

# Public Service Commission of Utah

## *2007 Annual Report*

for the period July 1, 2006, to June 30, 2007



Electricity • Natural Gas • Telecommunications • Water

**Public Service  
Commission of Utah**

*2007 Annual Report*

for the period July 1, 2006, to June 30, 2007

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State of Utah

JON M. HUNSTMAN, JR.  
Governor  
GARY HERBERT  
Lieutenant Governor

**Public Service Commission**

TED BOYER  
Chairman  
RIC CAMPBELL  
Commissioner  
RON ALLEN  
Commissioner

November 6, 2007

Honorable Jon M. Huntsman, Jr.  
Governor, State of Utah  
Honorable Members of the Senate  
Honorable Members of the House of Representatives

It is a pleasure to present you the Annual Report for fiscal year 2007 of the Public Service Commission of Utah. This report has been prepared in accordance with Utah Code § 54-1-10, which requires the Commission submit to you a report of its activities during the fiscal year ending June 30, 2007.

This annual report highlights the issues and activities the Commission has focused on during the year.

We look forward to your continued support as we serve the citizens of Utah.

Respectfully submitted,

*Ted Boyer*  
Ted Boyer, Commission Chairman

*Ric Campbell*  
Ric Campbell, Commissioner

*Ron Allen*  
Ron Allen, Commissioner

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 telephone (801) 530-6716 • facsimile (801) 530-6796 • www.psc.state.ut.us

**Utah!**

# PSC

# 2007

## Personnel

June 30, 2007

### Chairman

*Ted Boyer*

### Commissioner

*Ric Campbell*

### Commissioner

*Ron Allen*

### Commission Secretary

*Julie P. Orchard*

### Executive Staff Director

*Rebecca Wilson*

### Legal Counsel

*Sander J. Mooy*

### Administrative Law Judge

*Steven F. Goodwill*

### Telecommunications Analyst

*John S. Harvey*

### Chief Utility Economist

*James A. Logan*

### Utility Economist

*Carol Revelt*

### Paralegal

*Sheri Bintz*

### TRS Specialist

*Mary Beth Green*

### Accounting Technician

*Kim Royer*

### Office Technician

*Trixie Behr*

### Office Technician

*Merilee Livingston*

### Equipment Delivery Personnel

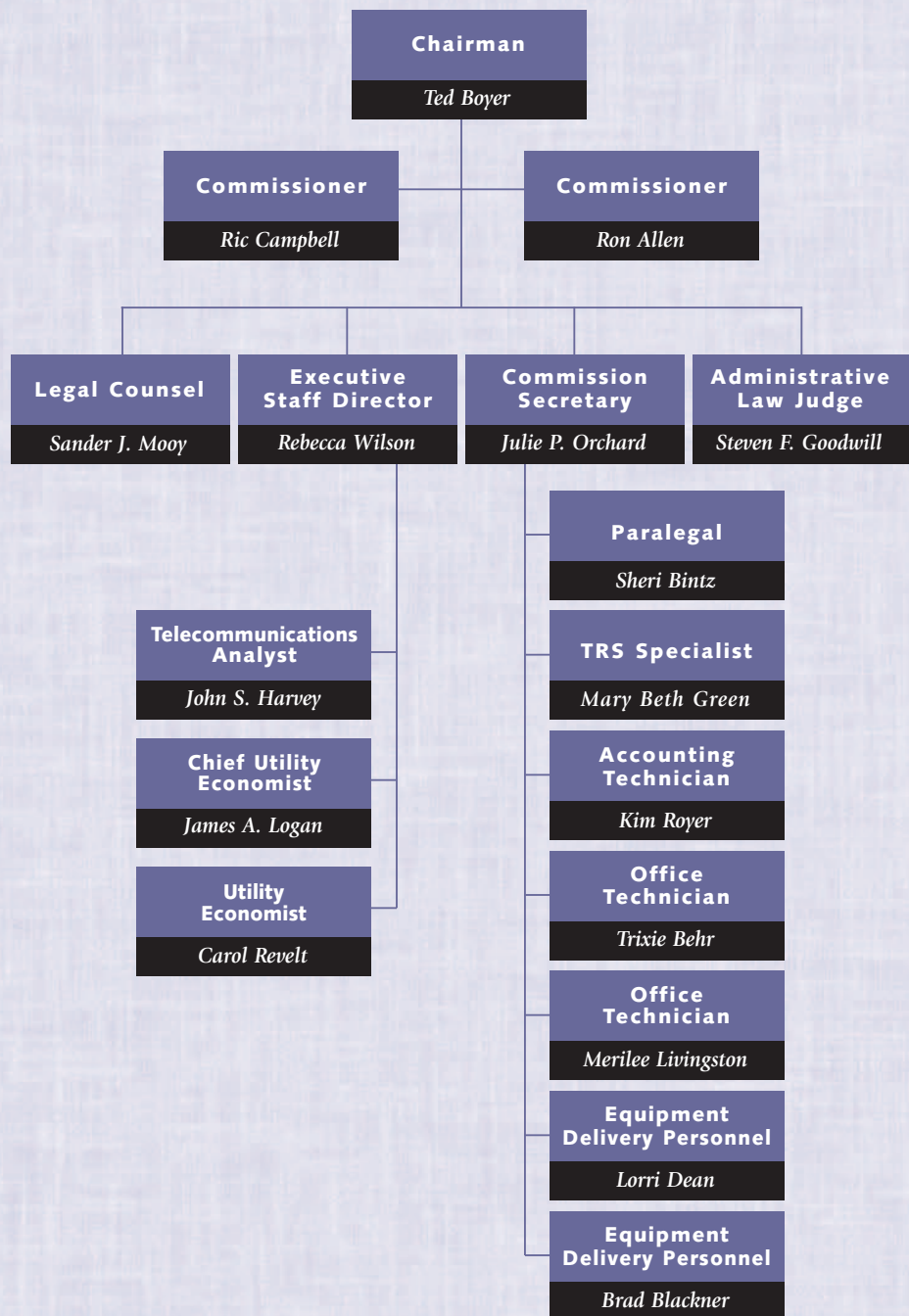
*Lorri Dean*

### Equipment Delivery Personnel

*Brad Blackner*

## PSC Organization

June 30, 2007



## 2007 Commissioners



**Commission Chairman**  
*Theodore (Ted) Boyer*

**Original Term:**

June 20, 2003 - March 1, 2009

**Designated Chairman:** May 2, 2007

**T**ed Boyer was appointed as a commissioner of the Public Service Commission on June 20, 2003 and as Chair on May 2, 2007.

Commissioner Boyer is a member of the National Association of Regulatory Utility Commissioners (NARUC) and serves on the Energy, Resources and the Environment Committee and International Committee, as well as 2006-2007 President of the Western Conference of Public Service Commissioners (WCPSC).

Prior to his appointment, Commissioner Boyer served as Executive Director of the Utah Department of Commerce and before that as Director of the Utah Real Estate Division. After receiving his BS and MS degrees from Brigham Young University, he earned his Jurist Doctorate from the University of Utah and practiced law in Salt Lake City for over 20 years. He has also worked in the steel industry, ROW Crop farming and taught at Murray State University.



**Commissioner**  
*Richard (Ric) Campbell*

**Original Term:**

March 1, 2001 - March 1, 2007

**Reappointed:**

March 1, 2007 - March 1, 2013

**R**ic Campbell was appointed to the Public Service Commission on March 1, 2001 and was reappointed on March 1, 2007 for an additional six year term.

Ric Campbell is a member of the National Association of Regulatory Utility Commissioners (NARUC) and serves on the Committee on Electricity, as well as on the board of Directors. He also serves on the board of Directors of the Western Electricity Coordinating Council. Prior to his appointment, he was the director of the Utah Division of Public Utilities. While at the Division, Ric also served as a member of the Utah Telecommunications Advisory Council and on the Utah Rural Telecommunications Task Force.

Before joining the Division, Ric was the Executive Director of the Utah Health Policy Commission. Prior to Ric's public service in state government, he worked for Shell Oil Company. Ric has a B.S. degree in Accounting from Brigham Young University and a M.S. degree in Economics from the University of Utah.



**Commissioner**  
*Ron Allen*

**Original Term:**

March 18, 2001 - March 1, 2011

**R**on Allen was appointed to his first term as a Commissioner of the Public Service Commission of Utah by Governor Jon M. Huntsman on March 18, 2005. His term expires March 1, 2011.

Prior to his appointment, he served as a Utah State Senator representing Magna, West Valley and Stansbury Park. While in the senate he served as Minority Whip and on the Executive Appropriations and Executive Management Committees. Ron also served on the Utah Tax Review Commission and on the Privatization Review Board. He also served on the Energy and Electric Utilities Committee for the National Conference of State Legislatures.

Ron was formerly a self-employed business and technology consultant and has owned and operated several Utah businesses, making the list of Utah's 100 fastest growing firms several times. Ron has a Bachelor of Science Degree in Accounting and an M.A. degree in Art History from the University of Utah.

# History

## Origins of the PSC

Since its origin in the Public Utilities Act of 1917, the Commission has served the citizens of the State through technical and economic regulation of Utah's public utility companies. These privately owned but government-regulated companies provide the telecommunications, electricity, natural gas, water, and sewerage systems over which important services are delivered to Utah households and businesses.

Utility systems are key structural elements of Utah's economy. Collectively, all such structural elements, whether provided by public authorities or regulated private companies, are known as "infrastructure." Roads, railways and other modes of transportation, and communications and other network-based services like electricity, natural gas and water, facilitate the flow of goods and services between buyers and sellers, making this infrastructure a prerequisite for economic growth.

Utility companies are certificated monopolies. With recent exceptions primarily in the telecommunications industry, each is the sole provider of Utility service in designated geographic areas of the State called "certificated service territories."

Because there is no competition, Federal and State law obligates the Commission to promote and protect the public interest by ensuring that public utility service is adequate in quality and reliability, and is available to everyone at just and reasonable prices. This is the Commission's goal. The prices, terms and conditions of utility service affect the quality of the State's infrastructure.

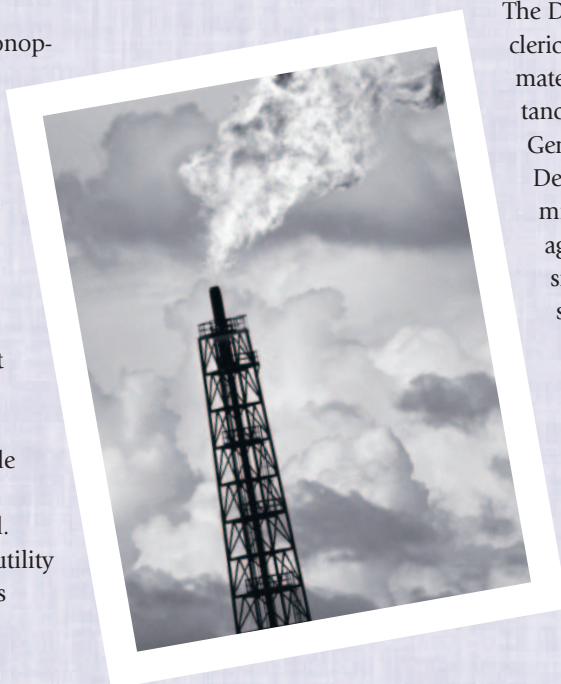


## Organization of the Regulatory Function in Utah Today

Since 1983, when the legislature last reorganized Utah's public utility regulatory function, the Commission has been an independent entity with a small clerical, legal, and technical advisory staff. The Office of the Commission consists of a three-member commission, each commissioner appointed by the Governor to a six-year term; an administrative secretary and clerical staff; an executive staff director and technical staff; a legal counsel and paralegal staff; and an administrative law judge. Currently the Commission employs 15 persons.

The Division of Public Utilities, Department of Commerce, performs public utility audits and investigations, helps to resolve customer complaints, and enforces Commission Orders. Since the 1983 reorganization, the Division has been empowered to represent an impartially determined, broad public interest before the Commission.

The Division employs a Director and a clerical and technical staff of approximately 30 people and receives legal assistance from the Office of the Attorney General. Also functioning within the Department of Commerce is the Committee of Consumer Services, the state agency advocate before the Commission for the interests of residential, small commercial and agricultural customers. The Committee, established by the legislature in 1977, consists of six citizens appointed by the Governor. It employs a director and an eight-member clerical and technical staff including legal assistance provided by the Office of the Attorney General.



### How the Commission Works

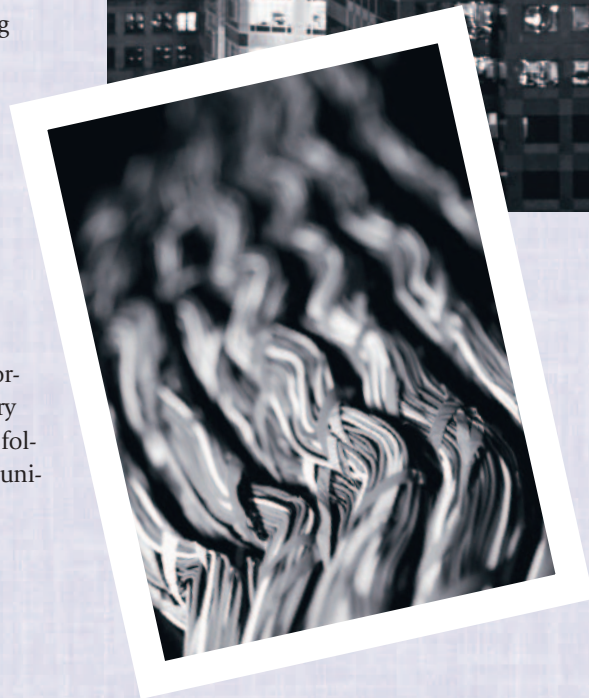
As a regulatory decision making body, the Commission exercises a delegated legislative power. Each regulatory decision is reached quasi-judicially — that is to say, the decision must be based on evidence of record gathered in open public hearings in docketed proceedings. All dockets are closely scheduled, but the due process rights of parties, carefully observed by the Commission, mainly govern their timing.

In the course of a hearing, parties participating may include the subject public utility, the Division of Public Utilities (representing an impartial view of overall public interest), and the Committee of Consumer Services (representing the particular group interests of residential, small commercial, and agricultural customers). Parties present the sworn testimony and evidence of expert witnesses on matters at issue and witnesses are cross-examined by the attorneys assisting each party.

In cases where tens of millions of dollars may be at stake, or important issues of regulatory policy arise, a number of other interveners, representing interests as diverse as low-income customers and large industrial customers, may also participate. They too will employ expert witnesses and attorneys. They will want to be involved because regulatory decisions distribute outcomes as gains or losses to particular parties. Cases raise issues of law, economics, accounting, finance, and engineering.

Reaching decisions, which balance the often-competing interests of concerned parties, in pursuit of outcomes, which protect and promote the overall public interest, is the Commission's task. These decisions, reviewed by the Utah Supreme Court, must be drawn directly from the evidentiary record created in open public hearings.

During fiscal year 2007, 234 cases were docketed. Of these, 171 were resolved by written Commission order, following hearing and deliberation on the evidentiary record. Many of the remaining cases were handled informally. The more important cases, whether for regulatory policy or financial implications, are highlighted in the following discussions of electricity, natural gas, telecommunications, and water.



