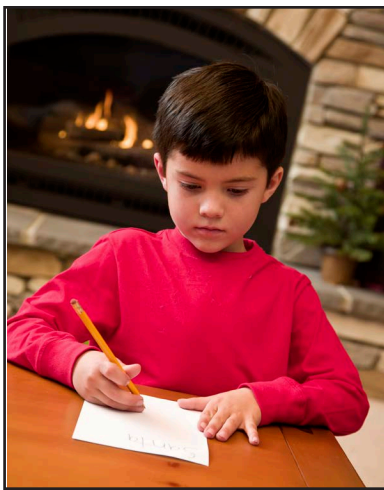


Public Service Commission of Utah

2015 Annual Report *for the period July 1, 2014 through June 30, 2015*



Electricity

Natural Gas

Telecommunications

Water

2015 Public Service Commission of Utah
for the Period July 1, 2014 - June 30, 2015

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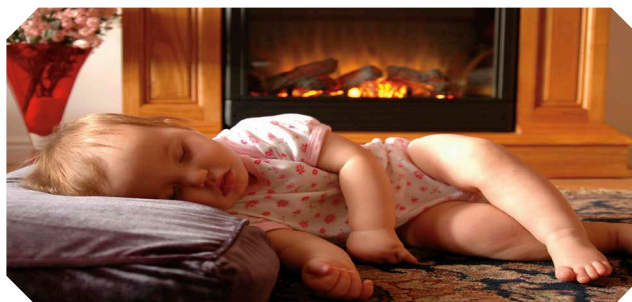
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State of Utah

GARY R. HERBERT
Governor

SPENCER J. COX
Lieutenant Governor

Public Service Commission

THAD LeVAR
Chair

DAVID R. CLARK
Commissioner

JORDAN A. WHITE
Commissioner

November 5, 2015

Honorable Gary Herbert
Governor, State of Utah
Honorable Members of the Senate
Honorable Members of the House of Representatives

It is a pleasure to present the fiscal year 2015 Annual Report of the Public Service Commission of Utah. This report has been prepared in accordance with Utah Code § 54-1-10, which requires the Commission to submit to you a report of its activities during the fiscal year ending June 30, 2015.

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,

A handwritten signature in cursive script that reads "Thad LeVar".

Thad LeVar, Chair

A handwritten signature in cursive script that reads "David R. Clark".

David Clark, Commissioner

A handwritten signature in cursive script that reads "Jordan White".

Jordan White, Commissioner

Heber M. Wells Building, 160 East 300 South, 4th Floor, Salt Lake City, UT 84111
P.O. Box 45585, Salt Lake City, UT 84145-0585
Telephone (801) 530-6716 • facsimile (801) 530-6796 • www.psc.utah.gov

