $868,070."[5] DPU states that the Net Metering Service credits from Schedule 135 that were applied to the Schedule 3 fund contributed to the balance. Nevertheless, the Report states that, based on DPU's data evaluation and audit, DPU recommends the PSC acknowledge the report. Additionally, DPU states "[t]he current reporting format in RMP Attachment A would benefit from an update to better reflect modern technical standards"[6] and suggests that DPU and RMP collaborate to "moderniz[e] [the] format"[7] that would result in a "stronger analytical framework for reporting and analysis."[8] Although this update will require an initial investment of time and resources, DPU anticipates that the resulting efficiencies will lead to significant long-term savings and create a stronger analytical framework for reporting and analysis.

The PSC appreciates DPU's efforts in reviewing the Program to ensure it remains in the public interest. The PSC finds DPU's suggestion to collaborate with RMP beneficial and therefore directs DPU to collaborate and develop an improved analytical framework and modernize the report. Based on the Report, and there being no opposition, the PSC concludes the report is prepared in accordance with the Commission's order in Docket No. 99-035-10[9], the Joint Stipulation developed by various parties and adopted by the Commission in Docket No. 00-035-T07, and the Order in Docket No. 03-035-01.

Sincerely,

/s/ Gary L. Widerburg
PSC Secretary
DW#346314

[4] *See In the Matter of the Revisions to PacifiCorp's Tariff P.S.C.U. No. 43, Re: The Addition of Schedules 3 and 91 for the Low Income Lifeline Program and Surcharge for Funding,* Docket No. 00-035-T07, Report and Order issued August 30, 2000, Stipulation at ¶ 9. The administrative costs are capped annually at $10,000 for PacifiCorp and $40,000 for the Department of Community and Economic Development.
[5] Report at 9.
[6] Report at 1.
[7] *Id.*
[8] *Id.*
[9] *See In the Matter of the Investigation Into the Reasonableness of Rates and Charges of PacifiCorp, dba Utah Power & Light Company*, Report and Order, p. 79, issued May 24, 2000 (adopting a Lifeline rate for qualifying customers).