

**-BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH-**

In the Matter of the Application of PacifiCorp  
And Scottish Power for an Order Approving  
The Issuance of PacifiCorp Common Stock

DOCKET NO. 98-2035-04  
UTAH DIVISION OF  
PUBLIC UTILITIES

**REBUTTAL TESTIMONY OF ROBERT J. MALONEY, WITNESS 6**

**SERVICE QUALITY AND ADDED VALUE --**

**FOR THE DIVISION OF PUBLIC UTILITIES**

**DEPARTMENT OF COMMERCE**

**STATE OF UTAH**

**July 16, 1999**



**INTRODUCTION**

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Q PLEASE STATE YOUR NAME.

A My name is Robert J. Maloney. On June 18, 1999, I provided direct testimony in this proceeding.

**Q WHAT IS THE PURPOSE OF YOUR REBUTTAL TESTIMONY?**

A This testimony clarifies condition #1 on page 13 of my direct testimony. This testimony also recommends condition #12, a new condition addressing transmission line reliability. (My direct testimony includes eleven service quality conditions.)

**Q WHAT DOES THE ABBREVIATED VERSION OF CONDITION #1, WHICH APPEARS IN EXHIBIT 6.4 ON PAGE 27 OF YOUR DIRECT TESTIMONY STATE?**

A The abbreviated version of condition #1 states “ Continuously meet performance standards, provide service guarantees, and do not allow underlying outages to increase above current levels.”

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Q **WHAT TWO PROVISIONS DID YOU OMIT IN ABBREVIATING CONDITION #1?**

In abbreviating condition #1, I omitted the following two requirements:

Please see lines 21 through 23 on page 13 of my direct testimony. These lines state “File tariffs specifying the five network performance standards, two customer service performance standards, and eight guarantees listed in their (ScottishPower’s) proposed package.”

2. Please see lines 4 and 5 on page 14 of my direct testimony. These lines state “Formally agree to update the aforementioned standards and service guarantees during 2004 and each year thereafter.”

Q **DO YOU RECOMMEND THE COMPANY AGREE TO EACH OF THE TWO AFOREMENTIONED PROVISIONS?**

A Yes. Customers are more likely to benefit if the Company is held accountable for meeting all of its service quality commitments and updating its service quality commitments in 2004 and each year thereafter.

1 Q **WHY ARE YOU RECOMMENDING A NEW CONDITION ADDRESSING**  
2 **RELIABILITY OF TRANSMISSION LINES?**

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4 A Parties in this Docket have described high outage levels on some transmission lines. I therefore  
5 recommend the Company agree to the following, a 12<sup>th</sup> service quality condition (My direct  
6 testimony includes eleven service quality conditions):

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8 *Through transition planning, PacifiCorp will specify reasonable internal outage targets for*  
9 *transmission lines. Each quarter, the Company will report outages against these targets.*

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11 *Each quarter, the Company will also report the name, location, and outage results for each*  
12 *transmission line for which it has been cost-prohibitive to reduce the twelve-month rolling*  
13 *average outage rate to targeted levels.*

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15 The Division can audit and provide recommendations to the Commission if ScottishPower either  
16 does not propose reasonable transmission outage targets or if it is cost-prohibitive to reduce the  
17 twelve-month rolling average outage rate to targeted levels.

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20 Q **DOES THIS CONCLUDE YOUR REBUTTAL TESTIMONY?**

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22 A Yes.