



RECEIVED

2012 MAR -5 AM 9:31

201 South Main, Suite 2300  
Salt Lake City, Utah 84111

March 2, 2012

IDAHO PUBLIC  
UTILITIES COMMISSION

***VIA ELECTRONIC MAIL  
AND OVERNIGHT DELIVERY***

Jean D. Jewell  
Commission Secretary  
Idaho Public Utilities Commission  
472 W. Washington  
Boise, ID 83702

**Re: Case No. PAC-E-12-02  
In the Matter of the Application of Rocky Mountain Power for Approval of  
Changes to Network Performance Standard 3.**

Dear Ms. Jewell:

Please find enclosed for filing an original and seven copies of Rocky Mountain Power's errata sheets in the above-referenced matter.

On January 23, 2012 Rocky Mountain Power filed an Application requesting Commission approval of minor modifications to Network Performance Standard number three. As part of the Application the Company provided an attachment containing a matrix summarizing the Customer Guarantees, Network Performance Standards, and Customer Performance Standards. Based on input from Commission Staff the Company is providing this errata to its original application to update the matrix to incorporate staff's recommendations.

All formal correspondence regarding this Application should be addressed to:

Ted Weston  
Rocky Mountain Power  
201 South Main, Suite 2300  
Salt Lake City, Utah 84111  
Telephone: (801) 220-2963  
Fax: (801) 220-2798  
Email: [ted.weston@pacificorp.com](mailto:ted.weston@pacificorp.com)

Daniel E. Solander  
Rocky Mountain Power  
201 South Main Street, Suite 2300  
Salt Lake City, Utah 84111  
Telephone: (801) 220-4014  
Fax: (801) 220-3299  
Email: [daniel.solander@pacificorp.com](mailto:daniel.solander@pacificorp.com)

Communications regarding discovery matters, including data requests issued to Rocky Mountain Power, should be addressed to the following:

By E-mail (preferred): [datarequest@pacificorp.com](mailto:datarequest@pacificorp.com)

Idaho Public Utilities Commission

March 2, 2012

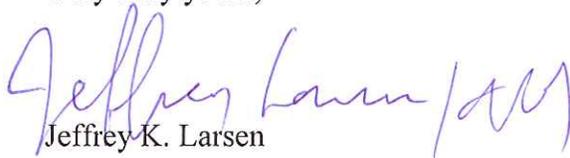
Page 2

By regular mail:

Data Request Response Center  
PacifiCorp  
825 NE Multnomah St., Suite 2000  
Portland, OR 97232

Informal inquiries may be directed to Ted Weston, Idaho Regulatory Manager at (801) 220-2963.

Very truly yours,

A handwritten signature in blue ink that reads "Jeffrey Larsen" with a stylized flourish at the end.

Jeffrey K. Larsen  
Vice President, Regulation

Enclosures

# IDAHO CUSTOMER GUARANTEES

CLEAN



### Idaho Customer Guarantees

<p><u>Customer Guarantee 1:</u> Restoring Supply After an Outage</p>	<p>The Company will restore supply after an outage within 24 hours of notification with certain exceptions as described in Rule 25.</p>
<p><u>Customer Guarantee 2:</u> Appointments</p>	<p>The Company will keep mutually agreed upon appointments which will be scheduled within a two-hour time window.</p>
<p><u>Customer Guarantee 3:</u> Switching on Power</p>	<p>The Company will switch on power within 24 hours of the customer or applicant's request, provided no construction is required, all government inspections are met and communicated to the Company and required payments are made. Disconnections for nonpayment, subterfuge or theft/diversion of service are excluded.</p>
<p><u>Customer Guarantee 4:</u> Estimates For New Supply</p>	<p>The Company will provide an estimate for new supply to the applicant or customer within 15 working days after the initial meeting and all necessary information is provided to the Company.</p>
<p><u>Customer Guarantee 5:</u> Respond To Billing Inquiries</p>	<p>The Company will respond to most billing inquiries at the time of the initial contact. For those that require further investigation, the Company will investigate and respond to the Customer within 10 working days.</p>
<p><u>Customer Guarantee 6:</u> Resolving Meter Problems</p>	<p>The Company will investigate and respond to reported problems with a meter or conduct a meter test and report results to the customer within 10 working days.</p>
<p><u>Customer Guarantee 7:</u> Notification of Planned Interruptions</p>	<p>The Company will provide the customer with at least two days notice prior to turning off power for planned interruptions.</p>