## Public Service Commission of Utah

### Commissioners

Yrs. of Service	Name	Home Town
1917-21	Henry H. Blood	Kaysville
1917-23	Joshua Greenwood	Nephi
1917-25	Warren Stoutner	Salt Lake City
1921-23	Abbot R. Heywood	Ogden
1923-37	Elmer E. Corfman	Salt Lake City
1923-37	Thomas E. McKay	Huntsville
1925-33	George F. McGonagle	Salt Lake City
1933-35	Thomas H. Humphreys	Logan
1935-37	Joseph S. Snow	St. George
1937-41	Ward C. Holbrook	Clearfield
1937-41	Otto A. Wiesley	Salt Lake City
1937-40	Walter K. Granger	Cedar City
1941-43	George S. Ballif	Provo
1941-49	Oscar W. Carlson	Salt Lake City
1941-51	Donald Hacking	Price
1943-52	W. R. McEntire	Huntsville
1949-73	Hal S. Bennett	Salt Lake City
1951-56	Stewart M. Hanson	Salt Lake City
1952-72	Donald Hacking	Price
1956-57	Rue L. Clegg	Salt Lake City
1957-63	Jesse R. Budge	Salt Lake City
1963-65	Raymond W. Gee	Salt Lake City
1965-67	D. Frank Wilkins	Salt Lake City
1967-69	Donald T. Adams	Monticello
1969-72	John T. Vernieu	Richfield
1972-75	Eugene S. Lambert	Salt Lake City
1972-76	Frank S. Warner	Ogden
1973-79	Olof E. Zundel	Brigham City
1975-76	James N. Kimball	Salt Lake City
1976-77	Joseph C. Folley	Ogden
1976-82	Milly O. Bernard	Salt Lake City
1977-80	Kenneth Rigtrup	Salt Lake City
1979-85	David R. Irvine	Bountiful
1980-89	Brent H. Cameron	Salt Lake City
1982-95	James M. Byrne	Salt Lake City
1985-92	Brian T. Stewart	Farmington
1989-91	Stephen F. Mecham	Salt Lake City
1991-92	Stephen C. Hewlett*	Salt Lake City
1992-95	Stephen C. Hewlett	Salt Lake City
1992-2003	Stephen F. Mecham	Salt Lake City
1995-2005	Constance B. White	Salt Lake City
1995-2001	Clark D. Jones	Salt Lake City
2001-Present	Richard M. Campbell	Riverton
2003-Present	Theodore Boyer	Salt Lake City
2005-Present	Ronald Allen	West Valley City

\*Commissioner Pro Tempore

### Secretaries

Yrs. of Service	Name	Home Town
1917-23	Thomas E. Banning	Salt Lake City
1923-35	Frank L. Ostler	Salt Lake City
1935-36	Theodore E. Thain	Logan
1936-38	Wendell D. Larson	Salt Lake City
1938-40	J. Allan Crockett	Salt Lake City
1941-43	Charles A. Esser	Salt Lake City
1943-44	Theodore E. Thain	Logan
1945-48	Royal Whitlock	Gunnison
1949-49	C.J. Stringham	Salt Lake City
1949-56	Frank A. Yeamans	Salt Lake City
1956-59	C.R. Openshaw, Jr.	Salt Lake City

## Appointment Dates of Commissioners

● Appointment Years    D — Democrat    R — Republican    I — Independent

Year	Commissioner 1	Commissioner 2	Commissioner 3
1973	● Bennett - R (49-73) Zundel - R (73-79)	Warner - D (72-76)	Lambert - D (72-75)
1974			
1975		●	Kimball - D (75-76)
1976		Bernard - D (76-82)	Folley - D (76-77)
1977			● Rigtrup - I (77-80)
1978			
1979	● Irvine - R (79-85)		
1980			Cameron - D (80-89)
1981		●	
1982		Byrne - D (82-95)	
1983			●
1984			
1985	● Stewart - R (85-92)		
1986			
1987		●	
1988			
1989			● Mecham - R (89-91)
1990			
1991	●		Hewlett - R (91-95)
1992	Mecham - R (92-03)		
1993		●	
1994			
1995		White - I (95-05)	● Jones - R (95-01)
1996			
1997	●		
1998			
1999		●	
2000			
2001			● Campbell - R (01- )
2002			
2003	● Boyer - R (03- )		
2004			
2005		● Allen - D (05- )	
2006			
2007			●
2008			

\* Acting Secretary

# Electricity

## Overview of Electric Utility

The principal electric utility regulated by the Commission is PacifiCorp, an investor-owned utility doing business in the state as Rocky Mountain Power. PacifiCorp also serves retail customers in five other western states and wholesale customers throughout the west. PacifiCorp provides 80 percent of the electricity to Utah homes and businesses. Other Utah customers are served either by municipal utilities, which are not regulated by the Commission, or by rural electric cooperatives, which are subject to minimal state regulation. Thus, most of the Commission's work in the electric industry arises from regulation of PacifiCorp.

### Rocky Mountain Power Rates

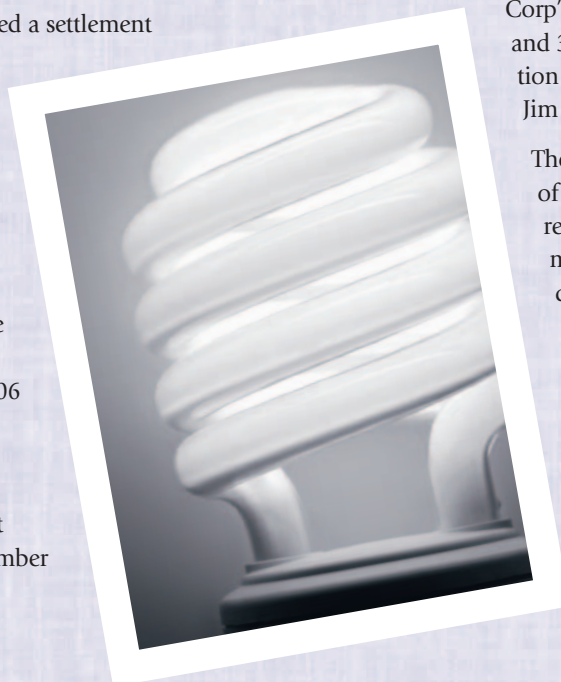
In March 2006, PacifiCorp requested approval of a \$197 million rate increase SEQ CHAPTER \h \r 1. Following investigation of the reasons for the increase and settlement meetings among interested parties, the rate case concluded in December. The Commission approved a settlement of revenue requirement issues in the case and authorized a \$115 million, or 9.95 percent, rate increase, based on a rate of return on equity of 10.25 percent SEQ CHAPTER \h \r 1. The increase was subject to a \$30 million rate credit effective December 11, 2006, through May 31, 2007. Including the rate credit, customer rates increased by \$85 million on December 11, 2006 and by an additional \$30 million on June 1, 2007. The Commission's approval included a "stay out provision" whereby PacifiCorp agreed not to file another rate case before December 11, 2007.

### Large Electric Power Plant Procurement

The Commission implements state law governing the procurement and approval of PacifiCorp's electric generating plants. On April 4, 2007, and pursuant to state law, the Commission approved PacifiCorp's Request for Proposals (RFP) to secure additional supply. On the following day, PacifiCorp issued its RFP for about 1,700 megawatts of base load generation, available by 2012-2014, for delivery to Idaho, Utah or Wyoming. Responses in the form of bids by independent developers were received by June 29, 2007. Evaluation of the bids is underway, and the selection of a short list of bids is expected by mid-summer 2007.

PacifiCorp proposes three options of its own to serve as benchmark resources against which competitive bids will be compared: 1) Participating in a third coal-fired generating unit at the Intermountain Power Project in Utah, 2) building a fifth coal-fired generating unit at PacifiCorp's Jim Bridger plant in Wyoming, and 3) building an Integrated Gasification Combined Cycle unit, also at the Jim Bridger plant.

The detailed evaluation of the short list of bids and PacifiCorp's benchmark resources is expected to take six months and PacifiCorp's resource decision, which must be approved by the Commission, is expected by the end of 2007. The entire process is monitored by a Commission-appointed independent evaluator and two Oregon-appointed independent evaluators, and is overseen by the Utah Division of Public Utilities.







## Electric Utility Dockets

### Planning for Least Cost and Reliable Power Supply

The Commission requires PacifiCorp to file an integrated resource plan (“IRP”) describing how it will meet future electric power needs in its six-state service territory. Following more than a year of public input meetings, on May 31, 2007, PacifiCorp filed its 2007 IRP. In order to meet the projected average annual system growth rate of 2.5 percent, the 2007 IRP concludes additional supply is needed. To meet this need, PacifiCorp proposes a mix of resources to provide a least cost portfolio of supply considering operational and reliability constraints, projected energy prices and known or potential changes to environmental regulatory policy. Specifically, PacifiCorp proposes 1,607 megawatts of natural gas-fired resources, 1,600 megawatts of renewable resources, 867 megawatts of coal resources, 300-600 megawatts of annual unspecified market purchases, transmission additions and energy conservation programs. The Commission requested comments on the IRP and a Commission order on the 2007 IRP is expected in the fall of 2007.

### Additional Power Supply

During fiscal year 2007, the Commission approved two long-term power purchase agreements for PacifiCorp to purchase approximately 80 megawatts of power from generating plants designated as “Qualifying Facilities” or “QFs”. QFs are renewable or cogeneration resources of certain sizes. The Pioneer Ridge QF, to be located in Tooele County, is estimated to produce between 66.5 and 73.5 megawatts of power from wind turbines. The Spanish Fork Wind Park II QF, to be located in Utah County, is estimated to produce 18.9 megawatts of power from wind turbines.

### Electric Energy Conservation

A Commission-approved energy efficiency program surcharge of approximately 2 to 3 percent is applied to the bills of Rocky Mountain Power’s Utah customers. The revenues collected are used to implement Commission approved demand-side management programs. Annually, approximately \$25 million is generated by the surcharge to cover expenditures in energy efficiency. Funds are used to improve energy efficiency in new buildings and existing buildings, encourage the purchase of energy-efficient appliances and for the direct control of air conditioners. In the summer of 2006, approximately 115 megawatts of power were offset through these programs.

### National Energy Policy Act of 2005

In July 2006 the Commission began its evaluation of five new federal standards: 1) Net metering, 2) fuel sources, 3) fossil fuel generation efficiency, 4) time-based metering and communications, and, 5) interconnection. These standards must be considered by state public service commissions by August of 2008. During fiscal year 2007, the Commission issued its determinations on four of the five standards. The Commission also ordered additional work on the implementation of the interconnection and net metering standards and legislative action may be warranted to remove existing implementation barriers.

#### 04-035-04

*In the Matter of the Petition of Desert Power, L.P. for Approval of a Contract for the Sale of Capacity and Energy from its Proposed QF Facilities*

Report and Order Resolving Desert Power Contract Dispute issued September 20, 2006. The Commission grants an amendment to the Purchase Power Agreement between PacifiCorp and Desert Power to place the qualifying facility’s Commercial Operation Date to be on or before June 1, 2007. All further relief requested by Desert Power or PacifiCorp is denied.

Order On request For Clarification issued October 2, 2006. The Commission grants clarification of its September 20, 2006, report and Order.

Ruling on Request for Explanatory Statement issued January 16, 2007. The Commission explains its prior orders modified the parties’ purchase power agreement only as to, and as limited to, the two terms addressed by those orders and none of the other provisions of the parties’ purchase power agreement, including sections 2.4 and 11.1.4 have been altered.

#### 05-035-09

*In the Matter of the Petition of Pioneer Ridge, LLC and Mountain Wind, LLC for Approval of a Contract for the sale of Capacity and Energy from its Proposed QF Facilities*

Order Approving Qualifying Facility Contract issued August 14, 2006. The Commission approves the Power Purchase Agreement between PacifiCorp and Pioneer Ridge, LLC.

#### 05-035-47

*In the Matter of the Application of PacifiCorp for Approval of a 2009 Request for Proposals for Flexible Resource*

Approval of request for Proposals issued April 4, 2007. The Commission approves PacifiCorp’s 2012 request for Proposals for Base Load Resources filed March 26, 2007, subject to the editing changes.

#### Key:

**Docket Number**  
*Short Title*

Status as of June 30, 2007

## Electric Utility Dockets (cont.)

**05-035-102***In the Matter of the Application of PacifiCorp for Approval of its Proposed Power Cost Adjustment Mechanism*

Order Granting Voluntary Withdrawal and Dismissal issued December 22, 2006. The Commission grants that PacifiCorp's November 23, 2005, Power Cost Adjustment Mechanism Application may be withdrawn and dismisses the matter without prejudice.

**06-035-21***In the Matter of the Application of PacifiCorp for Approval of its Proposed Electric Service Schedules and Electric Service Regulations*

Report and Order issued December 1, 2006. The Commission approves the Stipulation Regarding Revenue Requirement and Rate Spread increasing PacifiCorp's annual revenue requirement by \$115 million, or 9.95 percent, effective December 11, 2006, based on an allowed rate of return on equity of 10.25 percent. The increase in annual revenue requirement is subject to a \$30 million rate credit beginning December 11, 2006, and terminating May 31, 2007. Net of the rate credit, customer rates increase by \$85 million effective December 11, 2006 and by an additional \$30 million on June 1, 2007.

**06-035-42***In the Matter of the Petition of Wasatch Wind, LLC, for Approval of a Contract for the Sale of Capacity and Energy from their Proposed QF Facilities*

Report and Order issued May 21, 2007. The Commission denies the request by Spanish Fork Wind Park 2 for a price adjustment to its Power Purchase Agreement with PacifiCorp for avoided transmission line losses.

**06-035-46***In the Matter of the Application of PacifiCorp for Approval of the Intercompany Administrative Service Agreement with MidAmerican Energy Holdings Company*

Order Acknowledging Intercompany Administrative Services Agreement issued October 6, 2006. The Commission acknowledges PacifiCorp's filing of the Intercompany Administrative Services Agreement (IASA); orders that changes to the allocation methodologies, shall be communicated to regulatory agencies;

requires Parties providing services through the IASA to maintain current, up-to-date, cost allocation manuals or written details documenting the cost allocation methodologies; requires PacifiCorp to provide documentation regarding Berkshire Hathaway Incorporated participation in cost sharing when such information is available; and specifies the IASA is not approved for ratemaking purposes.

**06-035-61***In the Matter of the Application of PacifiCorp for Authority to Issue Up to 30,000,000 Shares of Common Stock to its Parent*

Report and Order issued July 10, 2006. The Commission approves the application of the Company requesting authority to issue, from time to time and for cash, up to 30,000,000 shares of its Common Stock to the Company's immediate corporate parent, PPW Holdings LLC, a Delaware limited liability company and wholly owned subsidiary of MidAmerican Energy Holdings Company.

**06-035-76***In the Matter of the Application of PacifiCorp for Approval of Power Purchase Agreement between PacifiCorp and Spanish Fork Wind Park 2, LLC*

Order Approving Qualifying Facility Contract issued July 13, 2006. The Commission approves the Power Purchase Agreement between PacifiCorp and Spanish Fork Wind Park 2, LLC.

**06-035-76***In the Matter of the Application of PacifiCorp for Approval of a Power Purchase Agreement between PacifiCorp and Spanish Fork Wind Park 2, LLC*

Report and Order issued May 21, 2007. The Commission denies the request by Spanish Fork Wind Park 2 for a price adjustment to its Power Purchase Agreement with PacifiCorp for avoided transmission line losses.

**06-035-141***In the Matter of the Application of PacifiCorp for Approval of a Power Purchase Agreement between PacifiCorp and Kennecott Utah Cooper Corporation*

Report and Order issued December 14, 2006. The Commission approves a Power Purchase Agreement between PacifiCorp and Kennecott Utah Cooper Corporation as discussed.

**06-035-142***In the Matter of the Application of PacifiCorp for Approval of an Electric Service Agreement for Westport Field Services*

Order Approving an Electric Service Agreement issued December 18, 2006. The Commission approves an Electric Service Agreement between PacifiCorp and Westport Field Services, LLC.

**06-035-147***In the Matter of the Application of PacifiCorp for Approval of an Electric Service Agreement for Nucor Steel*

Order Approving an Electric Service Agreement issued December 14, 2006. The Commission approves an Electric Service Agreement between PacifiCorp and Nucor Steel. The Electric Service Agreement specifies the rates, terms, and conditions under which PacifiCorp will provide electric service to Nucor Steel for a term spanning January 1, 2007, through December 31, 2013.

Amended Order Approving an Electric Service Agreement issued December 20, 2006. The Commission approves the Electric Service Agreement between PacifiCorp and Nucor Steel, submitted November 17, 2006, and specifies the interruption and curtailment aspects of service to Nucor will be considered and allocated as a system resource. The Commission further orders PacifiCorp to include Nucor's service in future cost of service studies and to provide information concerning amendments to Electric Service Agreement as described.

**07-035-05***In the Matter of the Application of Rocky Mountain Power for authority to (1) issue and sell or exchange not more than \$1,500,000,000 of debt, (2) enter into credit support arrangements, (3) enter into currency swaps, and (4) contribute or sell additional debt to special-purpose entities*

Report and Order issued March 2, 2007. The Commission approves the Application of the Company requesting authority to (1) issue and sell or exchange debt securities in the aggregate principal amount of not more than \$1,500,000,000, (2) enter into credit support arrangements, (3) enter into currency swaps, and (4) contribute or sell additional debt to SPEs.

**07-035-06***In the Matter of the Application of Rocky Mountain Power for Approval of a Power Purchase Agreement between PacifiCorp and Tesoro Refining and Marketing Co*

Order on Application issued May 22, 2007. The Commission approves a Power Purchase Agreement between PacifiCorp and Tesoro Refining and Marketing Co., but not for rate-making purposes.

**07-035-16***In the Matter of the Application of Rocky Mountain Power for an Exemption under Subsection 54-4-31(4) of the Utah Code Annotated*

Report and Order issued May 10, 2007. The Commission grants the exemption sought by the Applicant with certain conditions.

**06-2167-02***In the Matter of the Application of South Utah Valley Electric Service District for Authority to Issue Securities and Enter into Contracts*

Report and Order issued January 17, 2007. The Commission approves the application of the Company requesting authority to issue Bond Anticipation Notes totaling \$1,000,000 to finance the capacity expansion of its Loafer Substation.

**07-2167-01***In the Matter of the Application of South Utah Valley Electric Service District for Authority to Issue Securities and Enter into Contracts*

Report and Order issued March 13, 2007. The Commission approves the application of the Company requesting approval to enter into the referenced power purchase agreement with certain conditions.

## Electric Utility Dockets (cont.)

**06-999-03**

*In the Matter of the Consideration of the Amendment of 16 U.S.C. Section 2621 – Consideration and Determination Respecting Certain Ratemaking Standards for Electric Utilities by the Energy Policy Act of 2005*

Determination Concerning the PURPA Time-Based Metering and Communications Standard issued February 14, 2007. The Commission determines it is not appropriate to adopt the federal time-based metering and communications standard as written, directs the Company to file a decision summary report, and directs a review of this report by the PacifiCorp Demand-Side Management Advisory Group.

Determination Concerning the PURPA Fuel Sources Standard issued March 13, 2007. The Commission determines the June 18, 1992, Report and Order on Standards and Guidelines in Docket 90-2035-01 “In the Matter of Analysis of an Integrated Resource Plan for PacifiCorp” constitutes a prior state action with respect to the PURPA Fuel Sources Standard and directs a modification to all future PacifiCorp Integrated Resource Plans.

Determination Concerning the PURPA Net Metering and Interconnection Standards issued May 8, 2007. The Commission determines Utah Code Title 54 Chapter 15 – Net Metering of Electricity constitutes a prior state action with respect to the PURPA Net Metering Standard, no standard comparable to the PURPA Interconnection Standard exists, and it is appropriate to adopt the PURPA Interconnection Standard. Implementation of the PURPA Interconnection Standard and a review of net metering will be addressed jointly in a new docket.