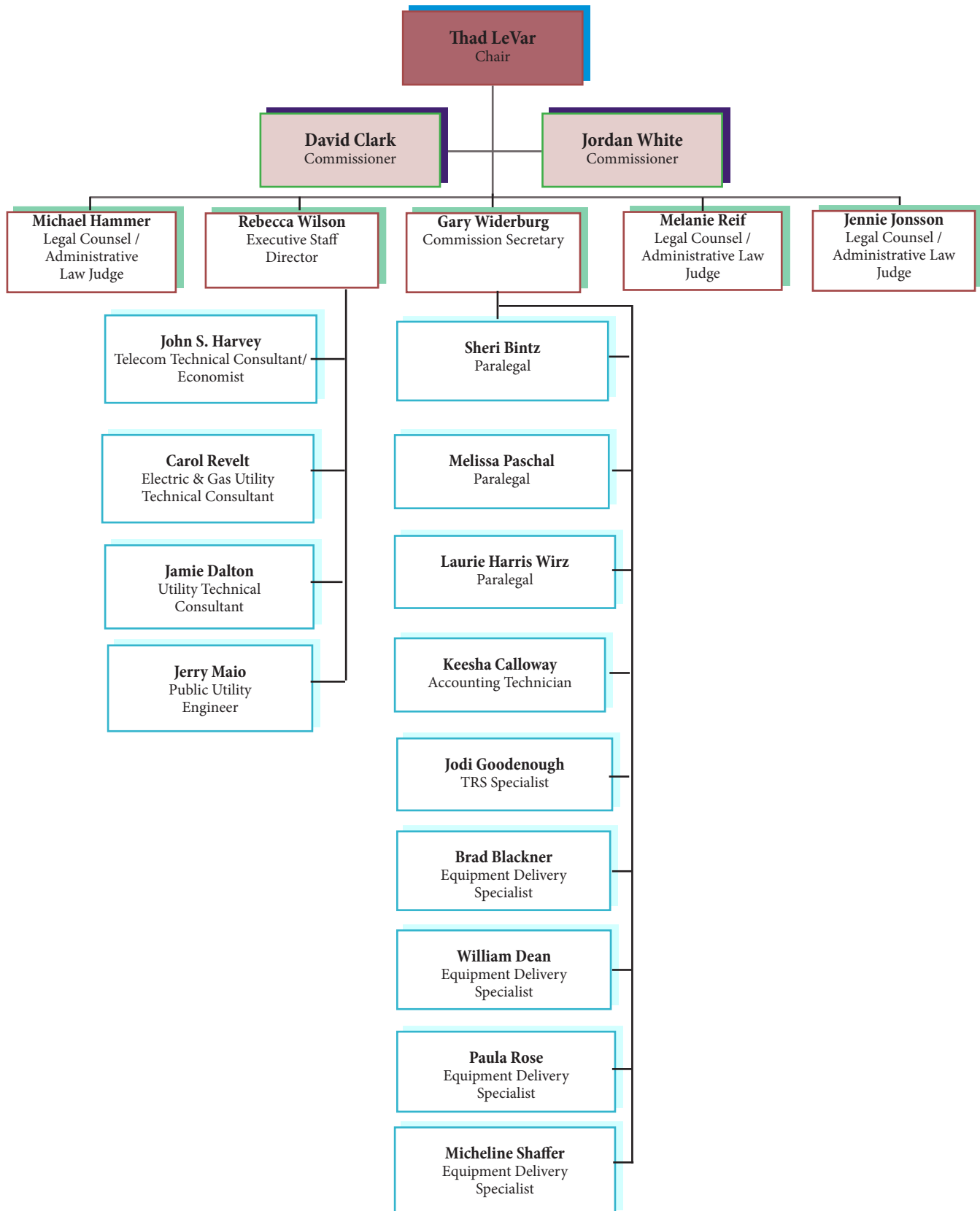


Personnel
June 30, 2015

Chairman	Thad LeVar
Commissioner	David Clark
Commissioner	Jordan White
Commission Secretary	Gary Widerburg
Executive Staff Director	Rebecca Wilson
Legal Counsel / Administrative Law Judge	Michael Hammer
Legal Counsel / Administrative Law Judge	Melanie Reif
Legal Counsel / Administrative Law Judge	Jennie Jonsson
Telecommunications Technical Consultant/Economist	John Harvey
Utility Technical Consultant	Jamie Dalton
Electric and Gas Utility Technical Consultant	Carol Revelt
Public Utility Engineer	Jerry Maio
Paralegal	Sheri Bintz
Paralegal	Melissa Paschal
Paralegal	Laurie Harris Wirz
Accounting Technician	Keesha Calloway
TRS Specialist	Jodi Goodenough
Equipment Delivery Specialist.	Brad Blackner
Equipment Delivery Specialist.	William Dean
Equipment Delivery Specialist.	Paula Rose
Equipment Delivery Specialist.	Micheline Shaffer

PSC Organization

June 30, 2015



COMMISSIONERS



Thad LeVar

Appointed as Chair: June 19, 2015

Thad was appointed to a partial term on the Public Service Commission of Utah by Governor Gary Herbert on January 1, 2013, and was reappointed to a full term effective March 1, 2015. He had been with the Utah Department of Commerce since 2004, and at the time of his appointment he was the agency's deputy director. In that role Thad had oversight responsibilities related to both the Office of Consumer Services and the Division of Public Utilities, and twice served as interim director of the Division. While working with the Department of Commerce, Thad was appointed to be a member of the steering committee for Governor Herbert's 2011 Utah Business Regulation Review, a project that resulted in over 300 changes to Utah state government including streamlining and eliminating a significant number of rules and regulations.

Previously in his career Thad held jobs first as an administrative law judge, and then as division director, with the Division of Consumer Protection, an agency that investigates allegations of deceptive sales practices. He also worked as associate general counsel for the Utah Legislature, where his duties included serving as legal counsel for both the House and Senate committees on public utilities and technology. Before law school, Thad taught in secondary schools in Texas and Arkansas. He is a graduate of the J. Reuben Clark Law School at Brigham Young University.



