

ACTION REQUEST

Date: May 16, 2012

FROM: Public Service Commission Due: September 7, 2012
SUBJECT: RMP's Service Quality Review Report for 2011 12-999-01
(Company Name, Case Number, etc.)

This is a request for the Division to conduct:

Review Tariff Compliance
 Analysis of Complaint
 Investigation
 Other

EXPLANATION AND STATEMENT OF ISSUES TO BE ADDRESSED:

4/11/2012

12-999-01 Re: 08-035-55

(11) ROCKY MOUNTAIN POWER'S SERVICE QUALITY STANDARDS – DECEMBER 2011 SERVICE QUALITY REVIEW REPORT In the Matter of the Miscellaneous Correspondence and Reports Regarding Electric Utility Services; 2012

In addition to the Division's normal review and evaluation of the information contained in reports of this type, the Commission also requests the Division evaluate and/or provide conclusions/recommendations associated with the following areas:

- 1) Footnote 4 on page 8 regarding PacifiCorp's (Company) achievement of the network performance targets approved in the Commission's June 11, 2009, Order in Docket No. 08-035-55. Please refer to the backup information provided via e-mail by Dave Taylor on April 23, 2012, pertaining to commitment completion review. Does the Division concur with this assessment?
- 2) Newly added Section 2.4: Please comment on the information provided and whether it satisfies the requirements of the Commission's June 11, 2009, Order in Docket No. 08-035-55, including ordering paragraphs 3 and 4.

- 3) Graphs on Page 17 of the report: Please identify efforts the Company has undertaken, or is planning to undertake, to reduce both the number of equipment failures and the effect of these failures on network reliability.
- 4) The adequacy of the variance explanations contained within the report.
- 5) The target of 120 days for the “Average Age of Priority A Conditions Outstanding:”
Please provide the Division’s assessment of this target including an explanation of how the target was initially determined, whether the Company periodically reviews the target level, the number of outstanding Priority A conditions existing at the end of 2011, and the maximum age of a Priority A condition outstanding which was corrected during 2011.
- 6) Maintenance (including vegetation spending) and capital spending trends.