**06-035-T04**

*The purpose of the proposed changes to Regulation 9 and to Schedule 300 is to eliminate the \$150 ceiling on residential security deposits*

Approval Letter issued August 30, 2006. The Commission approves the revised tariff with an effective date of August 21, 2006.

## Key:

**Docket Number**  
Short Title

Status as of June 30, 2007

**06-035-T05**

*The purpose of this filing is to adjust the Demand Side Management Cost Adjustment (appearing on customer bills as Customer Efficiency Services) downward to collect approximately \$24.5 million per year*

Approval Letter issued August 8, 2006. The Commission approves the revised tariff with an effective date of August 7, 2006.

**06-035-T09**

*PacifiCorp's First Revised Sheet No. 4 Tariff Index Sheet, First Revised Sheet No. 4.1 Schedule 4 Pole Attachments, and First Revised Sheet No. 4.2 Schedule 4 Pole Attachments*

Approval Letter issued September 14, 2006. The Commission approves the revised tariff with an effective date of September 14, 2006.

**06-035-T12**

*The Purpose of this filing is to align the Company's tariffs with recent changes to Utah Administrative Rule 746-200-5, Deferred Payment Agreement*

Approval Letter issued December 12, 2006. The Commission approves the revised tariff with an effective date of December 4, 2006.

**06-035-T13**

*PacifiCorp is proposing: New measures and other enhancements for the existing FinAnswer express program for business customers, and enhanced design assistance services and incentives for New Construction/Major Renovation projects along with other changes for the existing Energy FinAnswer program for business customers*

Approval Letter issued January 4, 2007. The Commission acknowledges tariff revisions with an effective date of January 1, 2007.

**06-035-T14**

*PacifiCorp hereby submits the company's compliance tariff required for Docket No. 06-035-21*

Acknowledgement Letter issued December 11, 2006. The Commission acknowledges tariff revisions with an effective date of December 11, 2006.

**07-035-T01**

*This filing represents housekeeping changes to rule 10 – Termination of Service and Deferred Payment Agreement*

Approval Letter issued February 7, 2007. The Commission approves tariff revisions with an effective date of December 11, 2006.

**07-035-T02**

*This filing represents housekeeping changes to Tariff P.S.C.U. No. 47*

Approval Letter issued February 2, 2007. The Commission approves tariff revisions with an effective date of January 9, 2007.

**07-035-T03**

*Rocky Mountain Power is proposing to implement an Irrigation Load Control Program for the State of Utah beginning the 2007 irrigation season*

Approval Letter issued February 6, 2007. The Commission approves tariff revisions with an effective date of February 8, 2007.

**07-035-T05**

*The Purpose of this filing is to respond to the directive on Page 38 and 39 of the order in Docket No. 06-035-21 to provide greater clarity with respect to the terms and conditions for imposing service fees*

Approval Letter issued March 5, 2007. The Commission approves tariff revisions with an effective date of February 23, 2007.

**07-035-T06**

*PacifiCorp is proposing to continue the Rocky Mountain Power ENERGY STAR New Homes Program with modifications necessary to align the program with recent changes to the federal ENERGY STAR program and the introduction of the Questar Gas Company New Homes program. In addition, administrative changes are being proposed*

Approval Letter issued March 20, 2007. The Commission approves tariff revisions with an effective date of March 6, 2007.

**07-035-T07**

*The purpose of this filing is to delete reference to “On-Peak Power” in Schedule 6A, General Service Energy Time-of-Day Option, and replace them with “Facilities kW”*

Approval Letter issued March 8, 2007. The Commission approves tariff revisions with an effective date of March 13, 2007.

**07-035-T08**

*The objective of this proposal is to maximize the cost effective electricity savings obtained through the program*

Approval Letter issued March 20, 2007. The Commission approves tariff revisions with an effective date of March 16, 2007.

**07-035-T09**

*Rocky Mountain Power is proposing to continue the Rocky Mountain Power Home Energy Savings Incentive Program with the modifications necessary to align the program with the recent introduction of Questar Gas Company (Questar) program. In addition, administrative changes are being proposed*

Approval Letter issued March 23, 2007. The Commission approves tariff revisions with an effective date of March 23, 2007.

**07-035-T11**

*The purpose of this housekeeping filing is to update Schedule 9A.2 and 23B.2 that were approved by the Commission to become effective on March 1, 2007*

Approval Letter issued April 9, 2007. The Commission approves tariff revisions with an effective date of April 16, 2007.

**07-035-T12**

*To help the state build code awareness and infrastructure, Rocky Mountain Power seeks approval from the Commission to provide \$40,000 in funds from the Schedule 193 Demand Side Management (DSM) Cost Adjustment mechanism for the effort*

Approval Letter issued April 13, 2007. The Commission approves tariff revisions with an effective date of April 4, 2007.

**07-035-T15**

*The purpose of this filing is to provide greater clarity to various conditions within Regulation No. 12 – Line Extensions*

Approval Letter issued June 30, 2007. The Commission approves tariff revisions with an effective date of May 18, 2007.

## Electric Utility Dockets (cont.)

**06-035-T07**

*In the Matter of the PacifiCorp's Petition to Terminate its Load Lightener Program and Cancel Electric Service Schedule 116, Utah Commercial & Industrial Lighting Load Control Services, Advice Filing 06-08*

Order Approving Tariff Revision issued August 30, 2006. The Commission grants PacifiCorp's request to terminate the Load Lightener program and cancel Electric Service Schedule No. 116, the Commercial and Industrial Lighting Load Control Services, effective August 21, 2006.

**06-035-T06**

*In the Matter of the Application of PacifiCorp, d.b.a. Utah Power & Light Company, for Approval of Standard Rates for Purchases of Power from Cogeneration Qualifying Facilities having a Design Capacity of 1,000 Kilowatts or Less or Small Power Production Qualifying Facilities having a Design Capacity of 3,000 Kilowatts or Less*

Order issued September 12, 2006. The Commission denies approval of the Schedule No. 37 rates as filed and directs the company to refile the rates and tariff sheets with the adjustments.

Order issued November 7, 2006. The Commission approves the Schedule No. 37 rates filed October 6, 2006, effective November 6, 2006.

**06-035-T08**

*In the Matter of the Advice Filing No. 06-09 of PacifiCorp d.b.a. Rocky Mountain Power for Approval to Offer a Comprehensive Energy Efficiency Program to its Utah Residential Customers*

Order Approving Tariff issued October 5, 2006. The Commission approves Electric Service Schedule No. 111, Home Energy Savings Incentive Program, effective September 14, 2006, with the conditions and corrections.

**06-035-T10**

*In the Matter of the Advice Filing No. 06-12 of PacifiCorp d.b.a. Rocky Mountain Power for Approval to revise Time-of-Day Schedules Due to Daylight Saving Time Changes*

Order Approving Tariff issued February 20, 2007. The Commission approves Rocky Mountain Power's tariff filing of October 10, 2006, effective March 1, 2007, with the conditions and corrections.

**06-035-T11**

*In the Matter of the Adjustment to increase the monthly surcharges used to fund the Low income Lifeline Credit to collect approximately \$2.35 million per year*

Order Approving Increase in Monthly Surcharge to Fund Low Income Residential Lifeline Program issued December 1, 2006. The Commission approves the application requesting an adjustment to increase the monthly surcharge used to fund the Low Income Lifeline Credit to collect approximately \$2.35 million per year.

**07-035-T04**

*In the Matter of Advice Filing 07-04 of PacifiCorp d.b.a. Rocky Mountain Power for Formal Approval – Schedule No. 113 – 2007 Cool Cash Incentive Program*

Order issued April 2, 2007. The Commission approves Rocky Mountain Power's proposed tariff filing, as revised on March 13, 2007.

## Electric Utility Companies Operating in the State of Utah

under the Jurisdiction of the Public Service Commission

**Bridger Valley Electric**

40014 Business Loop I-80  
PO Box 339  
Mountain View, WY 82939-0399  
Tel: (307) 786-2800  
(800) 276-3481  
Fax: (307) 786-4362  
Web: www.bvea.net

**Deseret Generation & Transmission Cooperative**

10714 South Jordan Gtwy  
Suite 300  
South Jordan, UT 84095-3921  
Tel: (801) 619-6500  
(800) 756-3428  
Fax: (801) 619-6599  
Web: www.deseretgt.com

**Dixie Escalante Rural Electric**

71 E. Highway 56  
HC 76 Box 95  
Beryl, UT 84714-5197  
Tel: (435) 439-5311  
Fax: (435) 439-5352

**Empire Electric Association**

801 N. Broadway  
PO Box Drawer K  
Cortez, CO 81321-0676  
Tel: (970) 565-4444  
(800) 709-3726  
Fax: (970) 564-4404  
Web: www.empireelectric.org

**Flowell Electric Association**

495 North 3200 West  
Fillmore, UT 84631  
Tel: (435) 743-6214  
Fax: (435) 743-5722

**Garkane Energy**

120 West 300 South  
PO Box 465  
Loa, UT 84747-0465  
Tel: (435) 836-2795  
(800) 747-5403  
Fax: (435) 836-2497  
Web: www.garkaneenergy.com

**Moon Lake Electric Association**

188 West 200 North  
PO Box 278  
Roosevelt, UT 84066-0278  
Tel: (435) 722-5428  
Fax: (435) 722-5433  
Web: www.mleainc.com

**MT Wheeler Power**

1600 Great Basin BL.  
PO Box 151000  
Ely, NV 89315  
Tel: (775) 289-8981  
(800) 977-6937  
Fax: (775) 289-8987  
Web: www.mwpower.net

**PacifiCorp**

825 NE Multnomah St. Suite 1900  
Portland, OR 97232  
Tel: (503) 813-5000  
Fax: (503) 813-5900  
Web: www.pacificorp.com

**Raft River Rural Electric**

155 N. Main  
PO Box 617  
Malta, ID 83342-0617  
Tel: (208) 645-2211  
(800) 342-7732  
Fax: (208) 645-2300  
Email: ruth@rrelectric.com

**South Utah Valley Electric Service District**

803 North 500 East  
PO Box 349  
Payson, UT 84651-0349  
Tel: (801) 465-8020  
Fax: (801) 465-8017  
Web: www.strawberryelectric.com  
Email: mail@strawberryelectric.org

**Strawberry Water Users Association**

745 North 500 East  
PO Box 70  
Payson, UT 84651-0070  
Tel: (801) 465-9273  
Fax: (801) 465-4580

**Wells Rural Electric Company**

1451 Humboldt Ave.  
PO Box 365  
Wells, NV 89835-0365  
Tel: (775) 752-3328  
Fax: (775) 752-3407  
Web: www.wellsrec.com



## Key:

**Docket Number**  
Short Title

Status as of June 30, 2007

# Natural Gas

## Overview of Natural Gas Utility

**Q**uestar Gas Company is the only operating natural gas utility regulated by the Utah Public Service Commission. Questar Gas currently serves over 835,000 customers in Utah. Questar Gas is a local natural gas distribution company that also owns natural gas production property that provides about 45% of its supply needs.

### Questar Gas Rates

Twice annually, as permitted by law, Questar Gas files a "pass-through" application to adjust its rates so as to recover a portion of the cost of producing its own gas, the cost of purchasing gas from others, and the costs associated with gas gathering, storage, and interstate transportation. The remaining non-gas costs are recovered in general rate case proceedings. About 75 percent of the total cost of providing natural gas service to customers in Utah, some \$700 million annually, is recovered by means of these pass-through proceedings. Expedited pass-through proceedings allow timely recovery of gas costs actually incurred. New rates are established on a projected basis. When actual costs vary from those projected, the difference is maintained in a special balancing account and an appropriate rate adjustment is made in the following pass-through proceeding.

During this fiscal year, Questar Gas Company's rates changed one time. On November 1, 2006, the Public Service Commission approved an

approximately \$105.4 million decrease in rates. This was composed of a \$104.3 million decrease (10.45 percent) in a gas cost pass-through proceeding and a \$1.1 million decrease (0.15 percent) resulting from the amortization of Questar's commitment associated with the newly established conservation enabling tariff as described below. On May 4, 2007, in its mid-year filing, Questar Gas Company requested no change to its rates.

### Resource Planning

As required by the Commission, on an annual basis Questar Gas Company prepares and files an integrated resource plan (IRP) used as a guide in meeting the natural gas requirements of its customers on both a day-to-day and long term basis. The standards and guidelines on which the IRP is based are intended to ensure Questar's present and future customers are provided natural gas energy services at the

lowest costs consistent with safe and reliable service, the fiscal requirements of a financially healthy utility and the long-run public interest. As part of the IRP process, information on natural gas supply and demand, energy efficiency and conservation, system constraints and capabilities, and gas drilling, gathering, transportation and storage, as well as results from a cost-minimizing linear-programming model, are used to develop a resource acquisition plan and strategy for a 20-year planning horizon, focusing on the immediate future. In addition to projecting gas supply requirements, the 2007 IRP finds that price stabilization measures for purchased gas contracts should





be undertaken to mitigate the risk of volatility and that the Company should continue to identify and implement cost-effective demand-side management measures.

### Natural Gas Conservation

On October 5, 2006, the Commission approved a settlement stipulation addressing Questar Gas Company's Conservation Enabling Tariff (CET) pilot program. The CET separates, or decouples, actual natural gas sales from the revenues used to set rates in order for Questar Gas Company to promote energy efficiency. As a condition of this approval, Questar Gas Company, in collaboration with a Commission-established demand-side management advisory group, designed and implemented cost-effective programs to encourage residential and commercial customers to purchase and install energy-efficiency products and appliances. The new programs currently offered by the Company are: the Residential Appliance Program, the ENERGY STAR® New Homes Program, the Commercial Rebate Program, the Residential Home Energy Audit & Weatherization Program, and the Low Income Weatherization Program. These programs offer rebates and information to Questar Gas Company's customers with the goal of decreasing energy consumption.

### Pipeline/Underground Utility Facilities Damage Prevention

The Commission oversees, through delegation by the U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration, the safety of natural gas distribution pipelines which operate within Utah. Recent federal statutory changes enacted by the Pipeline Inspection, Protection, Enforcement and Safety Act of 2006 require improved excavation damage prevention efforts and increased fines for damage done to these pipelines resulting from demolition, excavation, tunneling, or construction activity. In addition, the provisions of this Act impose new prohibitions relating to one-call notification systems and excavation procedures applicable to pipeline owners/operators and person who engage in excavation-related activities. The Commission is working with stakeholders to make the necessary changes to Utah law to retain state oversight and inspection authority.

## Natural Gas Utility Dockets

### 01-057-14

*In the Matter of the Application of Questar Gas Company to Adjust Rates for Natural Gas Service in Utah*

Final Order issued July 12, 2006. The Commission makes final interim-approved rates made effective on January 1, 2002.

### 02-057-13

*In the Matter of the Application of Questar Gas Company to Adjust Rates for Natural Gas Service in Utah*

Final Order issued July 12, 2006. The Commission makes final interim-approved rates made effective on January 1, 2003.

### 03-057-05

*In the Matter of the Application of Questar Gas Company to Adjust Rates for Natural Gas Service in Utah*

Final Order issued July 12, 2006. The Commission makes final interim-approved rates made effective on July 1, 2003.

### 03-057-10

*In the Matter of the Application of Questar Gas Company to Adjust Rates for Natural Gas Service in Utah*

Final Order issued July 12, 2006. The Commission makes final interim-approved rates made effective October 1, 2003.

### 04-057-04

*In the Matter of the Application of Questar Gas Company to Adjust Rates for Natural Gas Service in Utah*

Final Report and Order issued October 12, 2006. The Commission makes final interim-approved rates made effective on June 1, 2004.

### 04-057-11

*In the Matter of the Application of Questar Gas Company to Adjust Rates for Natural Gas Service in Utah*

Final Report and Order issued October 12, 2006. The Commission makes final interim-approved rates made effective on October 1, 2004.

### 05-057-T01

*In the Matter of the Approval of the Conservation Enabling Tariff Adjustment Option and Accounting Orders*

Order issued January 16, 2007. The Commission approves the application for expedited approval of demand side management programs and a market transformation initiative, and the associated tariff sheets describing these efforts, as modified by this Order, to be effective January 1, 2006.

### 05-057-T01

*In the Matter of the Approval of the Conservation Enabling Tariff Adjustment Option and Accounting Orders*

Order Approving Stipulation issued October 5, 2006. The Commission orders: 1) the CET Settlement Stipulation is approved; 2) Questar Gas is authorized to establish and utilize a CET balancing account (191.9) and a DSM deferral account (182.4) as provided in the Joint Application as modified by the Settlement Stipulation; 3) Questar Gas shall transfer \$1.3 million of unexpended research and development funds to Account 182.4; 4) Questar Gas shall credit \$1.1 million to Account 191.9; 5) A Natural Gas DSM Advisory Group is established consisting of the Division, the Committee, Questar Gas and any other interested party. Any party wishing to participate in the Natural Gas DSM Advisory Group may do so by providing notice to Questar Gas of its desire to participate and shall be entitled to receive notice of meetings of the Natural Gas DSM Advisory Group following the provision of such notice; 6) The Natural Gas DSM Advisory shall collaborate with Questar Gas in its filing an application no later than 60 days following the date of this Order requesting expedited approval of DSM programs; and 7) A technical conference is scheduled on April 18, 2007 at 9:30 a.m. in Room 427, Heber M. Wells State Office Building, for the purpose of discussing the plans of the parties with respect to proposals for alternatives to or continuation of the CET during the remaining two years of the Pilot Program as provided in the Settlement Stipulation.