David Clark

Appointed: January 1, 2013

David was appointed to the Public Service Commission of Utah by Governor Gary Herbert on January 1, 2013. At the time of his appointment, he had been serving as the PSC's legal counsel since 2010. David serves in a number of national and regional organizations related to public utility regulation, including: the Electricity Committee of the National Association of Regulatory Utility Commissioners (NARUC); the Member Representatives Committee of the North American Electric Reliability Corporation (NERC); the Member Advisory Committee of the Western Electric Coordinating Council (WECC); the Steering Committee of the Northern Tier Transmission Group (NTTG); and the Western Interconnection Regional Advisory Body (WIRAB).

During a 22 year legal career in California, David represented energy and telecommunications utilities in administrative hearings, and practiced corporate law for a public utility holding company, serving as manager of the company's Legal Division. He began his law practice as a member of the United States Navy Judge Advocate General's Corps.

More recently, David founded a financial services business in the banking sector, serving clients in the western United States. He also spent three years in full-time, volunteer church service. David's other community activities have included service on the boards of the San Diego Urban League, the Poway Center for the Performing Arts Foundation, the San Diego Cystic Fibrosis Foundation, and the San Diego Chapter of the J. Reuben Clark Law Society. David received his undergraduate and law degrees from Brigham Young University.



Jordan White

Appointed: June 5, 2015

Jordan was appointed to the Public Service Commission of Utah by Governor Gary Herbert on June 5, 2015, and confirmed by the Utah Senate on June 17, 2015. At the time of his appointment, he was serving as the PSC's legal counsel.

Prior to joining the PSC, Jordan worked in private practice at the law firm of Fabian & Clendenin, where he represented clients on real property and natural resource matters. Jordan later worked as in-house counsel for energy companies including PacifiCorp and most recently, NextEra Energy, Inc., where his work focused on real property, utility regulatory matters, electric transmission, and renewable energy project development.

Jordan previously served as President of the National Conference of Regulatory Attorneys and as a member of the National Association of Regulatory Utility Commissioners (NARUC) Subcommittee on Law. Jordan also served on the Farmington City Planning Commission. Prior to law school, Jordan practiced as a mental health therapist, working primarily with children, adolescents and families. He received his undergraduate, masters of social work and law degree from the University of Utah.

HOW THE PSC WORKS

Since its origin under the Public Utilities Act of 1917, the PSC has served the citizens of Utah through technical and economic regulation of the state's public utility companies. These privately owned but government regulated companies provide the telecommunications, electricity, natural gas, water, and sewer systems through which essential utility 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 some exceptions, primarily in the telecommunications industry, each utility is the sole provider of utility service in a designated geographic area of the state called "certificated service territory."

Because there is no competition within these territories, federal and state law obligates the PSC to promote and protect the public interest by ensuring public utility service is adequate in quality and reliability and safety, and is available at just and reasonable prices. 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 PSC has been an independent entity with a small clerical, legal, and technical advisory staff. Agency personnel include 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, legal and paralegal staff. Currently the PSC employs seventeen full-time and four part-time employees.

The Division of Public Utilities ("Division"), within the Utah Department of Commerce, performs public utility audits and investigations, helps resolve customer complaints, and enforces PSC orders. Since its 1983 reorganization, the Division has been empowered to represent an impartially-determined, broad public interest before the PSC. The Division employs a Director and a clerical and technical staff of approximately thirty employees and receives legal assistance from the Office of the Attorney General.

Utah's utility consumer advocate, the Office of Consumer Services, ("Office") was first established as

the Committee of Consumer Services in 1977 by the Utah Legislature. In 2009 the Utah Legislature reorganized the Committee into the Office of Consumer Services. The Office is staffed with five full-time professionals led by a Director who is appointed by the Governor, with the concurrence of the Committee and consent of the Senate, for a term of six years. The Director, on behalf of the Office, represents the interests of residential and small commercial consumers. The Committee of Consumer Services now exists as a nine-member layperson board as part of the Office to advise it regarding utility rate changes and other regulatory actions on residential, small commercial and irrigator customers, and to help establish policy objectives.

