

DECISION MEMORANDUM

**TO: COMMISSIONER KJELLANDER
COMMISSIONER REDFORD
COMMISSIONER SMITH
COMMISSION SECRETARY
COMMISSION STAFF
LEGAL**

**FROM: WELDON STUTZMAN
DEPUTY ATTORNEY GENERAL**

DATE: FEBRUARY 10, 2012

**SUBJECT: CASE NO. PAC-E-12-02
ROCKY MOUNTAIN POWER'S APPLICATION TO MODIFY THE
SERVICE AND PERFORMANCE QUALITY REPORTING
REQUIREMENTS IN ORDER NO. 29998**

On January 23, 2012, PacifiCorp dba Rocky Mountain Power 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.

The Company's Application asserts that, recognizing that the customer guarantee and performance standards programs would be completed by December 31, 2011, the Company initiated meetings with Staff to discuss continuation of the programs. Rocky Mountain is now proposing that the customer guarantee portion continue as before, and that the network performance standard program continue with one modification. Specifically, Network Performance Standard 3 states that the Company will select two under-performing circuits in Idaho on an annual basis and undertake corrective measures to reduce the average circuit performance indicator by 20% within five years. Rocky Mountain proposes to modify

Performance Standard 3 to state “the Company will identify reliability areas of concern, the criteria or metric used for determining these areas, in addition to improvement plans to address them.” The Company states it is proposing this modification “to continue cost-effective improvements in system-wide reliability and to maintain responsiveness in the event of outages.” Application, p. 4.

Rocky Mountain requested that its Application be processed by Modified Procedure. Staff recommends the Application be processed by Modified Procedure with a comment period ending March 12, 2012.

COMMISSION DECISION

Should the Application of Rocky Mountain Power to modify the existing performance standards program be processed by Modified Procedure with a comment period ending March 12, 2012?



Weldon B. Stutzman
Deputy Attorney General

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