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Short Title

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## Natural Gas Dockets (cont.)

**06-057-04**

*In the Matter of the Analysis of an Integrated Resource Plan for Questar Gas Company: Order on Questar Gas Company's Integrated Resource Plan Dated May 1, 2006, and Notice of Technical Conference: The IRP filed May 1, 2006, is not acknowledged and Questar Gas Company is ordered to modify and re-file its IRP to include demand-side resource analysis.*

Order on Questar Gas Company's Integrated Resource Plan Dated May 1, 2006, and Notice of Technical Conference issued October 17, 2006. The Commission declines to acknowledge Questar Gas Company's 2006 Integrated Resource Plan and orders Questar to modify and re-file its integrated resource plan to include a demand-side resource analysis.

**06-057-09**

*In the Matter of the Pass-Through Application of Questar Gas Company to Adjust Prices for an Overall Decrease in Rates for Natural Gas Service in Utah*

Interim Order issued November 1, 2006. Based upon forecasted projections of a decrease in gas prices in the Rocky Mountain region, the Commission approves on an interim basis the pass-through Application filed in this docket requesting a decrease in Utah gas costs of \$104,329,000 effective November 1, 2006.

**06-057-10**

*In the Matter of the Application of Questar Gas Company for Amortization of CET Balance and to Adjust Prices for an Overall Decrease in Rates for Natural Gas Service in Utah*

Final Order issued November 1, 2006. The Commission approves the Application filed in this docket requesting an amortization of the CET balance and an adjustment to the distribution non-gas rates effective November 1, 2006.

**06-057-T04**

*In the Matter of the Application to Remove GSS and EAC Rates from Questar Gas Company's Tariff: Decision and Order Designating Oral Presentation as Argument*

Decision and Order Designating Oral Presentation as Argument issued April 2, 2007. The Commission determines it will treat Mr. Ball's March 27, 2007, presentation made before the Commission as argument and not evidentiary testimony on whether the Commission should or should not accept and approve the GSS/EAC Stipulation presented for consideration.

**06-057-T04**

*In the Matter of the Application to Remove GSS and EAC Rates from Questar Gas Company's Tariff*

Order on Stipulation issued April 24, 2007. The Commission declines approving a stipulation which would excuse some of Questar Gas Company's customers from payment of General Service Southern rates and Expansion Area Charges.

**06-057-T04**

*In the Matter of the Application to Remove GSS and EAC Rates from Questar Gas Company's Tariff: Order on Request for Reconsideration or Clarification and Request to Close Docket*

Order on Request for Reconsideration or Clarification and Request to Close Docket issued May 23, 2007. The Commission denies the request of Roger Ball to reconsider or clarify our March 28, 2007, Order Designating Oral Presentation as Argument and grants Questar Gas Company's request to close this docket.

**07-057-03**

*In the Matter of the Application of Questar Gas Company to Amortize the Conservation Enabling Tariff*

Interim Order Approving Rate Changes issued June 29, 2007. The Commission approves an increase in rates, on an interim basis, for the amortization of the Conservation enabling Tariff balance identified in Questar Gas Company's May 4, 2007, Application. The rate change may be made effective July 1, 2007, and represents an annual increase of \$1.92 for the average GS-1 customer using 80 decatherms a year.

## Natural Gas Utility Companies in the State of Utah

under the Jurisdiction of the Public Service Commission

**Questar Gas Company**

180 East 100 South  
PO Box 45433  
Salt Lake City, UT 84145-0433  
Tel: (801) 324-5000  
(800) 541-2824 – Emergency  
Web: [www.questar.com](http://www.questar.com)

**Wendover Gas Company/  
Propane of Wendover Inc.**

285 S. 1st Street  
PO Box 274  
Wendover, UT 84083  
Tel: (775) 664-3081  
Fax: (775) 664-3720



## Key:

**Docket Number***Short Title*

Status as of June 30, 2007

# Telecommunications

## Overview of Telecommunications Utilities

### Industry Changes

There are over 1.2 million “land line” phone lines in Utah; these lines are provided by various telecommunications companies. The largest telecommunications company in Utah is Qwest. Qwest offers service to customers located along the Wasatch Front and much of the I-15 corridor from Logan to St. George. In addition, there are 106 competitive local exchange companies certificated to provide telecommunications service in Qwest’s service territory. The Public Service Commission also regulates incumbent local exchange companies that serve much of the more rural areas of the State; these are commonly referred to as the independents. There are 15 independent phone companies serving customers throughout Utah. Further, there are approximately 1.5 million cell phones used by customers in Utah.

The 1995 Utah Telecommunications Reform Act and the 1996 Federal Telecommunications Act substantially altered the purposes and practices of telecommunications regulation and practice in Utah and set in motion the process that has resulted in the development of competition for local phone service along the Wasatch Front. During the 2006/2007 fiscal year Utah continued to see some interest on the part of potential competitors to Qwest in qualifying to compete in the state. Several local exchange carriers also left the State. In the 2005/2006 fiscal year the Commission received three requests from companies to compete against the smaller independent local exchange carriers located in the more rural areas of the State. Since then one of these applications has been granted (for a subsidiary of Beehive Telephone to compete against itself), one has been withdrawn, and one is still in the evaluation process. Since the

time Qwest received federal approval to move into long-distance markets in Utah (2001) it has begun offering new options to its customers, and its potential customers. Qwest is now competing “head-to-head” with competitors by offering bundled services, including local, long-distance, wireless, internet, and some limited video services at various rates. Additionally Comcast has filed to cease providing land line service in the State, and is now providing a Voice over Internet Protocol (VoIP) service to many Utah customers. In January of 2005 the State Legislature amended the 1995 Utah Telecommunications Reform Act. This legislation removed most of the incumbent tariff obligations from Qwest and placed it on a more-or-less equal footing with the competitive local exchange carriers (CLECs) that compete against it. With the exception of being required to offer a basic residential phone line at existing tariff rates, Qwest has received pricing flexibility for all other residential and business services.

Over the course of the previous four fiscal years many of the FCC’s rules that had governed the basic obligations of Qwest (and other major carriers in the US) to make portions of its network available to competitors (as a result of implementing the 1996 Telecommunications Act) were overturned in the federal courts. Since that time the FCC has issued new rules that dramatically reduce the obligations Qwest has to lease portions of its network to CLECs. As a result, Qwest could face reduced competition from CLECs unless the CLECs are capable of building networks of their own, the CLECs are willing to enter into commercial agreements (at higher than past prices) with Qwest, or competi-





tion emerges from the cable or wireless sectors. The Commission will continue to review the level of competition in an effort to ensure that consumers are protected.

An additional change in the marketplace, which the Commission is observing with more frequency, is the practice of real estate developers and property owners/managers making exclusive deals with telecommunications, or other service providers, to offer voice, video and data services to their developments or properties to the exclusion of all other providers. Typically these deals preclude competition among the service providers, land purchasers or tenants have no choice of service providers under these exclusive arrangements. Usually the developers restrict access to rights-of-way or easements making it impossible for any competing service provider to place network facilities. While the Commission views these types of arrangements as contradictory to the legislative intent to promote competition (at both the State and federal levels) we are unable to force access for competing providers under existing laws.

### Price or Rate Changes

Under the 2005 amendments to state law, Qwest has pricing flexibility for all retail level services except for the basic residential line. For customers that choose not to add any features, or bundled services, Qwest is obligated to continue providing that line at the existing tariff rate. The law allows all local exchange companies in Qwest's service area to implement new prices five days after filing them with the Commission. The law also allows the Commission to review whether the new prices are just and reasonable either during the five days after filing, or after the pricing change is implemented.

### Certificates of Public Convenience and Necessity and Interconnection Agreements

Currently 108 competitive telecommunications companies hold a Certificate of Public Convenience and Necessity (CPCN) from the Commission allowing them to provide local telephone service to Qwest's customers (an increase of 19 from our last report). The Commission continues to both arbitrate and reviewed "interconnection agreements" and "commercial agreements" — terms by which the incumbent and the competitor will interconnect facilities to provide effective and efficient service. The agreements, both interconnection and commercial, facilitate competition by providing a means for the competitors and Qwest's networks to communicate.

### State of the Industry

Of the hundreds of telecommunications related dockets the Commission addressed this year, a significant portion of them dealt with either the entry or exit of competitors, or the interaction between Qwest and competitors as the marketplace adjusted to, and implemented, the new FCC rules regarding inter-carrier relationships. These dockets addressed topics such as certificate applications and cancellations, mergers and acquisitions, approval and enforcement of interconnection agreements, resolution of inter-carrier complaints, approval of special contracts for regulated services, and other service issues.

As may be noticed in the following enumeration of orders, such cases were in addition to the Commission's other regulatory responsibilities.

## Telecommunications Utility Dockets

### Implementation of the 1996 Telecommunications Act

#### 06-049-40

*In the Matter of the Investigation into Qwest Wire Center Data*

Report and Order issued September 11, 2006. The Commission determines Qwest Corporation's ("Qwest") use of data from its 2004 ARMIS 43-08 report to develop its initial list of non-impaired wire centers in February 2005 was appropriate. Because Qwest's Salt Lake City South and West wire centers first appeared on Qwest's July 8, 2005, update to its initial wire center list, the Commission concludes the effective date of non-impairment for these wire centers is July 8, 2005. Furthermore, the Commission concludes it is reasonable for Qwest to charge a non-recurring charge to competitive local exchange carriers when those carriers choose to convert their unbundled network element ("UNE") services and facilities to alternative Qwest facilities at non-impaired wire centers. However, the Commission seeks further information from the parties regarding the reasonableness of the respective charges proposed by the parties. Finally, the Commission adopts a process to guide future updates to the Qwest non-impaired wire center list.

### Qwest Business Dockets

#### 06-049-44

*In the Matter of Qwest's Request for exemption from R746-600-1 to Discontinue Funding Post Retirement Benefits Other than Pensions (BPOPs) Report and Order issued July 18, 2006.*

The Commission grants the request of Qwest to discontinue depositing cash into a Voluntary Employees Beneficiary Association trust equal to expense accruals for post-retirement benefits such as healthcare and life insurance coverage.

### Business Reorganization Dockets

#### 06-2398-01

*In the Matter of the Petition of Sorenson Communications, Inc., a Utah Corporation, for Approval of a Name Change from Sorenson Media, Inc., to Sorenson Communications, Inc.*

Report and Order issued November 7, 2006. The Commission approves the proposed name change.

#### 06-2434-01

*In the Matter of the Joint Application of Lightyear Networks Solutions, LLC., and First Communications, Inc., for Approval of a Transfer of Control*

Order Approving Transfer of Control issued January 25, 2007. The Commission finds the proposed transfer of control of Lightyear Network Solutions, LLC., to be in the public interest and approves the same.

## Telecommunications Utility Dockets (cont.)

**06-2305-01**

*In the Matter of the Joint Application of Pac-West Telecomm, Inc., and Pac-West Acquisition Corporation for Approval of a Transfer of Control of Pac-West Telecomm, Inc*

Order Approving Transfer of Control issued January 29, 2007. The Commission finds the proposed transfer of control of Pac-West Telecomm, Inc., to be in the public interest and approves the same.

**06-2434-01**

*In the Matter of the Joint Application of Lightyear Networks Solutions, LLC, and First Communications, Inc., for Approval of a Transfer of Control*

Order Rescinding Order of January 23, 2007, in Docket No. 06-2334-01, issued February 14, 2007. The Commission Wherefore, based upon the foregoing information, and for good cause appearing, we enter this Order rescinding the Order issued on January 23, 2007, in the above-entitled docket.

## Interconnection Dockets

**06-049-43**

*In the Matter of the Petition of Qwest vs. Dixie Communications and Old West Paging for Approval of Interconnection Agreement to Implement FCC Ruling in T-Mobile Order*

Order Dismissing Petition issued August 22, 2006. The Petition filed herein is dismissed.

**06-2249-01**

*In the Matter of the Complaint of McLeod USA Telecommunications Services, Inc., vs. Qwest Corporation for Enforcement of Commission-Approved Interconnection Agreement*

Report and Order issued September 28, 2006. Having concluded that the parties' DC Power Measuring Amendment does not affect billing for DC power plant rate elements under the parties' interconnection agreement and having concluded that Qwest Corporation's ("Qwest") billing of McLeod USA Telecommunications Services, Inc. ("McLeod") for DC power plant based upon the amperage of distribution cable ordered is not discriminatory, the Commission dismissed McLeod's complaint and ordered McLeod to pay Qwest \$146,493.12 withheld from Qwest as a result of the parties' dispute.

## Key:

**Docket Number**  
Short Title

Status as of June 30, 2007

**06-049-58**

*In the Matter of the Interconnection Agreement between Qwest Corporation and Pacific Centrex Services, Inc.*

Report and Order issued October 4, 2006. The interconnection Agreement at issue being defective as involving a non-certificated carrier, the Commission rejects the Interconnection Agreement.

## Applications for Certificates of Public Convenience and Necessity

**06-2468-01**

*In the Matter of the Application of Ymax Communications Corp. for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Local Exchange Services within the State of Utah*

Report and Order issued August 14, 2006. By this Report and Order, the Public Service Commission of Utah grants the request of Ymax Communications Corp., a Certificate of Public Convenience and Necessity authorizing Applicant to provide public telecommunications services within the State of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

**06-2470-01**

*In the Matter of the Application of Cordia Communications Corp. for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Local Exchange Services within the State of Utah*

Report and Order issued September 6, 2006. By this Report and Order, the Public Service Commission of Utah grants the request of Cordia Communications Corp. for a Certificate of Public Convenience and Necessity authorizing Applicant to provide public telecommunications services within the State of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

**06-2472-01**

*In the Matter of the Application of Xmission Networks, LLC, for a Certificate of Public Convenience and Necessity to Operate as a Competitive Local Exchange Carrier in Utah*

Report an Order issued November 7, 2006. By this Report and Order, the Public Service Commission of Utah grants the request of Xmission Networks, LLC for a Certificate of Public Convenience and Necessity authorizing Applicant to provide public telecommunications services within the State of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the State.

**06-2467-01**

*In the Matter of the Petition of Northstar Telecom, Inc., for Authority to Compete as a Telecommunications Corporation and to Offer Public Local Exchange and Interexchange Telecommunications Services*

Report and Order issued November 9, 2006. The Petition filed herein is dismissed.

**06-2473-01**

*In the Matter of the Petition of Ygnition Networks, Inc., for Authority to Compete as a Telecommunications Corporation and to Offer Public Local Exchange and Interexchange Telecommunications Services within the State of Utah*

Report and Order issued November 9, 2006. By this Report and Order, the Public Service Commission of Utah grants the request of Ygnition Networks, Inc., for a Certificate of Public Convenience and Necessity authorizing Applicant to provide public telecommunications services within the State of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

**06-2464-02**

*In the Matter of the Applicant of IDT America, Corp. for a Certificate of Public Convenience and Necessity to provide Facilities-Based and Resold Local Exchange Services*

Report and Order issued November 16, 2006. The application of IDT America, Corp., filed herein is dismissed without prejudice.

**06-2471-01**

*In the Matter of the Application of redline, Inc., for a Certificate of Public Convenience and Necessity to Provide Switched and Dedicated, Resold and Facilities-Based Local Exchange and Facilities-Based Interexchange Services within the State of Utah*

Report and Order issued January 16, 2007. By this Report and Order, the Public Service Commission of Utah grants the request of Redline, Inc., for a Certificate of Public Convenience and Necessity authorizing Applicant to provide public telecommunications services within the State of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

**06-2474-01**

*In the Matter of the Application of Impact Telecom, LLC for a Certificate of Public Convenience and Necessity to Provide Resold Local Exchange and Resold Intrastate Interexchange Service*

Report and Order issued February 8, 2007. By this Report and Order, the Public Service Commission of Utah grants the request of Impact Telecom, LLC for a Certificate of Public Convenience and Necessity authorizing Applicant to provide public telecommunications services within the State of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

**06-2469-01**

*In the Matter of the Applicant of All American Telephone Co., Inc., for a Certificate of Public Convenience and Necessity to Provide Local Exchange Services within the State of Utah*

Report and Order issued March 7, 2007. By this Report and Order, the Public Service Commission of Utah grants the request of All American Telephone Co., Inc., for a Certificate of Public Convenience and Necessity authorizing Applicant to provide public telecommunications services within the State of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.



## Telecommunications Utility Dockets (cont.)

**06-051-01**

*In the Matter of the Applicant of Beehive Telephone Co., Inc., for Certificate of Public Convenience and Necessity to Provide Local Exchange Services within the State of Utah*

Report and Order Approving Stipulation and Issuing Certificate issued April 23, 2007. The Commission approves the Stipulation Between Parties filed by Beehive Telephone Co., Inc., Beehive Telecom, and the Utah Division of Public Utilities granting the request of Beehive Telephone for a Certificate of Public Convenience and Necessity authorizing Beehive Telecom to provide public telecommunications services within the State of Utah, including, for limited purposes as agreed in the Stipulation, the service territory for which Beehive Telephone serves as the incumbent local exchange carrier, but excluding all other local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

**07-2478-01**

*In the Matter of the Applicant of Neutral Tandem-Utah, LLC, for a Certificate of Public Convenience and Necessity to Provide Facilities-Based and Resold Local Exchange and Interexchange Telecommunications Services in the State of Utah*

Report and Order issued May 8, 2007. By this Report and Order, the Public Service Commission of Utah grants the request of Neutral Tandem-Utah, LLC for a Certificate of Public Convenience and Necessity authorizing Applicant to provide public telecommunications services within the State of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

## Clarifications of Certificates

**06-051-02**

*In the Matter of the Petition and Request for an Amendment and Clarification of Beehive Telephone Company's Dangling Rope Certificate of Public Convenience and Necessity*

Report and Order issued September 11, 2006. The Commission grants the request of Beehive Telephone Company, Inc. to revise its certificated service territory in the Glen Canyon National Recreation Area

**02-2270-01**

*In the Matter of the Request of All West Communications, Inc., for Revision to Exchange Boundaries*

Report and Order Approving Stipulation issued November 29, 2006. The Commission approves the Settlement Stipulation of All West Communications, Inc., Qwest Corporation, and the Utah Division of Public Utilities approving the adjustment of the service territory boundary between Qwest and All West in the Promontory Development.