As a regulatory decision-making body, the PSC exercises a delegated legislative power. Each regulatory decision is reached quasi-

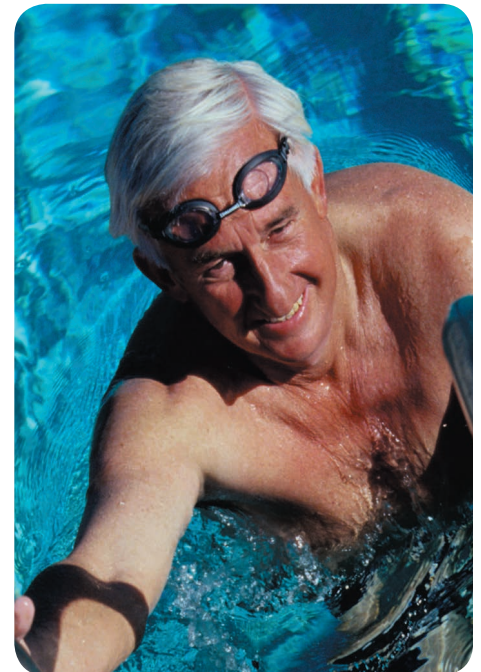
judicially – the decision must be based on evidence of record gathered in public hearings in docketed proceedings.

In the course of a hearing, parties may include the public utility, the Division, and the Office. 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 intervenors representing diverse interests also may participate. Intervenors want to be involved because regulatory decisions distribute outcomes as gains or losses to particular parties. Cases raise issues of law, economics, accounting, finance, engineering, and service quality.

The PSC is charged to reach decisions that balance the often-competing interests of concerned parties in pursuit of outcomes that protect and promote the overall public interest. In some instances, these decisions are reviewed by the Utah Supreme Court. Indexes and documents must be drawn directly from the evidentiary record created in open public hearings or filed on the public record.

During fiscal year 2015, 418 cases were opened and docketed and 303 orders were issued. The more involved cases are highlighted in the following discussions of electricity, natural gas, water and telecommunications. In fiscal year 2015, the PSC regulated 176 utility companies with gross intrastate revenues of over \$3.0 billion.



**Public Service Commission of Utah
Commissioners**

<u>Years of Service</u>	<u>Name</u>	<u>Home Town</u>
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
1991-95	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
2001-2012	Richard M. Campbell	Riverton
2003-2012	Theodore Boyer	Salt Lake City
2005-2015	Ronald Allen	Stansbury Park
2013-Present	Thad LeVar	Tooele
2013-Present	David Clark	Draper
2015-Present	Jordan White	Bountiful

