

# BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

<b>IN THE MATTER OF THE APPLICATION</b>	)	
<b>OF PACIFICORP DBA ROCKY MOUNTAIN</b>	)	<b>CASE NO. PAC-E-12-02</b>
<b>POWER FOR MODIFICATIONS TO THE</b>	)	
<b>SERVICE AND PERFORMANCE QUALITY</b>	)	<b>NOTICE OF</b>
<b>REPORTING STANDARDS</b>	)	<b>AMENDED APPLICATION</b>
	)	
	)	<b>NOTICE OF</b>
	)	<b>MODIFIED PROCEDURE</b>
	)	
	)	<b>ORDER NO. 32555</b>

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YOU ARE HEREBY NOTIFIED that on January 23, 2012, PacifiCorp dba Rocky Mountain Power (Rocky Mountain) filed an Application requesting authorization to modify the Company's existing performance standards program, which includes a customer guarantee provision. The performance standards program was initiated as a result of the merger between ScottishPower and PacifiCorp. The Company committed to a five-year term for the program beginning February 29, 2000. The program was voluntarily extended in 2005, and was further extended by Order No. 29998 through December 31, 2011. In the Commission's final Order No. 32432 entered in Rocky Mountain's 2011 general rate case, the Commission ordered the Company to continue its service performance and quality reporting requirements.

YOU ARE FURTHER NOTIFIED that on February 15, 2012, the Commission issued a Notice of Application and Notice of Modified Procedure establishing a comment period through March 12, 2012. After the Company's Application was filed, Commission Staff and the Company discussed changes to the standards. As a result, on March 5, 2012, Rocky Mountain filed an erratum identifying significant changes to the matrix attached to the Company's Application. On March 8, 2012, Staff filed a Motion to vacate the March 12, 2012 comment deadline. The Motion stated that Staff and the Company will recommend a new process or comment deadline for the Commission to complete its review of the Company's Application. The Commission granted Staff's Motion, and ordered that the March 12, 2012 date for filing comments was vacated. Order No. 32484.

YOU ARE FURTHER NOTIFIED that on May 11, 2012, Rocky Mountain filed an Amended Application, now proposing no changes to the Customer Guarantees and Customer

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Service Performance Standards, and requesting Commission approval of modifications to Network Performance Standards 1, 2, and 3. Network Performance Standards 1 and 2 are based on improving controllable distribution outage events. The Company proposes modifications to these standards to “re-establish baseline performance targets from the current controllable distribution outage events to reporting reliability performance based on underlying distribution events.” Amended Application, p. 4. The Company contends that targets based on underlying distribution events better represent the overall outages customers experience, better align to the normal day-to-day reliability performance of the distribution system, and provide a consistent view of the performance of the system to evaluate trends. *Id.*

YOU ARE FURTHER NOTIFIED that Network Performance Standard 3 currently provides that the Company will select a maximum of two underperforming circuits in Idaho on an annual basis and take corrective measures to reduce the average circuit performance indicator by 20% in five years. The Company proposes to modify this standard to allow it to identify at least one underperforming area of concern, rather than an underperforming circuit, and take corrective measures to reduce the reliability performance indicator by 10% within five years after identification. The Company contends that shifting the focus of the standard to underperforming areas will allow the Company to be more effective when creating improvement plans.

YOU ARE FURTHER NOTIFIED that Rocky Mountain requested that its Amended Application be processed by Modified Procedure. The Commission has determined that the public interest may not require a formal hearing in this matter and will proceed under Modified Procedure pursuant to Rules 201 through 204 of the Idaho Public Utilities Commission’s Rules of Procedure, IDAPA 31.01.01.201-204. The Commission notes that Modified Procedure and written comments have proven to be an effective means for obtaining public input and participation.

YOU ARE FURTHER NOTIFIED that any person desiring to state a position on this Amended Application may file a written comment in support or in opposition with the Commission **within 21 days of the date of this Notice**. The comment must contain a statement of reasons supporting the comment.

YOU ARE FURTHER NOTIFIED that persons desiring a hearing must specifically request a hearing in their written comments. Written comments concerning this Amended Application may be mailed to the Commission and Rocky Mountain Power at the addresses reflected below:

Commission Secretary  
Idaho Public Utilities Commission  
PO Box 83720  
Boise, Idaho 83720-0074

Street Address for Express Mail:

472 W. Washington Street  
Boise, ID 83702-5918

Mark C. Moench  
Daniel E. Solander  
201 South Main, Suite 2400  
Salt Lake City UT 84111  
E-Mail: [mark.moench@pacificorp.com](mailto:mark.moench@pacificorp.com)  
[daniel.solander@pacificorp.com](mailto:daniel.solander@pacificorp.com)

These comments should contain the case caption and case number shown on the first page of this document. Persons desiring to submit comments via e-mail may do so by accessing the Commission's home page located at [www.puc.idaho.gov](http://www.puc.idaho.gov). Click the "Comments and Questions" icon, and complete the comment form, using the case number as it appears on the front of this document. These comments must also be sent to Rocky Mountain Power at the e-mail addresses listed above.

YOU ARE FURTHER NOTIFIED that if no written comments or protests are received within the time limit set, the Commission will consider this matter on its merits and enter its Order without a formal hearing. If written comments are received within the time limit set, the Commission will consider them and, in its discretion, may set the same for formal hearing.

YOU ARE FURTHER NOTIFIED that the Amended Application and supporting workpapers, testimonies and exhibits have been filed with the Commission and are available for public inspection during regular business hours at the Commission offices. The Amended Application and testimonies are also available on the Commission's web site at [www.puc.idaho.gov](http://www.puc.idaho.gov) by clicking on "File Room" and then "Electric Cases."

YOU ARE FURTHER NOTIFIED that all proceedings in this case will be held pursuant to the Commission's jurisdiction under Title 61 of the Idaho Code and specifically *Idaho Code* § 61-501, 61-502, and 61-503. The Commission may enter any final Order consistent with its authority under Title 61.



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YOU ARE FURTHER NOTIFIED that all proceedings in this matter will be conducted pursuant to the Commission's Rules of Procedure, IDAPA 31.01.01.000 *et seq.*

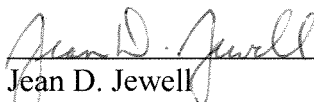
**ORDER**

IT IS HEREBY ORDERED that this case be processed under Modified Procedure. Interested persons and the parties may file written comments within 21 days of the date of this Order.

DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 22<sup>nd</sup> day of May 2012.

  
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PAUL KJELLANDER, PRESIDENT  
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MACK A. REDFORD, COMMISSIONER  
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MARSHA H. SMITH, COMMISSIONER

ATTEST:

  
\_\_\_\_\_  
Jean D. Jewell  
Commission Secretary

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