**99-2276-01**

*In the Matter of the request of Farmers Telephone Company, Inc. for Authority to Provide Local Exchange Services in Utah to Hovenweep National Monument*

Report and Order issued November 28, 2006. Waiving Certain Regulatory Requirements, this matter be, and it is, converted to an informal proceeding pursuant to 63-46b-a(3). UCA 1953, as amended.

**07-2218-01**

*In the Matter of the Petition to Expand or Restate the Certificate of Public Convenience and Necessity of Frontier Communications of America to Include Facilities-Based Operations*

Report and Order issued June 19, 2007. By this Report and Order, the Public Service Commission of Utah grants the request of Frontier Communications of America amending its Certificate of Public Convenience and Necessity to authorize Applicant to provide facilities-based public telecommunications services.

## Certificate Cancellation or Reorganization Dockets

**06-2214-01**

*In the Matter of the Voluntary Certification Withdrawal by VarTec Telecom, Inc., Excel Telecommunications, Inc., and VarTec Solutions, Inc., and Notice of Asset Sale Closing*

Report and Order issued July 25, 2006. Petitioner having voluntarily sought cancellation of its certificate, and no detriment to the public interest appearing, the Commission cancelled the certificate.

**06-2213-01**

*In the Matter of the Voluntary Certification Withdrawal by VarTec Telecom, Inc., Excel Telecommunications, Inc., and VarTec Solutions, Inc., and Notice of Asset Sale Closing*

Report and Order issued July 28, 2006. Petitioner having voluntarily sought cancellation of its certificate, and no detriment to the public interest appearing, the Commission cancelled the certificate.

**06-2377-01**

*In the Matter of the Voluntary Certification Withdrawal by VarTec Telecom, Inc., Excel Telecommunications, Inc., and VarTec Solutions, Inc., and Notice of Asset Sale Closing*

Report and Order issued August 29, 2006. Petitioner having voluntarily sought cancellation of its certificate, and no detriment to the public interest appearing, the Commission cancelled the certificate.

**06-2321-01**

*In the Matter of the Applicant of Cogent Communications of Utah, Inc. to withdraw its Certificate of Public Convenience and Necessity*

Report and Order issued September 6, 2006. Petitioner having voluntarily sought cancellation of its certificate, and no detriment to the public interest appearing, the Commission cancelled the certificate.

**06-2401-01**

*In the Matter of the Application of IDACOMM, Inc. to Withdraw its Certificate of Public Convenience and Necessity*

Report and Order issued September 6, 2006. Petitioner having voluntarily sought cancellation of its certificate, and no detriment to the public interest appearing, the Commission cancelled the certificate.

**06-2309-01**

*In the Matter of the Request of Universal Access, Inc., for the Immediate Cancellation of its Certificate of Public Convenience and Necessity*

Report and Order Cancelling Certificate issued December 18, 2006. Petitioner having voluntarily sought cancellation of its certificate, and no detriment to the public interest appearing, the Commission cancelled the certificate.

**07-2427-01**

*In the Matter of the Application of SBC Long Distance, LLC, to Discontinue the Provision of Local Exchange Service for Residential Consumers in the State of Utah*

Report and Order issued June 15, 2007. SBC is granted approval to discontinue local exchange service to its Utah residential customers, effective June 27, 2007.

**07-2408-01**

*In the Matter of the Application of Suburban Access, LLC, to Discontinue Telecommunications Service*

Report and Order issued June 21, 2007. Petitioner having voluntarily sought cancellation of its certificate, and no detriment to the public interest appearing, the Commission cancelled the certificate.

## Miscellaneous

**05-046-01**

*In the Matter of Extended Area Service for Sanpete County*

Report and Order Approving Extended Area Service Application issued September 19, 2006. The establishment of the county-wide Extended Area Service for Sanpete County proposed by Manti Telephone Company, Central Utah Telephone, Gunnison Telephone Company, and Skyline Telecom is approved with prices for said EAS as previously approved in this docket.

**07-2270-01**

*In the Matter of the Provision of Extended Area Service Between All West Communications, Inc.'s Jordanelle Exchange and Qwest Corporation's Park City Exchange*

Report and Order issued June 4, 2007. The Commission approves the Stipulation by and between All West Communications, Inc. and Qwest Corporation for Extended Area Service between the Jordanelle and Park City Exchanges filed by All West Communications, Inc. and Qwest Corporation and approves establishment of Extended Area Service between All West's Jordanelle exchange and Qwest's Park City exchange pursuant to the terms of the Stipulation.

Key:

**Docket Number**  
Short Title

Status as of June 30, 2007

# Telecommunications Relay Service and Equipment Distribution Program

**F**iscal Year 2007 has been another year of great change and advances in telecommunications services and equipment for people with hearing loss or speech disabilities. The Public Service Commission oversees the relay service and equipment distribution program whose statutory authority can be reviewed at §54-8b-10. The relay service is provided through a contract with Sprint. The equipment distribution program provides assistive telecommunication devices such as amplified telephones, captioned telephones, and text telephones to people who meet the program's financial guidelines. New legislation passed in the 2007 General Session of the Legislature as the result of Senator Brent Goodfellow sponsoring and passing S.B. 156 Public Service Commission Equipment Distribution Program. This bill expanded the Commission's responsibility to determine what telecommunications devices will be distributed to the hearing impaired population by allowing distribution to include wireless devices (e.g. BlackBerry). First, the Commission will conduct a trial program with a maximum of 25 wireless devices. These trial customers will submit to periodic questionnaires related to the success of the device for their age group, equipment device type, and geographic location. This change allows for more functional equivalence and independence for people who are deaf and hard of hearing. This service will make possible the ability to access relay services over the internet, allowing for mobility since they are not limited to a landline device. These devices will also enable consumer's easier access to 911 emergency services. As with the relay service, Utah is a pioneer in this field because other states have yet to venture into the distribution of wireless devices.

As a result of expanding technologies, other choices continue to expand for people unable to use a standard telephone since the communications market now includes Video Relay Services (VRS), Internet Protocol Relay (IP Relay), captioned telephones in addition to the improvements to equipment such as amplified telephones and text telephones. Traditional Telecommunications Relay Service (TRS) has been available in Utah for more than 19 years now, and other more non-traditional uses of TRS are accessible with services in Spanish, Speech-to-Speech, Voice Carry Over/CapTel, and Hearing Carry Over. One of the notable changes that have occurred recently is the decline in TTY use in as much as other communication services are becoming so accessible and improved. Also, the PSC equipment distribu-

tion has seen enormous growth over the last few years as the Commission continues with advertising and public relations targeted to those people who are hard of hearing, a population whose number is predicted to grow as baby boomers age and health services improve resulting in increased longevity of life.

## Outreach Efforts

The Relay Utah service was initiated in 1988 as one of the first Relay services established in the United States. Housed under the umbrella of the Public Service Commission, Relay Utah provides access to hearing assistive equipment and telephone relay services, through Sprint, to allow Utah citizens who are deaf, hard of hearing or speech disabled more efficient communication. The Public Service Commission is pleased to have renewed the contracted services of an advertising agency, Penna Powers Brian Haynes (PPBH), to schedule outreach appointments, assist with marketing, and public relations for Relay Utah as well as the equipment distribution program. PPBH has worked with the PSC for over 4 1/2 years and



## Relay Utah Presentations 2007

- 07/17/2006 — 35 attendees  
**Taylorville Senior Center**
- 08/08/2006 — 45 attendees  
**Friendly Neighborhood Center, Salt Lake City**
- 09/27/2006 — 20 attendees  
**Midvale Senior Center**
- 09/28/2006 — 20 attendees  
**Riverton Senior Center**
- 10/05/2006 — 20 attendees  
**West Jordan Center**
- 10/09/2006 — 45 attendees  
**Northwest Multi-Purpose Center, Salt Lake City**
- 10/11/2006 — 100 attendees  
**Grand County Senior Center, Moab**
- 10/16/2006 — 50 attendees  
**Golden Years Center Bountiful**
- 10/24/2006  
**Annual Open House St. George**
- 11/20/2006  
**Draper Senior Center**
- 11/28/2006  
**Annual Open House Sorensen Center Salt Lake City**
- 12/07/2006  
**Mount Olympus Senior Center, Salt Lake City**
- 03/06/2007  
**Union Gardens Ogden**
- 03/08/2007 — 20 residents  
**Golden Link Manor Ogden affordable housing complex**
- 03/22/2007  
**Riverdale City Senior Center**
- 04/20/2007 — 12 residents  
**Fellowship Manor Ogden affordable housing complex**
- 05/09/2007 — 40 attendees  
**Liberty Senior Center Salt Lake City**
- 05/11/2007  
**South Jordan Senior Center**
- 05/17/2007 — 30 directors at sr. centers & nutrition centers  
**Weber Human Services Ogden**
- 05/24/2007 — 25 attendees  
**Three Link Tower Ogden affordable housing center**
- 06/13/2007 — 50 attendees  
**Heritage Senior Center Clearfield**


has become a strong partnership for the Commission as the creative team has developed expertise and understanding of the culture of the deaf as well as issues involved with people who are hard of hearing. They have also created a website at [www.relayutah.gov](http://www.relayutah.gov). PPBH created unique and original commercials, advertisements, and brochures on behalf of Relay Utah and the equipment distribution program. Recently the Commission in cooperation with PPBH has aired "Family Portrait" along with three other Relay Utah related commercials that appeared on CBS - Channel 2, ABC - Channel 4, and KJZZ - Channel 14. The television spots emphasize how the telephone equipment distribution programs, and specifically the CapTel phone, have enhanced the lives of family members because of their ability to communicate easily. "Senior Minute," a television program for seniors has run a few different interviews regarding information about Relay Utah and the CapTel phone. This three-minute program aired on KJZZ and has been an excellent means of getting out information about Relay Utah and the equipment distribution programs and services that are available to the public. Print ads appeared in publications such as Utah Spirit, Prime Times, Shakespearean Festival Play Bills for summer and fall, Best Years magazine, and Salt Lake City Senior Directory. Media placements appeared in the Deseret Morning News and The Enterprise among other community newspapers. Other accomplishments include the creation of a new Relay Utah/Sprint brochure that provides details of the services and equipment options available for the deaf, hard of hearing and speech disabled. The Relay Utah display was also updated showing the new equipment that is available. To round out methods of outreach, a more grassroots means of informing the public has been through speaker's bureau presentations made by the Public Service Commission at senior centers throughout the state. These presentations have led to increases in applications for, and distribution of, specialized telecommunications equipment.


### Equipment Distribution

As the number of presentations made across the state increase in coordination with the advertising efforts, requests for applications for specialized telecommunication equipment also continues to increase as seen in the following chart. Due to the increased demand for equipment deliveries, two additional part-time equipment delivery specialists have been hired, trained and added to the Commission staff.

### House Bill 145

As previously stated, there has been a decline in use of the traditional text telephone ("TTY") and an increase in other services such as video relay service and internet protocol relay. As these options for communication have expanded,






# Combined

To date, the efforts of the advertising, and the Public Service Commission ha


## 2003

Renaming media event — Robert G. Sanderson Community Center of the Deaf and Hard of Hearing

**50%** increase in equipment distribution totals over 2002 as a result of PPBH's partnership with Relay Utah



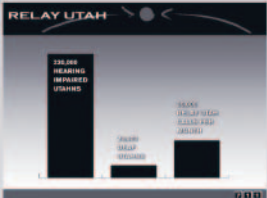
Logo and Tagline




Website

## 2004

**2,000** per/mo. increase in relay calls during holidays

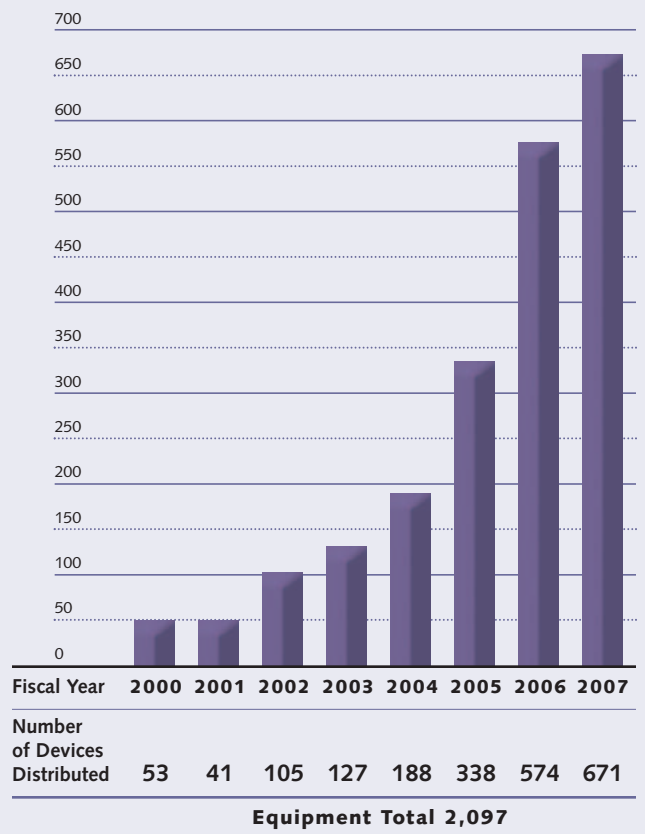


Power Point Presentation



Print Ad

**Following is a chart that demonstrates the increased number of deliveries that have been completed since FY 2000:**



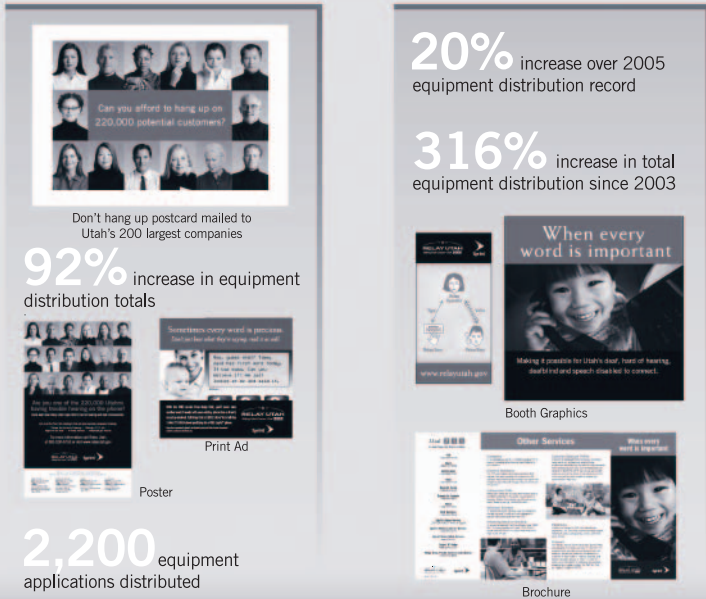


# Results

Marketing, and public relations campaign executed by PPBH have resulted in a 316% increase in equipment distribution.

2005

2006



there has developed an extreme shortage of American Sign Language interpreters available to meet these growing needs. Besides the need in the video relay service area, the demand for interpreters in the community and in the educational field has also increased. As a result, during the 2005 legislative session, Senator Brent Goodfellow sponsored and passed House Bill 145, "Amendments to Hearing and Speech Impaired Telecommunications Program," which passed unanimously in the Senate. This bill allowed for the PSC to solicit bids through the state procurement process with the goal of increasing the number of Novice, Intermediate, and Advanced American Sign Language interpreters in Utah. Following the process, the PSC was able to award contracts to three separate sign language interpreter training programs: Utah Valley State College (UVSC), the Utah Interpreter Program, and Salt Lake Community. It is a time of

great opportunity to be studying sign language interpreting because there are three different training programs available to meet a variety of needs in Orem or the Salt Lake area. These new programs have allowed for the creation of new, paid positions as well as the use of mentors who are deaf to improve the skills and abilities of interpreters in training. Scholarships or grants are available to those in training.

The Utah Interpreting Program established its Interpreter Certification Advancement Network and had 15 interpreters focusing on both American Sign Language development and interpreting skills with the assistance of seven mentors who are deaf. This individualized mentoring approach seems to be highly effective and should see results of all enrolled to become certified. After completion of almost two years, the Utah Interpreter Program has had 10 students achieve higher certification levels. Six students have passed the Utah Intermediate Interpreter Certification Level, one student passed the Novice Interpreter Certification Level, and one student achieved the EIPA (provisional certificate for interpreting in educational settings). Two additional students passed the Utah Intermediate Interpreter Certification Level along with the Registry of Interpreters for the Deaf (RID) Certification which is the gold standard for the field of sign language interpreting.

As a result of PSC funding, a Fast Track program was implemented at Salt Lake Community College (SLCC), which supplements the regular interpreter-training program already in progress.