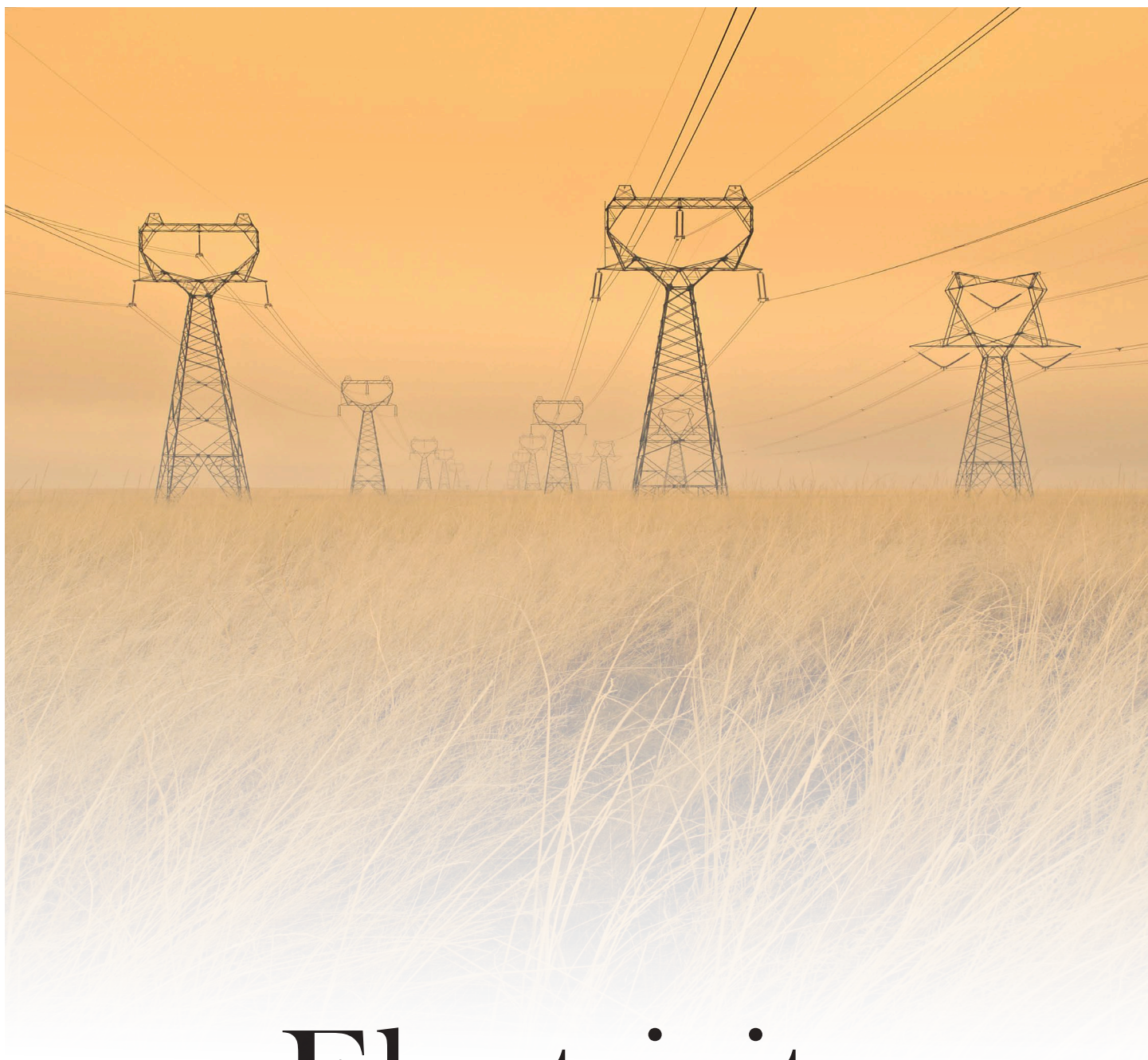
*Commissioner Pro Tempore 1991 - 1992

**Public Service Commission of Utah
Secretaries**

<u>Years of Service</u>	<u>Name</u>	<u>Home Town</u>
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
1959-60	Frank A. Yeamans	Salt Lake City
1960-70	C.R. Openshaw, Jr.	Salt Lake City
1970-71	Maurice P. Greffoz*	Salt Lake City
1971-72	Eugene S. Lambert	Salt Lake City
1972-77	Ronald E. Casper	Salt Lake City
1977-79	Victor N. Gibb	Orem
1979-81	David L. Stott	Salt Lake City
1981-83	Jean Mowrey	Salt Lake City
1983-86	Georgia Peterson	Salt Lake City
1986-91	Stephen C. Hewlett	Salt Lake City
1991-2011	Julie P. Orchard	Bountiful
2012-Present	Gary L. Widerburg	Ogden

*Acting Secretary





Electricity

ELECTRIC UTILITIES OVERVIEW

The principal electric utility regulated by the PSC is PacifiCorp, who does business in Utah as Rocky Mountain Power. PacifiCorp is an investor-owned utility serving approximately 835,000 residential, commercial and industrial customers in Utah. PacifiCorp also serves retail customers in five other western states and wholesale customers throughout the west. PacifiCorp provides approximately 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 PSC, or by rural electric cooperatives or electric service districts, which are subject to minimal state regulation.

Rate Changes

Under Utah Code Annotated § 54-4-4, the PSC is responsible for determining just and reasonable rates for PacifiCorp. Utah law enables the PSC to approve rate changes reflecting the outcome of a general rate case in which costs associated with the generation, transmission, and distribution of electricity are evaluated. In addition, the PSC has the authority to approve rate adjustments reflecting costs associated with the installation of major facilities in between general rate cases, the implementation of approved demand-side management and energy efficiency programs, energy balancing accounts, and the funding of low income assistance programs. In fiscal year 2015, the PSC approved four rate changes that resulted in an approximate 4.5 percent increase in the annual bill of a typical residential customer.

2014 General Rate Case Step 1 Rate Increase

On August 29, 2014, the PSC implemented a \$35 million increase of PacifiCorp's annual revenue requirement, representing the first step of a multi-year, uncontested settlement stipulation, which the PSC approved as part of the 2014 General Rate Case. The increase became effective on September 1, 2014, and resulted in an approximate 2.3 percent residential rate increase.

