



Customer & Regulatory Liaison

P.O. Box 25308
Salt Lake City, Utah 84125

July 31, 2012

**VIA ELECTRONIC FILING
AND OVERNIGHT DELIVERY**

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

Re: Merger Commitment No. U1
Docket No. 05-035-54

Dear Mr. Parker:

In Merger Commitment U1, Rocky Mountain Power agreed to report call-handling results during a “wide-scale” outage against average answer speeds, hold times and busy indications according to agreed upon thresholds.

Using the definition Rocky Mountain Power and the Commission agreed upon, the attached information reports results for the first half of calendar year 2012 which covers the period of January 1, 2012 through June 30, 2012. There were six days during this time frame where Rocky Mountain Power exceeded the agreed upon thresholds.

Please let me know if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Barbara A. Coughlin".

Barbara A. Coughlin, Director
Customer & Regulatory Liaison

Enclosure

C: Dennis Miller – Utah Division of Public Utilities
Marialie Martinez - Utah Division of Public Utilities
Karen Gilmore, Vice President Customer Service
Jeff Larsen, Vice President Regulation
Dave Taylor, Manager Regulation