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IDAHO PUBLIC
UTILITIES COMMISSION

**VIA ELECTRONIC FILING
AND OVERNIGHT DELIVERY**

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

Attention: Jean D. Jewell
Commission Secretary

**RE: CASE NO. GNR-U-14-01, ORDER NO. 33229 COMPLIANCE FILING
IN THE MATTER OF AVISTA CORPORATION, IDAHO POWER COMPANY,
AND PACIFICORP DBA ROCKY MOUNTAIN POWER'S PETITION FOR AN
EXEMPTION TO UTILITY CUSTOMER RELATIONS RULES 311(4) AND (5)**

Dear Ms. Jewell:

Rocky Mountain Power, a division of PacifiCorp, provides the following information in compliance with Order No. 33229 (Order) issued February 17, 2015. On page 19 of the Order, the Commission directed the "Utilities to investigate whether procedures or technologies exist that might enable them to instantaneously receive the customer's payment data, and to relay their findings to Staff." In response, Rocky Mountain Power provides the following:

Currently, the Company receives hourly memo updates Monday through Friday 6 a.m. Pacific Time to 9 p.m. Pacific Time from our authorized pay station vendors alerting the Company of payments received at the authorized pay stations. These hourly memo files notate the account and cancel collection actions. The Company implemented this process over ten years ago, and this technology has proven to be an effective mechanism to prevent customers from having their services disconnected. The Company analyzed real-time technology for pay station payments previously; however, real-time posting has the potential to be less stable increasing risk that the Company may not receive an update to cancel collections actions. In the ten years the Company has used the hourly memo updates there have been no complaints regarding customer disconnection following a payment made at a pay-station. Because this has proven to be stable and successful, the Company does not have plans at this time to move to real-time processing.

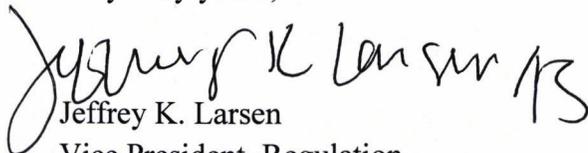
Additionally, in the Commission's Findings on page 21 of the Order, the Commission encouraged "Utilities to explore the options suggested by Mr. Weber and whether they can use

their smart meters to further enhance their customers' experience, and to share their findings with Staff." In response, Rocky Mountain Power provides the following:

Rocky Mountain Power appreciates the suggestion brought forward by Mr. Weber. Rocky Mountain Power regularly evaluates meter technology to determine how to gather meter reads in a safe and cost-effective manner. Smart meter technology and pre-paid meters are part of the evaluation. At this time Rocky Mountain Power has no immediate plans to replace our existing meters with smart meters and is therefore not capable of instituting any type of pre-payment at the meter at this time.

If you have any questions please contact Ted Weston at (801) 220-2963 or email ted.weston@pacificorp.com

Very truly yours,


Jeffrey K. Larsen
Vice President, Regulation