Electric Energy Conservation

In 2003, the PSC approved Electric Service Schedule No. 193, the Demand Side Management ("DSM") Cost Adjustment, the funding source for cost effective energy efficiency and load management programs approved by the PSC and managed by PacifiCorp. In fiscal year 2015, PacifiCorp spent approximately \$82 million for thirteen energy efficiency and load management programs. These programs help reduce load and improve energy efficiency in new and existing homes and non-residential buildings and processes, encourage the purchase of energy-efficient appliances, and directly control air conditioners and irrigation pumps. During 2014, approximately 191 megawatts of power and 269,000 megawatt hours of energy were saved through these programs.

On March 3, 2015, the PSC approved an increase to the Electric Service Schedule No. 193 DSM Cost Adjustment surcharge rate from 3.3 percent to 3.62 percent, effective February 1, 2015. PacifiCorp requested this increase to fund unexpected increased demand for energy efficiency lighting incentives in the Home Energy Savings and "Wattsmart" business programs. These increases help these programs maintain expected performance and cost effectiveness, and will help return the DSM Cost Adjustment balancing account back to a neutral position. This adjustment resulted in an approximate 0.5 percent increase in a typical residential customer's annual bill.

Energy Balancing Account

On October 27, 2014, the PSC approved a \$25.3 million rate increase to recover the January 2013 through December 2013 Energy Balancing Account deferred balance from customers, effective November 1, 2014. The increase, resulting from an uncontested settlement stipulation, was added to deferred balances currently being collected and resulted in an approximate 0.36 percent increase in a residential customer's annual bill.

Renewable Energy Credit Balancing Account

On May 26, 2015, the PSC approved an interim rate increase to recover the Electric Service Schedule No. 98 REC Revenues Credit balancing account by an amount of approximately \$5.6 million, collected in two annual \$2.8 million installments, effective June 1, 2015. This rate change resulted in a 0.18 percent increase in a typical residential customer's bill.

2014 General Rate Case

In January 2014, PacifiCorp filed an application requesting authority to increase its retail rates in Utah by an amount of \$76.3 million, an approximate 4 percent increase in Utah revenues. The request was based on the forecast test period ending June 30, 2015, a thirteen-month average rate base with a historical base period, and a return on equity of ten percent. Capital investment in new generation plant and transmission and distribution infrastructure were listed as the driving factors behind the proposed increase.

PacifiCorp requested approval to increase the residential customer charge from \$5 per month to \$8 per month and to

increase the minimum bill from \$7 to \$15 per month. PacifiCorp also proposed a fixed monthly residential net metering facilities charge of \$4.25 per month.

On August 29, 2014, the PSC issued a Report and Order approving an uncontested settlement stipulation ("Stipulation") resulting in a \$54.2 million increase in revenue requirement implemented in two steps over an approximate two-year period. The Stipulation included a 7.57 percent rate of return on rate base, based in part on an allowed 9.8 percent rate of return on common equity, unchanged from the current authorized level.

For the Step 1 revenue increase, the PSC allocated approximately 41 percent to residential customers and 59 percent to commercial and industrial customers. For the Step 2 revenue increase, the PSC allocated approximately 39 percent to residential customers and 61 percent to commercial and industrial customers.

For residential customers taking single-phase service, the PSC approved an increase in the customer charge from \$5 to \$6 per month and the minimum bill from \$7 to \$8 per month. The remainder of the revenue increase assigned to residential customers was derived

from an increase in the second tier of non-summer rates; all other residential rates remain unchanged. The impacts of the Step 1 and Step 2 increases and rate design changes to a residential customer using 700 kilowatt hours per month are \$1.77 or 2.32 percent, and \$0.73 or 0.94 percent per month, respectively.

The PSC approved deferred accounting treatment for: (1) Utah's allocated portion of energy imbalance market ("EIM") related operations and maintenance expenses as well as depreciation expense related to capital investments necessary to implement the EIM; (2) costs related to the



impacts of any proposed disposition of PacifiCorp's Deer Creek Mine and related mining assets; and (3) impacts of the possible sale of PacifiCorp's ownership interests in the Craig and Hayden generating plants.

The PSC also approved: (1) the base levels of net power cost and wheeling revenue for energy balancing account measurement; (2) the base level of renewable energy credit revenue contained in general rates; and (3) certain accounting treatment related to the amortization of future approved balancing account charges or refunds.