## Idaho Performance Standards

<p><u>Network Performance Standard 1:</u> Report System Average Interruption Duration Index (SAIDI)</p>	<p>The Company will report Controllable Distribution, Total and Underlying SAIDI and identify annual baseline Controllable Distribution performance targets for the period. In addition, the Company will report rolling twelve month performance for Controllable Distribution and Underlying SAIDI.</p>
<p><u>Network Performance Standard 2:</u> Improve<sup>1</sup> Controllable Distribution System Average Interruption Frequency Index (SAIFI)</p>	<p>The Company will report Controllable, Total and Underlying SAIFI and identify annual baseline Controllable Distribution performance targets for the period. In addition, the Company will report rolling twelve month performance for Controllable Distribution and Underlying SAIFI.</p>
<p><u>Network Performance Standard 3:</u> Improve<sup>1</sup> Under Performing Areas</p>	<p>The Company will reduce by 10% the reliability performance indicator<sup>2</sup> for at least two target underperforming areas of concern within five years after selection. The Company will identify the criteria (including cost/benefit criteria) used for selecting these circuits in addition to a plan to address them. Prospectively, the Company will report the target area performance, including the cost/benefit results.</p>
<p><u>Network Performance Standard 4:</u> Supply Restoration</p>	<p>The Company will restore power outages due to loss of supply or damage to the distribution system within three hours to 80% of customers on average.</p>
<p><u>Customer Service Performance Standard 5:</u> Telephone Service Level</p>	<p>The Company will answer 80% of telephone calls within 30 seconds. The Company will monitor customer satisfaction with the Company's Customer</p>

<sup>1</sup> When in the future, the Company discovers that marginal improvement costs outweigh marginal improvement benefits, the Company will propose modifications to the Performance Standards Program to recognize that maintaining performance levels is appropriate.

<sup>2</sup> Reliability performance indicators (RPI) will be calculated using controllable interruptions for SAIDI, SAIFI and MAIFI, and are exclusive of major events as calculated by IEEE 1366-2003; they are a modification to the Company's historic CPI. RPI excludes breaker lockout events.

	Service Associates and quality of response received by customers through the Company's eQuality monitoring system.
<u>Customer Service Performance Standard 6:</u> Commission Complaint Response / Resolution	The Company will a) respond to at least 95% of non-disconnect Commission complaints within three working days and will b) respond to at least 95% of disconnect Commission complaints within four working hours, and will c) resolve 95% of informal Commission complaints within 30 days.

# IDAHO CUSTOMER GUARANTEES

## REDLINE



### Idaho Customer Guarantees

<p><u>Customer Guarantee 1:</u> Restoring Supply After an Outage</p>	<p>The Company will restore supply after an outage within 24 hours of notification with certain exceptions as described in Rule 25.</p>
<p><u>Customer Guarantee 2:</u> Appointments</p>	<p>The Company will keep mutually agreed upon appointments which will be scheduled within a two-hour time window.</p>
<p><u>Customer Guarantee 3:</u> Switching on Power</p>	<p>The Company will switch on power within 24 hours of the customer or applicant's request, provided no construction is required, all government inspections are met and communicated to the Company and required payments are made. Disconnections for nonpayment, subterfuge or theft/diversion of service are excluded.</p>
<p><u>Customer Guarantee 4:</u> Estimates For New Supply</p>	<p>The Company will provide an estimate for new supply to the applicant or customer within 15 working days after the initial meeting and all necessary information is provided to the Company.</p>
<p><u>Customer Guarantee 5:</u> Respond To Billing Inquiries</p>	<p>The Company will respond to most billing inquiries at the time of the initial contact. For those that require further investigation, the Company will investigate and respond to the Customer within 10 working days.</p>
<p><u>Customer Guarantee 6:</u> Resolving Meter Problems</p>	<p>The Company will investigate and respond to reported problems with a meter or conduct a meter test and report results to the customer within 10 working days.</p>
<p><u>Customer Guarantee 7:</u> Notification of Planned Interruptions</p>	<p>The Company will provide the customer with at least two days notice prior to turning off power for planned interruptions.</p>