Nine students are enrolled in the Fast Track, while 55 first year students and 16-second year students round out the more traditional interpreting training program. After completing almost two years in the program SLCC reports 91 students who are presently enrolled in the two-year associate degree program or in the Fast Track Program, a 1-year program. Six students have passed the Novice Interpreter Certification Level, and six students have passed the Intermediate Interpreter Certification Level.

## Local exchange carriers that remitted a surcharge to the State of Utah's Public Service Commission in FY 07 include:

- AT&T Communications
- Albion Telephone Company, Inc.
- All West/World Connect
- American Fiber Network
- Beehive Telephone Company
- Bear Lake Communications
- Carbon/Emery Telecom, Inc.
- Central Utah Telephone, Inc.
- Citizens Telecom Company of Utah
- Comcast Phone of Utah
- Direct Comm. Cedar Valley, LLC
- Electric Lightwave
- Emery Telecom
- Frontier Navajo Comm. Co.
- Gunnison Telephone Company
- Hanksville Telecom
- Integra Telecom of Utah, Inc.
- MCI Communications
- Manti Telephone Company
- Qwest Corporation SBC Telecom
- Skyline Telecom
- South Central Utah Telephone
- TCG Utah
- UBTA-UBET Communications
- Union Telephone Company
- Vartec Telecom, Inc.
- XO Utah, Inc.

Utah Valley State College, officially Utah Valley University in 2008, implemented its Advanced Certification Interpreter Preparation Program in the fall of 2006. Since that time, the program reports that one student passed the Utah Intermediate Certification Level, three students passed the Novice Interpreter Certification Level, and one student passed the EIPA for educational settings. One additional student has achieved RID Certification as well. Other students have achieved partial components of a variety of levels which once achieved cannot be lost and only built upon. In addition, the other two programs report these results in addition to the certification levels achieved.



## Relay Utah

### Captioned Telephone (CapTel)

CapTel is a newer technology designed for people who are hard of hearing but are able to speak for themselves over the telephone line by using voice recognition technology. Ultratec designed the captioned telephone and ran several trials before distribution became public. The State of Utah was able to participate in one of those trials in the fall of 2003 and has been distributing the equipment ever since. The CapTel allows people who are hard of hearing to not only hear, but it also has captioning on a screen that allows users to read the conversation of the other person speaking on the telephone. This technology makes a conversation more natural and enjoyable for everyone involved, and the CapTel is considered to be one of the most functionally equivalent forms of communication to be introduced for deaf and hard of hearing individuals.

### Video Relay Service (VRS)

Video Relay Service (VRS) is one of the most exciting developments in the field of telecommunication relay services, and it has experienced tremendous growth throughout Utah and nationally. VRS is a method of communication that allows a person who uses sign language to connect with a Video Interpreter (VI) who is certified in American Sign Language. The VI is obtained using a computer or television, a web camera, and a high-speed Internet connection such as DSL, cable modem, or ISDN. The VI works from a remote location and can see the person who is deaf on a screen. The phone conversation is interpreted real time and allows people who are deaf to clearly express their message in their own language without delay. Sprint and Communication Service for the Deaf were the first to establish and offer a video relay service in July, 2002 and can be reached at [www.utvrs.com](http://www.utvrs.com) or [www.sprintvrs.com](http://www.sprintvrs.com).

In 2003, Sorenson Communications, a local Utah company, entered the VRS arena and quickly became the largest carrier. Sorenson has at least 48 VRS call centers across the US. They have expanded their VRS call center locations

in order to not use up too many certified interpreters in the one particular state area. Sorenson created the only equipment solely for the use of people who are deaf rather than retrofitting existing equipment. Sorenson VRS can be accessed at [www.sorensonvrs.com](http://www.sorensonvrs.com).



### Internet Protocol Relay (IP Relay)

People who have hearing or speech disabilities may make telephone calls on their computer through the use of an internet connection with IP Relay. This can be used in place of a text telephone (TTY) and a telephone or using VRS. IP Relay can be accessed through providers like Sprint at [www.sprintip.com](http://www.sprintip.com) and Sorenson at [www.siprelay.com](http://www.siprelay.com). Benefits of IP Relay include that it is available to anyone who has access to the Internet via a computer, a personal digital assistant, Web-capable telephone, or some other device and not necessarily with a high-speed connection. IP Relay is available when a TTY may not be available, and some users say it is easier than a TTY because typing on a computer keyboard can be faster. One can see more of the conversation than can be viewed on a TTY screen, and the conversation can be printed out or saved. IP Relay is available 24 hours a day, 7 days a week just as traditional TRS is available.

### Funding

Funding for Relay Utah, the equipment distribution program, and the interpreter training programs all come from a monthly surcharge on Utah residential and business telephone lines, with a mandated maximum not to exceed \$.25 per month per land telephone line. This rate is set by the Public Service Commission rule, and the current surcharge is set at \$.10 per line per month. During fiscal year 2007 the total amount received from the local exchange carriers was approximately \$1,367,497. The surcharge collections pay for the Relay Utah services, finances the equipment distribution programs, pays for outreach and education, pays for the amounts awarded to the interpreter training programs, as well as covers the administrative costs related to all the above. During FY 2007, the Commission spent \$2,001,676. The Commission has relied on a diminishing surplus to make up the difference between expenditures and revenues.

## CLECs Operating in the State of Utah

under the Jurisdiction of the Public Service Commission

### Competitive Local Exchange Carriers

#### 1 800 Reconex Inc.

2500 Industrial Ave.  
PO Box 40  
Hubbard, OR 97032-9558  
Tel: (503) 982-8000  
(800) 732-6639  
Fax: (503) 982-9000  
Web: www.reconex.com

#### 360Networks (USA) Inc.

867 Coal Creek Circle  
Suite 160  
Louisville, CO 80027-4670  
Tel: (303) 854-5000  
(800) 576-1959  
Fax: (303) 854-5100  
Web: www.360.net

#### Abovenet Inc.

*f.k.a. MFN of Utah LLC*  
360 Hamilton Ave.  
7th Floor  
White Plains, NY 10601-1811  
Tel: (914) 421-6700  
(888) 636-2778  
Fax: (914) 421-7688  
Web: www.mfn.com

#### ACN Communications Service

32991 Hamilton Court  
Farmington Hills, MI 48334  
Tel: (248) 699-4000  
(877) 226-1010  
Fax: (248) 489-5917  
Web: www.acninc.com  
Email: regulatoryteam@acninc.com

#### All West Utah Inc.

*d.b.a. All West Utah CLEC*  
50 West 100 North  
PO Box 588  
Kamas, UT 84036-0588  
Tel: (435) 783-4361  
(866) 255-9378  
Fax: (435) 783-4928  
Web: www.allwest.net

#### All West Utah Inc.

*d.b.a. All West World Connect*  
50 West 100 North  
PO Box 588  
Kamas, UT 84036-0588  
Tel: (435) 783-4361  
(866) 255-9378  
Fax: (435) 783-4928  
Web: www.allwest.net

#### American Fiber Network Inc.

9401 Indian Creek Pkwy.  
Suite 280  
Overland Park, KS 66210  
Tel: (913) 338-2658  
(800) 864-0583  
Fax: (913) 661-0538  
Web: www.afnlt.com

#### American Fiber Systems

100 Meridian Centre  
Suite 250  
Rochester, NY 14618-3979  
Tel: (585) 340-5400  
Fax: (585) 756-1966  
Web: www.americanfibersystems.com

#### AT&T Communications of the Mtn. States

2535 E. 40th Ave.  
Denver, CO 80205-3601  
Tel: (303) 298-6741  
Fax: (303) 298-6301  
Web: www.att.com

#### Bell South Long Distance

2180 Lake Blvd. NE  
Suite 5C48  
Atlanta, GA 30319-6004  
Tel: (404) 829-8269  
(800) 316-9385  
Fax: (404) 829-6370  
Web: www.bellsouth.com

#### Broadweave Networks

3940 N. Traverse Mountain  
Suite 100  
Lehi, UT 84043-4984  
Tel: (801) 407-6000  
Fax: (801) 407-6005

#### BT Communications Sales LLC

*f.k.a. Concert Communications*  
11440 Commerce Park Dr.  
Reston, VA 20191-1555  
Tel: (703) 755-6730  
Fax: (703) 755-6750  
Web: www.bt.com

#### Bullseye Telecom Inc.

25900 Greenfield Road  
Suite 330  
Oak Park, MI 48237  
Tel: (248) 784-2605  
(877) 638-2855  
Fax: (248) 784-2501  
Web: www.bullseyetelecom.com

#### Chase Com

1612 State Street  
Santa Barbara, CA 93101

#### Comcast Phone of Utah LLC

1500 Market St., 32E  
Philadelphia, PA 19102  
Tel: (215) 320-8667  
(800) 288-2085  
Fax: (267) 675-5030  
Web: www.comcast.com

#### Comm Partners, LLC

3291 N. Buffalo Dr. Suite 150  
Las Vegas, NV 89129  
Tel: (702) 367-8647  
Fax: (702) 365-8647

#### Computer Network Technology Corp.

6000 Nathan Lane North  
Minneapolis, MN 55442  
Tel: (720) 558-3832  
(800) 752-4572  
Fax: (720) 558-3803

#### ComTech 21 LLC

Ones Barnes Park South  
Wallingford, CT 06492  
Tel: (203) 679-7173  
(877) 312-5544  
Fax: (203) 679-7387  
Web: www.comtech21.com

#### ComTel Telcom Assets LP

433 E. Las Colinas Blvd.  
Suite 1300  
Irving, TX 75039-5508  
Tel: (972) 910-1707

#### Cordia

**Communications Corp.**  
445 Hamilton Ave.  
Suite 408  
White Plains, NY 10601  
Tel: (914) 948-5550  
Fax: (914) 948-5999

#### Cypress

**Communications**  
15 Piedmont Center  
Atlanta, GA 30305  
Tel: (404) 869-2500  
(888) 528-1788  
Fax: (404) 338-8798

#### Dieca Communications

*d.b.a. Covad Communications Co.*  
7901 Lowry Blvd.  
Denver, CO 80230-6906  
Tel: (408) 616-6500  
(888) 462-6823  
Fax: (408) 616-6501

#### dPI Teleconnect LLC

2997 LBJ Freeway  
Suite 225  
Dallas, TX 75234  
Tel: (972) 488-5500  
(800) 687-6727  
Fax: (972) 488-8636  
Web: www.dpiteleconnect.com

#### DSLNet

**Communications LLC**  
50 Barnes Park North  
Suite 104  
Wallingford, CT 06492  
Tel: (203) 284-6100  
(877) 375-6691  
Fax: (203) 284-6101  
Web: www.dsl.net

#### Electric Lightwave Inc.

1201 NE Lloyd Blvd.  
Suite 500  
Portland, OR 97232-6902  
Tel: (503) 480-0504  
Fax: (503) 453-8018  
Web: www.integratelecom.com

#### Emery Telecom and Video Inc.

450 E. Hwy. 29  
PO Box 550  
Orangeville, UT 84537-0550  
Tel: (435) 748-2223  
Fax: (435) 748-5222  
Web: www.etv.net

#### Epinnacle

**Communications Inc.**  
4692 North 300 West  
Suite 210  
Provo, UT 84604-7714  
Tel: (877) 355-2394  
Fax: (801) 932-1276  
Web: www.e-pinnacle.net

#### Ernest

**Communications Inc.**  
5275 Triangle Pkwy.  
Suite 150  
Norcross, GA 30092  
Tel: (770) 242-9069  
(800) 456-8353  
Fax: (770) 448-4115  
Web: www.ernestgroup.com

#### Eschelon Telecom of Utah Inc.

730 2nd Ave. South  
Suite 900  
Minneapolis, MN 55402-2489  
Tel: (612) 376-4400  
(888) 372-4356  
Fax: (612) 376-4411  
Web: www.eschelon.com

#### FirstDigital Telecom LLC

90 South 400 West  
Suite M-100  
Salt Lake City, UT 84101  
Tel: (801) 456-1000  
Fax: (801) 456-1010  
Web: www.firstdigital.com

#### France Telecom

13775 McLearen Rd.  
Herndon, VA 20171-3402  
Tel: (703) 375-6100  
Fax: (703) 925-4715

#### Frontier

**Communications d.b.a. Citizens Long Distance**  
PO Box 708970  
Sandy, UT 84070-8970  
Tel: (801) 924-6360  
(888) 535-4354  
Fax: (801) 924-6363

#### Global Connection of America

3957 Pleasant Dale Rd.  
Atlanta, GA 30340  
Tel: (770) 457-7174  
(877) 511-3009  
Web: www.globalc-inc.com

#### Global Crossing Telemanagement

1080 Pittsford Victor Rd.  
Pittsford, NY 14534  
Tel: (585) 255-1100  
(800) 414-1973  
Fax: (585) 381-7592  
Web: www.globalcrossing.com

#### Granite

**Telecommunications**  
100 Newport Avenue, Ext. #1  
Quincy, MA 02171-3402  
Tel: (617) 745-5000  
Fax: (617) 847-0931  
Web: www.granitenet.com

#### GTC Telecom Corp.

PO Box 1680  
Costa Mesa, CA 92628  
Tel: (714) 549-7700  
Fax: (714) 549-7707

#### IDT America Corp.

520 Broad Street  
Newark, NJ 07102  
Tel: (973) 438-1000

#### Industrial

**Communications c/o General Telephone**  
PO Box 610  
Bountiful, UT 84011  
Tel: (801) 532-3500

## Competitive Local Exchange Carriers (cont.)

**Integra Telecom of Utah LLC**

1201 NE Lloyd Blvd.  
Suite 500  
Portland, OR 97232-6902  
Tel: (503) 480-0504  
(503) 453-8018

Web: www.integratelecom.com

**Intrado Communications Inc.**

1601 Dry Creek Dr.  
Longmont, CO 80503  
Tel: (720) 494-5800  
(877-856-7504  
Fax: (720) 494-6600  
Web: www.intrado.com

**Ionex Communications North Inc.**

2300 Main Street  
Suite 600  
Kansas City, MO 64108-2415  
Tel: (816) 300-3342  
(913) 908-6371  
Fax: (816) 300-3350  
Web: www.birch.com

**Level 3 Communications LLC**

1025 Eldorado Blvd.  
Broomfield, CO 80021-8869  
Tel: (720) 888-1000  
(877) 453-8353  
Fax: (720) 888-5127  
Web: www.level3.com

**Lightyear Network Solutions LLC**

1901 Eastpoint Parkway  
Louisville, KY 40223  
Tel: (502) 244-6666

**LSSI Corp.**

101 Fieldcrest Avenue  
Edison, NJ 08837  
Tel: (732) 512-2100

**Matrix Telecom Inc.**

5909 Northwest Expressway  
Suite 403  
Oklahoma City, OK 73132  
Tel: (405) 755-8177 ext. 27

**MCI Metro Access Transmission**

22001 Loudoun County Pkwy.  
Ashburn, VA 20147  
Tel: (415) 228-1072  
(800) 893-7589  
Fax: (415) 228-1094  
Web: www.mci.com

**MCI Communications Services Inc.**

*d.b.a. Verizon Bus SVC*  
22001 Loudoun County Pkwy.  
Ashburn, VA 20147  
Tel: (415) 228-1072  
(800) 893-7589  
Fax: (415) 228-1094  
Web: www.mci.com

**McLeod USA Telecommunications**

One Martha's Way  
Hiawatha, IA 52233-2402  
Tel: (319) 790-7055  
(800) 500-3453  
Fax: (319) 790-7901  
Web: www.mcleodusa.com

**Metropolitan Telecommunications of Utah**

44 Wall St.  
6th Floor  
New York, NY 10005-2401  
Tel: (212) 607-2000  
Fax: (866) 667-3900

**New Edge Network Inc.**

3000 Columbia House Blvd.  
Suite 106  
Vancouver, WA 98661-2969  
Tel: (360) 693-9009  
(877) 725-3343  
Fax: (360) 737-0828  
Web: www.newedgenetworks.com

**Nextg Networks of Calif**

2216 Otoole Avenue  
San Jose, CA 95131-1326  
Tel: (408) 954-1580

**North County Communications**

3802 Rosecrans St.  
Suite 485  
San Diego, CA 92110  
Tel: (619) 364-4750  
Fax: (619) 364-4777  
Web: www.nccom.com

**OnFiber Carrier Services**

1600 7th Avenue  
Room 2711  
Seattle, WA 98191  
Tel: (206) 345-8318  
(800) 362-1228  
Fax: (206) 346-9001

**Orbitcom Inc.**

1701 N. Louise Ave.  
Sioux Falls, SD 57101  
Tel: (605) 977-6900

**Pac-West Telecom Inc.**

4210 Coronado Ave.  
Stockton, CA 95204-2341  
Tel: (209) 926-2403  
(800) 722-9378  
Fax: (209) 926-4585  
Web: www.pacwest.com

**Paetec**

600 Willowbrook Office Parks  
One Paetec Plaza  
Fairport, NY 14450-4223  
Tel: (585) 340-2500

**Preferred Carrier Services Inc.**

14681 Midway Road  
Suite 105  
Addison, TX 75001-3147  
Tel: (972) 503-3388  
(800) 288-0910  
Fax: (972) 503-3385  
Web: www.phonesforall.com

**Preferred Long Distance Inc.**

16380 Ventura Blvd.  
Suite 350  
Encino, CA 91436-1716

**Premiere Network Services Inc.**

500 N. Akard Street  
Suite 2980  
Dallas, TX 75201-6800  
Tel: (972) 228-8881  
(888) 739-4734  
Fax: (972) 228-8889  
Web: www.rewirrit.com

