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IDAHO PUBLIC
UTILITIES COMMISSION



November 26, 2002

Idaho Public Utilities Commission
472 West Washington
Boise, Id 83702-5983

Re: Public Notification of Tariff Filings
Case N. PAC-E-02-01
Order No. 29079

In its Order No. 29079 dated July 23, 2002, the Commission directed PacifiCorp (the Company) to "review its practices and physical facilities and reduce or eliminate obstacles that may inhibit effective communication with customers and report actions taken to us." (page 5, Order No. 29079)

The purpose of this letter is to report to the Commission with regard to the Company's review of practices and physical facilities. Additionally, the Company provides a report on process changes it has implemented to improve communications with customers.

Review of practices and physical facilities:

- ◆ Service Centers in Shelley, Rexburg, Preston and, Montpelier are open to the public generally during the hours of 8:00 a.m. to Noon and 1:00 p.m. to 4:00 p.m.
- ◆ Proposed tariff filings are available at these service centers for viewing by the public.
- ◆ Company employees were aware of the availability of the tariff filings, however additional training would be helpful regarding this requirement.
- ◆ The Lava Service Center is not staffed throughout the day and is not open to the public. Proposed tariff filings are not available for public access at the Lava Service Center.
- ◆ The Company's practice is to issue press releases and meet with customers and community leaders to provide information regarding significant tariff filings.

Based on the review of our current practices and facilities, an action plan has been developed to improve customer communications. The action plan has been discussed with Idaho Commission Staff.

Action Plan:

- ◆ The Company's Rexburg Manager will periodically train Service personnel as well Operations Clerks in Shelley, Rexburg, Preston, and Montpelier regarding the requirement that proposed tariff filings be available for public inspection.
- ◆ A notice has been developed for posting at each Service Center notifying customers of the procedure to follow to obtain a copy of a proposed tariff filing in the event the service center is not open at the time of the customer's visit. The wording on the notice is as follows:

Public Notification of Tariff Filings

Utah Power tariff filings are available at this office during regular business hours. If the office is closed, you may obtain information regarding our proposed tariff filings by calling our Customer Service Center, 1-888-221-7070. Customer Service agents are available to help you 24 hours a day, 7 days a week.

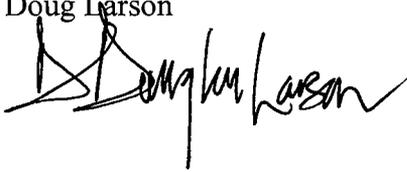
You may also access information about our filings by visiting our Web site:

[www.utahpower.net/Customer Service/Regulatory Information/ Idaho/ Filings & Testimony](http://www.utahpower.net/Customer%20Service/Regulatory%20Information/Idaho/Filings%20&%20Testimony).

- ◆ A notice will be posted at the Lava Service Center informing customers that proposed tariff filings are not available at this office, but can be reviewed at the Shelley, Rexburg, Preston, or Montpelier Service Centers. The notice will also reference the toll-free Customer Service Center number and the Company Web site.
- ◆ All call center employees have been notified of the process to follow in the event that customers call the Customer Service Center to request a proposed tariff filing. Customers who request a proposed tariff filing will be provided with the Company's web site link or arrangements may be made to mail a copy of the filing to the customer.
- ◆ The Company will continue to place Commission required bill messages regarding tariff filings on customer bills. Additionally, the Company will continue it's practice of issuing press releases and holding informational meetings with customers and community leaders regarding significant tariff filings. The Company's Regulation Department will confirm that the process described above is being consistently followed.

The Company believes that its action plan will improve communication with customers regarding proposed tariff filings.

Sincerely
Doug Larson

A handwritten signature in black ink that reads "Doug Larson". The signature is written in a cursive style with a large, stylized initial "D" and "L".