## Idaho Performance Standards

<p><u>Network Performance Standard 1:</u>  <u>Report</u><del>Maintain</del> System Average Interruption Duration Index (SAIDI)</p>	<p>The Company will report Controllable <u>Distribution</u>, Total and Underlying SAIDI <del>and for each reporting period, as well as</del> identify <u>annual</u> baseline <u>Controllable Distribution</u> performance targets for the period. <u>In addition, the Company will report rolling twelve month</u><del>For actual</del> performance <u>for Controllable Distribution and Underlying SAIDI.</u> <del>variations from baseline, explanations of performance will be provided.</del></p>
<p><u>Network Performance Standard 2:</u>          Improve<sup>1</sup> <u>Controllable Distribution</u> System Average Interruption Frequency Index (SAIFI)</p>	<p>The Company will report Controllable, Total and Underlying SAIFI <del>and for each reporting period, as well as</del> identify <u>annual</u> baseline <u>Controllable Distribution</u> performance targets for the period. <u>In addition, the Company will report rolling twelve month</u><del>For actual</del> performance <u>for Controllable Distribution and Underlying SAIFI</u><del>variations from baseline, explanations of performance will be provided.</del></p>
<p><u>Network Performance Standard 3:</u>          Improve<sup>1</sup> Under Performing <u>Areas</u><del>Circuits</del></p>	<p>The Company will <u>reduce by 10%</u> <del>the</del><u>identify</u> reliability <u>performance indicator</u><sup>2</sup> for at least two target <u>underperforming</u> areas of concern <u>within five years after selection.</u> <u>The Company will identify</u> <del>the</del> criteria <u>(including cost/benefit criteria)</u> used for <u>selecting</u><del>determining</del> these <u>circuits</u><del>areas</del>; in addition to a <u>plan</u><del>improvement plans</del> to address them. <u>Prospectively, the Company will report the target area performance, including the cost/benefit results.</u></p>

<sup>1</sup> When in the future, the Company discovers that marginal improvement costs outweigh marginal improvement benefits, the Company will propose modifications to the Performance Standards Program to recognize that maintaining performance levels is appropriate.

<sup>2</sup> Reliability performance indicators (RPI) will be calculated using controllable interruptions for SAIDI, SAIFI and MAIFI, and are exclusive of major events as calculated by IEEE 1366-2003; they are a modification to the Company's historic CPI. RPI excludes breaker lockout events.

<p><u>Network Performance Standard 4:</u> Supply Restoration</p>	<p>The Company will restore power outages due to loss of supply or damage to the distribution system within three hours to 80% of customers on average.</p>
<p><u>Customer Service Performance Standard 5:</u> Telephone Service Level</p>	<p>The Company will answer 80% of telephone calls within 30 seconds. The Company will monitor customer satisfaction with the Company's Customer Service Associates and quality of response received by customers through the Company's eQuality monitoring system.</p>
<p><u>Customer Service Performance Standard 6:</u> Commission Complaint Response / Resolution</p>	<p>The Company will a) respond to at least 95% of non-disconnect Commission complaints within three working days and will b) respond to at least 95% of disconnect Commission complaints within four working hours, and will c) resolve 95% of informal Commission complaints within 30 days.</p>