**Quantumshift Communications Inc.**

12657 Alcosta Blvd.  
Suite 418  
San Ramon, CA 94583-4433  
Tel: (415) 893-7180  
(888) 800-1490  
Fax: (415) 893-0569  
Web: www.quantumshift.com

**Questar Infocom Inc.**

180 East 100 South  
PO Box 45433  
Salt Lake City, UT 84145-0433  
Tel: (801) 324-5938  
(800) 729-6790  
Fax: (801) 324-5131  
Web: www.questarinfo.com

**Qwest Corporation**

1801 California Street  
Denver, CO 80202  
Tel: (801) 237-7200  
(888) 642-9996  
Fax: (801) 237-6542  
Web: www.qwest.com

**Redline Inc.**

770 E. Main St., #105  
Lehi, UT 84043  
Tel: (801) 735-9950  
Fax: (801) 990-3998  
Web: www.redlinephone.com

**Reliant Communications Inc.**

801 International Pkwy.  
5th Floor  
Lake Mary, FL 32746-4763  
Tel: (800) 830-5582  
Fax: (800) 774-9216  
Web: www.relianrates.com

**SBC Telecom Inc. AT&T Long Distance**

1010 N. St. Mary's  
Room 1335  
San Antonio, TX 78215  
Tel: (210) 246-8041  
(877) 430-7228  
Fax: (210) 246-8759  
Web: www.sbctelecom.com

**Sierra Pacific Communications**

5860 S. Pecos Rd.  
Bldg. G Suite 100  
Las Vegas, NV 89120-5429  
Tel: (702) 949-7947  
(800) 931-1791  
Fax: (702) 949-7929  
Web: www.spfiber.com

**Sorenson Media Inc.**

4393 S. Riverboat Road  
Suite 300  
Salt Lake City, UT 84123  
Tel: (801) 287-9400  
Fax: (801) 287-9401  
Web: www.sorenson.com

**Sprint Communications Co LP**

6391 Sprint Pkwy.  
MS: ksopht0101-Z2400  
Overland Park, KS 66241-2400  
Tel: (913) 315-4279  
(800) 829-0965  
Fax: (913) 315-3303  
Web: www.sprint.com

**Suburban Access LLC**

590 Burbank St.  
Suite 255  
Broomfield, CO 80020  
Tel: (303) 466-1723  
Fax: (303) 469-9510  
Web: www.surburbanaccess.com

**Syniverse Technologies Inc.**

8125 Highwoods Palm Way  
Tampa, FL 33647-1776  
Tel: (813) 637-5940  
Fax: (813) 637-5731  
Web: www.syniverse.com

**Talk America**

6805 Route 202  
New Hope, PA 18938  
Tel: (215) 862-1500  
(800) 291-9699  
Fax: (215) 862-1085  
Web: www.talk.com

**TCG Utah c/o AT&T**

One AT&T Way  
Room 2B115D  
Bedminster, NJ 07921

**TelWest Communications**

12101 Tukwila International Blvd.  
Suite 300  
PO Box 94447  
Seattle, WA 98168-2569  
Tel: (206) 933-1119  
(877) 463-9366  
Fax: (206) 933-1117  
Web: www.telwestcommunications.com

**Time Warner Telecom of Utah LLC**

10475 Park Meadows Dr.  
Suite 400  
Littleton, CO 80124  
Tel: (303) 566-1000  
(888) 245-0608  
Fax: (303) 566-1010  
Web: www.twtelecom.com

**Trans National Communications (TNCI)**

2 Charlesgate West  
Boston, MA 02215  
Tel: (617) 369-1163  
Fax: (617) 369-1187

**Trinsic**

**Communications Inc.**  
601 S. Harbour Island Blvd.  
Suite 220  
Tampa, FL 33602  
Tel: (813) 273-6261  
(251) 368-8600  
Fax: (813) 233-4538  
Web: www.trinsic.com

**UCN Inc.**

14870 S. Pony Express Rd.  
Bluffdale, UT 84065-4801  
Tel: (801) 320-3200  
Fax: (801) 715-5022

**ILECs Operating in the State of Utah**

under the Jurisdiction of the Public Service Commission

**Incumbent Local Exchange Carriers****Albion Telephone Company**

225 W. North St.  
PO Box 98  
Albion, ID 83311  
Tel: (208) 673-5335  
Fax: (208) 673-6200  
Web: www.atccomm.com

**All West Communications**

50 West 100 North  
PO Box 588  
Kamas, UT 84036-0588  
Tel: (435) 783-4361  
(888) 292-1414  
Fax: (435) 783-4928  
Web: www.allwest.net

**Bear Lake Communications**

35 S. State St.  
PO Box 7  
Fairview, UT 84629  
Tel: (435) 427-3331  
(800) 427-8449  
Fax: (435) 427-3200  
Web: www.cutel.com

**Beehive Telephone Company**

2000 E. Sunset Rd.  
Lake Point, UT 84074-9779  
Tel: (801) 250-6639  
(800) 629-9993  
Fax: (801) 250-4420  
Web: www.beehive.net

**Carbon Emery Telecom**

455 E. Hwy. 29  
PO Box 421  
Orangeville, UT 84537-0421  
Tel: (435) 748-2223  
Fax: (435) 748-5222

**Central Utah Telephone**

35 S. State Street  
PO Box 7  
Fairview, UT 84629  
Tel: (435) 427-3331  
(800) 427-8449  
Fax: (435) 427-3200  
Web: www.cutel.com

**CenturyTel of Eagle, Inc.**

100 Century Park Dr.  
PO Box 4065  
Monroe, LA 71211-4065  
Tel: (318) 388-9000  
(800) 562-3956  
Fax: (318) 388-9602  
Web: www.centurytel.com

**Citizens Telecommunications**

PO Box 708970  
Sandy, UT 84070-8970  
Tel: (801) 924-6360  
(800) 373-5627  
Fax: (801) 924-6363  
Web: www.frontieronline.com

**Direct Communications**

**Cedar Valley**  
PO Box 324  
Rockland, ID 83271-0324

**Emery Telephone**

455 E. Hwy. 29  
PO Box 629  
Orangeville, UT 84537-0629  
Tel: (435) 748-2223  
Fax: (435) 748-5222  
Web: www.emerytel.com.net

**Farmers Telephone Company**

26077 Hwy. 491  
PO Box 369  
Pleasant View, CO  
81331-0369  
Tel: (970) 562-4211  
(877) 828-8656  
Fax: (970) 562-4214  
Web: www.farmerstel.com

**Gunnison Telephone Company**

29 South Main St.  
PO Box 850  
Gunnison, UT 84634-0850  
Tel: (435) 528-7236  
Fax: (435) 528-5558  
Web: www.gtclco.net

**Hanksville Telecom Inc.**

455 E. Hwy. 29  
PO Box 629  
Orangeville, UT 84537-0629  
Tel: (435) 748-2223  
Fax: (435) 748-5222  
Web: www.emerytel.com.net

**Manti Telephone Company**

34 W. Union St.  
Manti, UT 84642-1356  
Tel: (435) 835-3391  
(877) 835-3391  
Fax: (435) 835-7192

**Navajo Communications**

*d.b.a. Frontier Navajo Communications*  
PO Box 708970  
Sandy, UT 84070-8970  
Tel: (801) 924-6360  
(800) 373-5627  
Fax: (801) 924-6363  
Web: www.frontieronline.com

**Qwest Corporation**

1801 California Street  
Denver, CO 80202  
Tel: (801) 237-7200  
(888) 642-9996  
Fax: (801) 237-6542  
Web: www.qwest.com

**Skyline Telecom**

35 S. State Street  
PO Box 7  
Fairview, UT 84629-0007  
Tel: (435) 427-3331  
(800) 427-8449  
Fax: (435) 427-3200  
Web: www.cutel.com

**South Central Utah Telephone**

45 North 100 West  
PO Box 555  
Escalante, UT 84726  
Tel: (435) 826-0225  
Fax: (435) 826-0826  
Web: www.socen.com

**Uintah Basin Telecom**

*d.b.a. UBTA Communications*  
211 East 200 North  
PO Box 398  
Roosevelt, UT 84066-2343  
Tel: (435) 646-5007  
(888) 546-8282  
Fax: (435) 646-5011  
Web: www.ubtanet.com

**Union Telephone Company**

PO Box 160  
Mountain View, WY  
82939-0160  
Tel: (307) 782-6131  
(800) 646-2355  
Fax: (307) 782-6913  
Web: www.union-tel.com

**Competitive Local Exchange Carriers (cont.)****United Communications HUB**

*d.b.a. UC HUB Inc.*  
10 Appaloosa Lane  
Bell Canyon, CA 91307-1002  
Tel: (909) 945-8563  
(800) 862-9970  
Fax: (888) 525-5266  
Web: www.uchub.net

**VCI Company**

2228 S. 78th St.  
Tacoma, WA 98409-9050  
Tel: (206) 419-5948  
(253) 475-6328  
Web: www.vcicompany.com

**Veracity Communications**

379 North University Avenue  
Suite 301  
Provo, UT 84601-2878  
Tel: (801) 437-6578  
Fax: (801) 370-1104

**Vycera Communications Inc.**

12750 High Bluff Dr.  
Suite 200  
San Diego, CA 92130  
Tel: (858) 792-2400

**WilTel Communications**

1025 Eldorado Blvd.  
Broomfield, CO 80021  
Tel: (918) 437-2654  
(800) 924-8903  
Fax: (918) 547-9446  
Web: www.wiltelcommunications.com

**X5 Solutions**

1501 4th Ave.  
Suite 303  
Seattle, WA 98101  
Tel: (206) 839-4060  
(888) 588-1501  
Fax: (206) 973-5899  
Web: www.x5solutions.com

**Xmission Networks, LLC**

51 East 400 South  
Suite 100  
Salt Lake City, UT 84111  
Tel: (801) 303-0819

**XO Utah Inc.**

11111 Sunset Hills Rd.  
Reston, VA 20190  
Tel: (703) 547-2866  
Fax: (703) 547-2420  
Web: www.xo.com

**Ygnition Networks, Inc.**

565 Andover Park West, #201  
Seattle, WA 98188  
Tel: (206) 574-5480  
Fax: (206) 574-5481

**Ymax**

**Communications Corp.**  
PO Box 6785  
West Palm Beach, FL  
33405-6785  
Tel: (561) 586-3380  
(888) 230-0060  
Fax: (561) 586-2328

# Water

## Overview of Water Utility

### Water Service

There is no utility service more crucial to Utah's citizens than safe, clean, culinary water at affordable rates. For this reason, privately owned water companies have been under the Commission's jurisdiction since its inception.

However, for the overwhelming majority of Utahns, culinary water is delivered either by municipal systems or quasi-governmental special improvement or water districts. The Commission has no jurisdiction over such entities. Irrigation water, delivered by irrigation cooperatives, is likewise not subject to Commission jurisdiction.

Nevertheless, there are Utah residents, primarily in sparsely populated rural areas, who receive their water from privately owned water utilities subject to Commission jurisdiction. In recent years, relatively few new culinary water companies have been organized, and most of these have been formed more with a view toward serving as a marketing tool for real estate development than as economically viable enterprises in their own right.

### Water Companies

This being the case, many of the new water companies have been set up as non-profit cooperatives with the intent that control and ownership, with all the responsibilities attendant thereto, will transfer to the lot owners as the lots are sold. In the meantime, many developers subsidize their water companies to enable them to offer attractive rates.

The Commission's policy is to exercise its jurisdiction, which under the law it is

required to do, so long as the developer retains effective voting control of the water company. Once the lot owners/water users have attained voting control, the Commission relinquishes jurisdiction — again, as required by law.

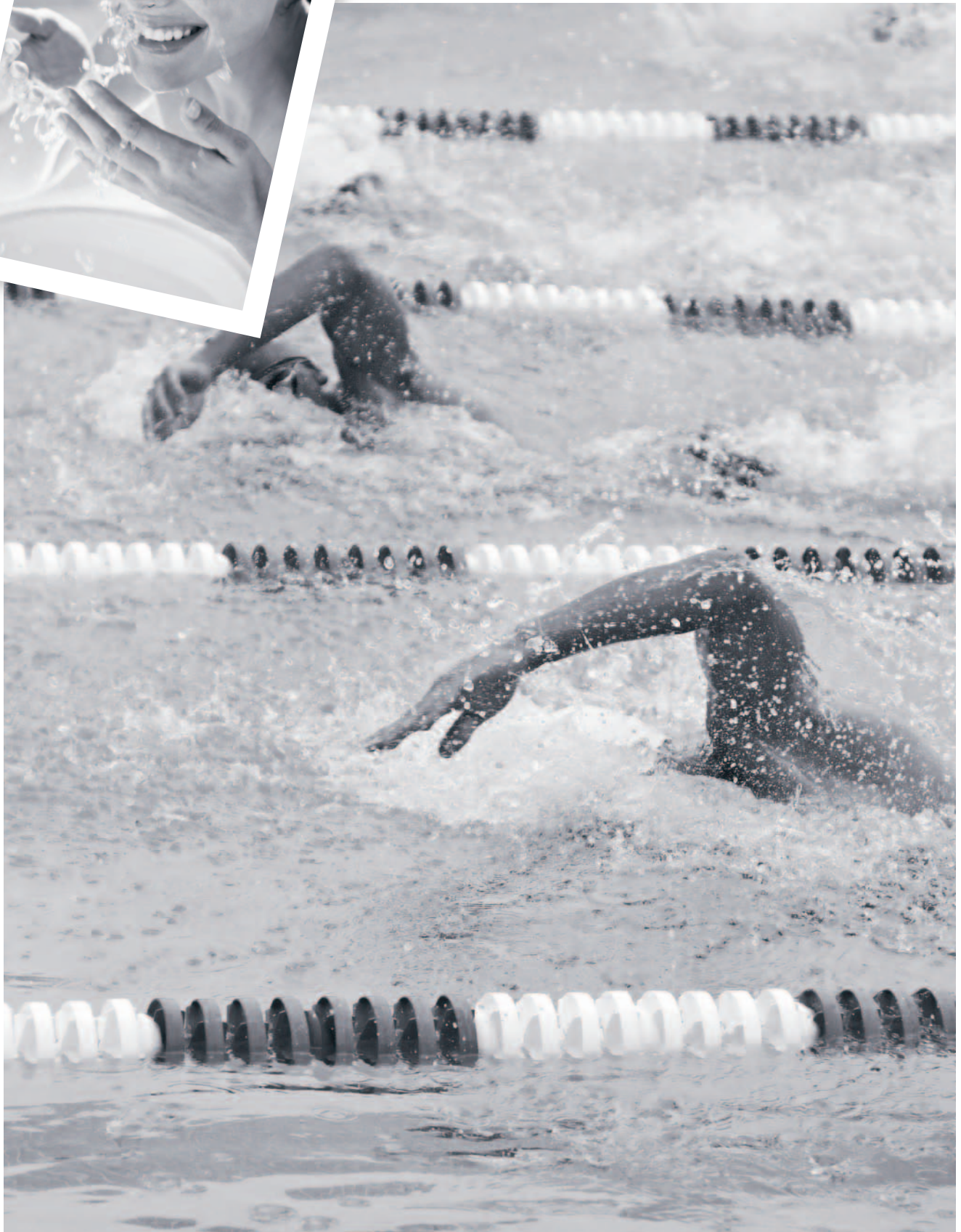
In uncontested cases, the Commission adjudicates the status of a water company informally, and those companies, which appear to be bona-fide cooperatives, are issued informal letters of exemption without the formal entry of a Commission order. Those companies found to be subject to Commission jurisdiction are issued Certificates of Public Convenience and Necessity by formal Commission order. Currently there are 36 certified water companies.

### Commission Jurisdiction

As with other utilities, the Commission exercises regulatory jurisdiction over rates. Rate cases in the water context are relatively infrequent. Filing and prosecuting a rate case is somewhat costly, so companies tend to apply only when the need for an increase is acute. The Commission also entertains consumer complaints regarding water companies as it does other utilities.

During fiscal 2007, the Commission issued one new Certificate of Public Convenience and Necessity, cancelled the Certificate of one company no longer providing culinary water service, approved rate increases requested by four water companies, and decreased certain rates for one company.





## Water Dockets

### 06-2189-01

*In the Matter of the Investigation into the request to cancel the Certificate of Public Convenience and Necessity for Chekshani Water Company*

Report and Order issued September 19, 2006. Chekshani Water Company's Certificate of Public Convenience and Necessity, issued March 18, 1993, in Docket No. 92-2189-01, be, and it is, cancelled and annulled.

### 06-2280-T01

*In the Matter of the Legacy Sweetwater, Inc., Request for Rates, Rules, and Regulations for Water Service*

Report and Order issued September 26, 2006. Legacy Sweetwater Water Company's proposed rates and fees are approved as reflected in the Company's revised tariff filed September 21, 2006, and set forth supra, said approval being conditioned upon the continuing cooperation of Legacy Sweetwater Water Company, the developer and all affiliates in making their books and records available for reasonable inspection by the Division of Public Utilities and this Commission.

### 06-2178-T02

*In the Matter of the Apple Valley Water Company Request for Rates, Rules, and Regulations for Water Service*

Report and Order issued October 2, 2006. Apple Valley Water Company's proposed connection fee is approved.

### 06-2443-T01

*In the Matter of the Proposed Rate Increase of WaterPro, Inc.*

Report and Order issued January 12, 2007. WaterPro, Inc.'s proposed rates as discussed herein are approved.

### 04-2437-01

*In the Matter of the Investigation of the Water System Operations of Bridge Hollow Water Association for Certification as a Public Utility or Exemption as a Mutual Water Company*

Report and Order Certificate No. 2437 issued January 29, 2007. Bridge Hollow Water Association having failed to demonstrate its qualification for exemption from Commission regulation, but having demonstrated its fitness to serve, the Commission grants a Certificate of Public Convenience and Necessity and approves interim rates as indicated.

### 06-014-T01

*In the Matter of the Proposed Rate Increase of Storm Haven Water Company, Inc.*

Report and Order issued February 27, 2007. Storm Haven Water Company, Inc.'s proposed rates as discussed herein are approved as indicated.



Key:

**Docket Number**  
Short Title

Status as of June 30, 2007

## Water Utilities Operating in the State of Utah

under the Jurisdiction of the  
Public Service Commission

### Apple Valley Water Company

2894 S. Cartland Dr.  
Box 225-9  
Apple Valley, UT 84737  
Tel: (435) 877-1023  
Fax: (435) 877-1072

### Boulder King Ranch Estates Water

PO Box 1519  
Boulder, UT 84716  
Tel: (435) 335-7441  
Fax: (435) 645-3354

### Bridgerland Water Company, Inc.

PO Box 314  
Logan, UT 84323-0314  
Tel: (435) 755-3006  
Fax: (435) 755-3009

### Cedar Point Water Company

20 South 850 West, #1  
Hurricane, UT 84737-4867  
Tel: (435) 635-3394  
Fax: (435) 635-0264

### Color Country Owners Association

2283 West 2350 North  
PO Box 912  
Cedar City, UT 84721-0912  
Tel: (435) 865-0677  
Fax: (435) 865-1090

### Community Water

*c/o Norwest Corporation*  
1840 Sunpeak Dr.  
Park City, UT 84098  
Tel: (435) 615-4840  
Fax: (435) 615-4855

### Dammeron Valley Water Company

1 Dammeron Valley Dr. East  
Dammeron Valley, UT 84783  
Tel: (435) 574-2295  
Fax: (435) 627-1478  
Web: [www.dammeronvalley.com](http://www.dammeronvalley.com)

### Duck Creek Pines LLC

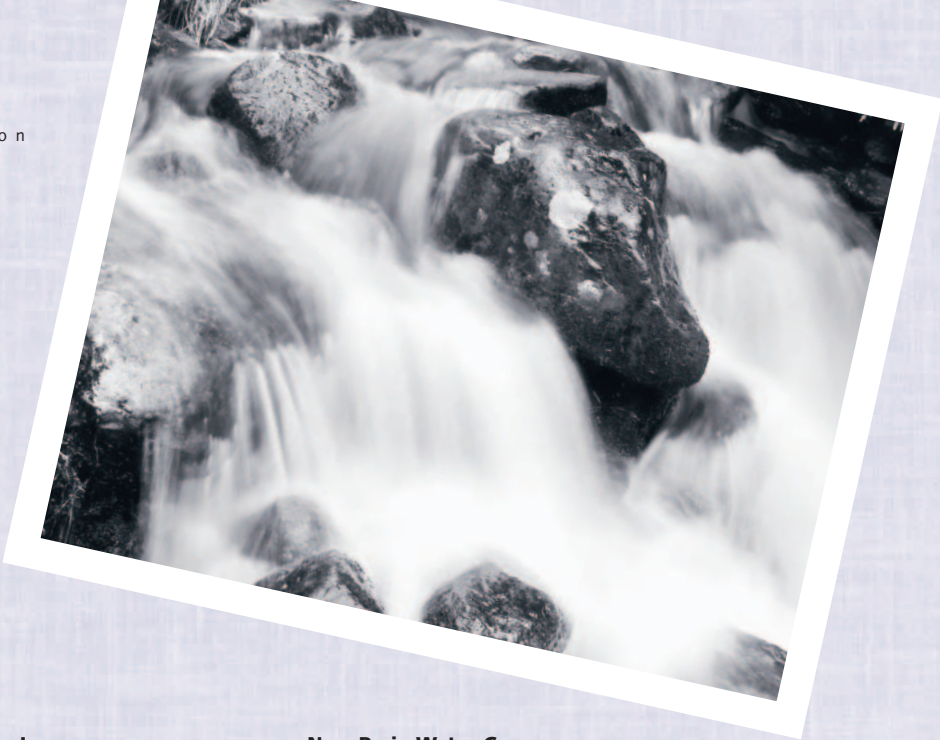
2230 N. University Pkwy.  
Suite 7B  
Provo, UT 84604  
Tel: (801) 377-0400  
Fax: (801) 377-0630

### Durfee Creek Homeowners Association

1941 East 6925 North  
Liberty, UT 84310  
Tel: (801) 476-2373  
(801) 775-2488  
Fax: (801) 974-5653



**Water Utilities  
Operating in Utah (cont.)**



**Elk Ridge Estates  
Water Company**

PO Box 100013  
Alton, UT 84710  
Tel: (435) 648-2029  
Fax: (435) 648-2641  
Email: wheaton@scintern.net

**Falcon Crest Water Company  
c/o Lonepeak Realty &  
Management**

4115 S. 430 E., #201  
Salt Lake City, UT 84107  
Tel: (801) 268-1087  
Fax: (801) 262-7937  
Email: martin@lonepeakreality.com

**Harmony Heights  
Water Company**

722 East 200 South  
PO Box 487  
New Harmony, UT 84757  
Tel: (435) 586-9208  
Fax: (435) 586-9208

**Harmony Mountain Ranch  
Water Company**

2116 N. Canyon Greens Dr.  
Washington, UT 84780-1963  
Tel: (435) 531-1717  
Fax: (435) 627-9383

**Hidden Creek  
Water Company**

5225 S. Alvera Circle  
Salt Lake City, UT 84117-7105  
Tel: (801) 272-3525  
Fax: (801) 277-6691

**Highlands' Water  
Company Inc.**

5880 Highland Drive  
Morgan, UT 84050  
Tel: (801) 876-2510  
Cell: (801) 391-1105

**Homespun Village  
Water Company**

PO Box 460671  
Leeds, UT 84746  
Tel: (801) 254-9050  
Fax: (801) 254-1522

**Horseshoe Mountain  
Ranch Estates**

10160 Roseboro Road  
Sandy, UT 84092  
Tel: (801) 572-4728  
Fax: (801) 572-7456

**Iron Town Property Owners'**

2568 Elizabeth St., #5  
Salt Lake City, UT 84106  
Tel: (801) 484-4220  
Email: kwrrussell@msn.com

**Kwu Inc.**

*d.b.a. Kayenta Water Users*  
800 N. Kayenta Pkwy.  
Ivins, UT 84738  
Tel: (435) 628-7234  
Fax: (435) 628-7707

**Lake Front Estates  
Water Users Association**

PO Box 567  
Panguitch, UT 84757  
Tel: (435) 676-2349

**Lakeview Water Corporation**

932 Ski Lake Dr.  
Huntsville, UT 84317  
Tel: (801) 745-3004  
Fax: (801) 745-3131

**Legacy Sweetwater Inc.**

PO Box 277  
Mt. Pleasant, UT 84647  
Tel: (801) 491-9414  
Fax: (435) 491-8704

**Lizard Bench  
Water Association**

1030 East 2780 North  
Monroe, UT 84757  
Tel: (435) 896-6056  
Email: jcquitt@altazip.com

**Long Valley Estates  
Water Co.**

610 San Miguel Canyon Road  
Royal Oaks, CA 95076-9024  
Tel: (831) 224-5059

**Mountain Sewer Corporation**

932 S. 6525 E.  
Huntsville, UT 84317  
Tel: (801) 745-3004  
Fax: (801) 745-3131

**Mountain Valley Ranches  
Water Service  
North Corporation**

2274 West 5875 North  
Cedar City, UT 84720-5917  
Tel: (435) 586-2436

**New Paria Water Company**

71 S. 7th Ave.  
Page, AZ 86040-0340  
Tel: (928) 645-9478  
Fax: (928) 645-5745

**North Creek Ranch HOA**

2425 North 530 East  
PO Box 2030  
Beaver, UT 84713-2030  
Tel: (435) 438-6308  
Fax: (435) 738-2455

**Pine Valley Irrigation Co.**

132 East 100 South  
Pine Valley, UT 84781-2112  
Tel: (435) 574-2715

**Pineview West Water Co.**

6084 South 900 East, #202  
Salt Lake City, UT 84121  
Tel: (801) 521-7330

**Sherwood Water Co.**

3140 North 2000 West.  
PO Box 565  
Delta, UT 84624-0565  
Tel: (435) 864-2896  
Fax: (435) 864-4947

**South Duchesne  
Culinary Water Inc.**

289 W. Main St.  
PO Box 294  
Duchesne, UT 84021-0294  
Tel: (435) 738-6000  
Fax: (435) 738-6003

**Storm Haven  
Water Company**

4782 S. Cove Lane  
Heber City, UT 84032-9641  
Tel: (435) 654-3119

**Wanship Cottage Site  
Water Company**

340 S. Main St.  
PO Box 176  
Coalville, UT 84017-0176  
Tel: (435) 336-5584  
Fax: (435) 336-2380

**WaterPro Inc.**

12421 South 800 East  
PO Box 156  
Draper, UT 84020  
Tel: (801) 571-2232  
Fax: (801) 571-8054  
Web: www.waterpro.net

**West Slope Water Company**

94 East 2530 North  
PO Box 1081  
Cedar City, UT 84721-1081  
Tel: (435) 586-7688  
Fax: (435) 867-1001

**White Hills Water Company**

1099 W. South Jordan Pkwy.  
South Jordan, UT 84095  
Tel: (801) 485-5274

**Winchester Hills Water Co.**

1090 West 5830 North  
Saint George, UT 84770  
Tel: (435) 673-9403  
(435) 659-6967

**Wolf Creek Ranch  
Water System**

PO Box 520370  
Salt Lake City, UT 84152-0370  
Tel: (801) 844-0101  
Fax: (801) 975-0900  
Web: www.wolfcreekranch.com  
Email: dannypace21@yahoo.com

**Wolf Creek Water Co.**

3718 N. Wolf Creek Dr.  
PO Box 658  
Eden, UT 84310-0658

**Wolf Creek Water  
Conservancy Inc.**

3718 N. Wolf Creek Dr.  
PO Box 658  
Eden, UT 84310-0658  
Tel: (801) 745-3435  
Fax: (801) 745-3454

# Complaint Resolutions

## Utility Overview

### Monopolies

If a privately owned company is a monopoly, it is in position to exploit its customers. Since that company will be the sole source of a good or service, its dissatisfied customers have nowhere else to turn to acquire the monopolized service or product at better price or quality. The customer takes what the monopoly offers or does without.

This picture changes in the case of services provided by regulated public utility companies, as it should, because public utility services are necessities of modern life. Households and businesses cannot do without these services. The Commission is the intermediary between public utility monopolies and customers.



### The Role of the Commission

Oftentimes customers contact the Commission to converse directly with a Commissioner, the administrative secretary or a member of the technical staff. This has the dual benefit, whether or not the complaint is resolved this way, of giving the customer direct contact with either an expert or a decision-maker, while it keeps the Commission aware of circumstances of utility service current in the community. But in cases where informal processes do not satisfy the customer, he or she is free to pursue formal action at the Commission.

### The Role of the Division

A dissatisfied customer who cannot resolve service problems through contact with the utility comes to state regulators for help. A walk-in, visit, a local call, or a toll-free 800 number connects the customer with the staff of the Division of Public Utilities. Division staff constructs a factual statement, through discussions with both the complainant and the utility, of the problem. Often, this is enough to resolve the difficulty.

In other instances, after Division contact, the utility itself takes action to correct the problem. At times, a customer facing service difficulty may ask the Committee of Consumer Services for help. Though following the same sort of process the Division does, if the Committee learns that other customers face similar problems, it may petition the Commission for action in a manner having wider applicability. An example might be changes in late payment arrangements to assist low-income customers or others having difficulty paying their bills.

### Formal Complaints

In cases involving factual disputes over which the Commission has jurisdiction, the Commission resolves a formal complaint by hearing before an administrative law judge, who establishes the facts on the record and renders a recommended decision.

Docketed complaint cases resolved by the Commission through formal processes during the fiscal year are listed below. By far most customer complaints are resolved, however, in the informal ways mentioned.

The following table shows the number of informal complaints processed by the Division of Public Utilities in FY 2007. Of these, 16 became formal complaints before the Commission during FY 2007 requiring a hearing by an Administrative Law Judge.

#### Utility Complaint FY 2007

Electric .....	266
Natural Gas.....	253
Telecom – ILEC* .....	318
Telecom – CLEC* .....	178
Telecom – Long Distance...	43
Water and Sewer .....	7
<b>Total .....</b>	<b>1,065</b>

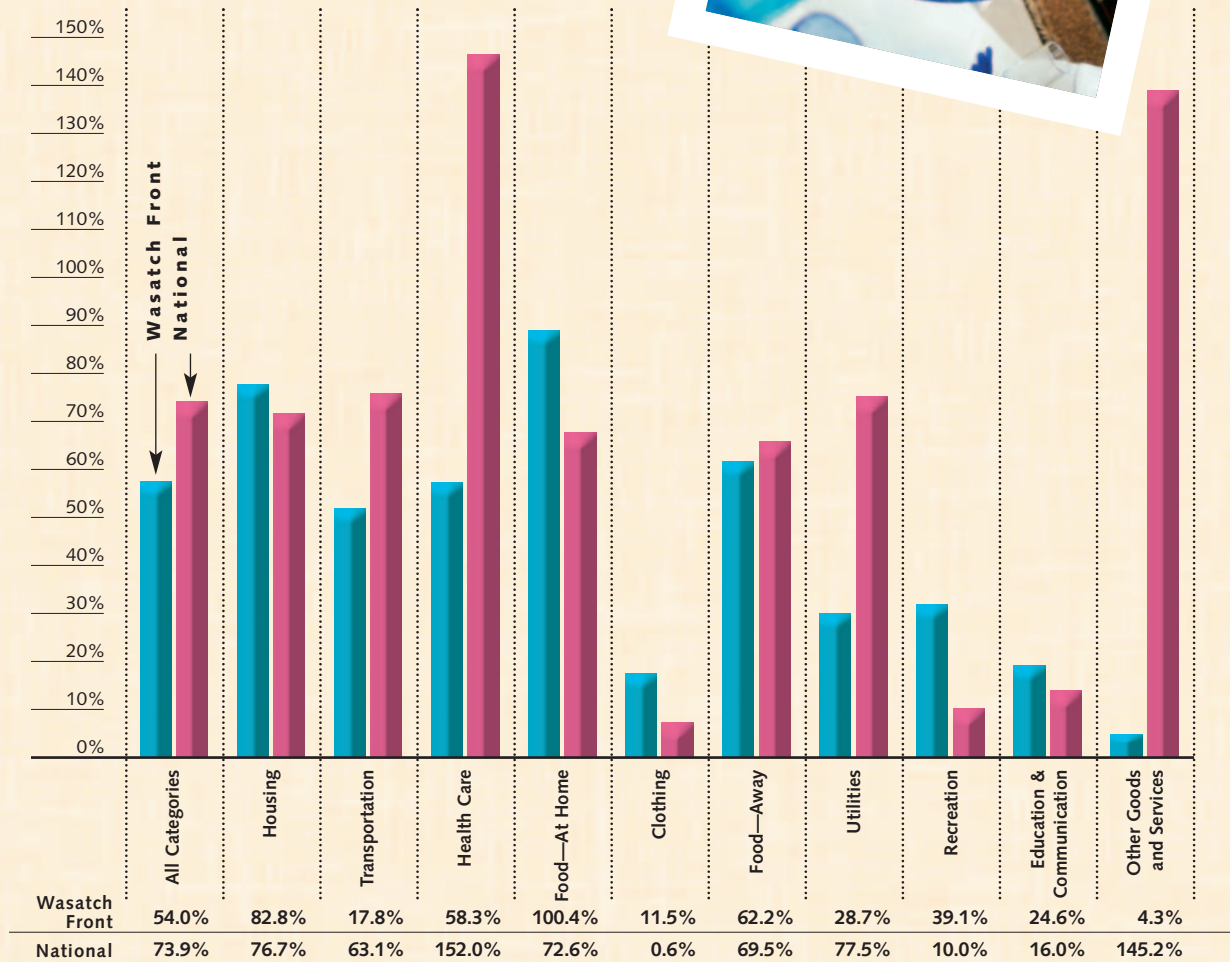
\* ILEC – Incumbent Local Exchange Carrier  
\* CLEC – Competitive Local Exchange Carrier

# Price Changes of Utah's Utilities



## Cost of Living Increase

March 1988 – May 2007



Index: March 1988 = 0%; Source: Wells Fargo Bank Cost of Living Report 5-07

**A** Wells Fargo Bank *Cost of Living Report* describes how prices for different goods and services have changed along the Wasatch Front compared to the nation in the past nineteen years. Wells Fargo Bank's analysis looks at ten different categories of goods and services and shows that utilities is one of only five categories that show percentage increases less for the Wasatch Front than nationally. The percentage increase over the nineteen years for Wasatch Front Utilities was less than half that of the nation.

Looking solely at utility services regulated by the Utah Public Service Commission, the typical residential customer has experienced a 2% decline in Rocky Mountain Power electric bills since 1988 and an 86% increase in Questar Gas natural gas bills. About half of Questar Gas's rates are determined by the cost of the natural gas commodity, which is passed through to consumers at cost. Questar Gas purchases about half of its natural gas supplies from an open market and market price has been higher in recent years.

**The Public Service  
Commission of Utah**

P.O. Box 45585  
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Salt Lake City  
Utah 84145-0585



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