The PSC approved the extension of the EBA pilot program approved in Docket No. 09-035-15, from December 31, 2015 to December 31, 2016.

The approved Stipulation addressed all revenue requirements and revenue spread issues in the docket, but did not resolve PacifiCorp's proposed net metering facilities charge and rate design for residential customers. The PSC concluded the proposed net metering facilities charge required additional study and initiated a process to further examine net metering program costs and benefits prior to a final determination on this issue.

Renewable Resource Avoided Costs

In June 2015, the PSC updated the avoided cost method and the associated process to determine indicative prices for power purchases for Qualifying Facility ("QF") projects larger than three megawatts. The Public Utility Regulatory Policies Act of 1978 ("PURPA") and the rules promulgated thereunder by the Federal Energy Regulatory Commission ("FERC") requires electric utilities to purchase energy and capacity from qualifying facilities at the utility's avoided cost. These regulations serve as the foundation of PacifiCorp's obligation to purchase capacity and energy made available from QFs within its service territory.

In a June 2015 Order, the PSC approved an uncontested settlement stipulation containing modifications to improve the efficiency and transparency of the process

through which QFs receive indicative pricing and negotiate power purchase agreements with PacifiCorp. These modifications improve the process for identifying and reviewing new or updated modeling assumptions to the method. The modifications also include timeframes for actions a proposed QF must take to ensure it meets required project milestones. This will result in more timely approval of proposed QF projects and will better ensure QF pricing accurately reflects current avoided costs.

In a separate June 2015 Order, the PSC approved final capacity contribution values for wind and solar QFs, pursuant to its August 2013 Order updating the avoided cost method.

Planning for Least Cost and Reliable Power

The PSC requires PacifiCorp to file, on a biennial basis, an integrated resource plan ("IRP") describing its plan to supply and manage growing demand for electricity in its six-state service territory for the next 20 years. During the intervening year, PacifiCorp files an update to its most recent IRP. In March 2015, PacifiCorp filed its 2015 IRP.

Based on its assumptions of existing generation capacity, generation plant life, length of existing purchase power contracts, transmission transfer capability, and its September 2014 load growth forecast, PacifiCorp identifies a capacity deficit between existing resources and peak system requirements, plus a 13 percent planning reserve, of 869 megawatts beginning in 2015. This deficit grows to 1,834 megawatts in 2024.

In the 2015 Integrated Resource Plan, PacifiCorp identifies a 20-year resource planning schedule, PacifiCorp's "2015 IRP Preferred Portfolio." The 2015 IRP Preferred Portfolio consists of cumulative supply additions, firm market purchases, and direct-control load management or energy efficiency programs to address system resource deficiency during the period 2015 through 2034. The Preferred Portfolio includes 6,947 megawatts of additional supply. Of this total, 47 percent represents new thermal resource addi-

tions (primarily gas-fired generation), 39 percent load management and energy efficiency, and 14 percent unspecified annual firm power purchases. The 2015 IRP Preferred Portfolio also shows that approximately 3,200 megawatts of coal resources and 337 megawatts of gas resources are forecast to be retired over the period 2015 through 2034.

According to PacifiCorp, reduced loads driven by increased energy efficiency and lower energy response to economic growth has lowered system load and has reduced growth in coincident system peak demand. With a reduced coincident system peak forecast, PacifiCorp argues the need for new resources is pushed further out in the planning horizon as compared to the 2013 IRP. No significant new thermal resources are forecast to be added in the front ten years of the planning horizon. PacifiCorp claims it can meet resource needs through energy efficiency programs, direct-control load management, and short term firm purchase power contracts through 2027.

Service From Renewable Energy Facilities - Schedule 32

In 2012 the Utah Legislature enacted S.B. 12 that authorizes an electric corporation and a contract customer to enter into a contract to supply electric service from a renewable energy facility with a capacity of two megawatts or larger, thus enabling larger energy consumers to directly own or purchase renewable energy from renewable energy facilities.

In March 2015, the PSC issued an Order approving Electric Service Schedule No. 32 “Service from Renewable Energy Facilities.” Schedule 32 governs the conditions of service, pricing, and the contracting and interconnection procedures under which PacifiCorp will enter into a contract to supply electric service to a customer from one or more renewable energy facilities that are owned by or contractually tied to that customer. Customers entering into those contracts must pay the incremental costs associated with metering facilities, communication facilities, and administration fees. These customers also must pay for the use of trans-

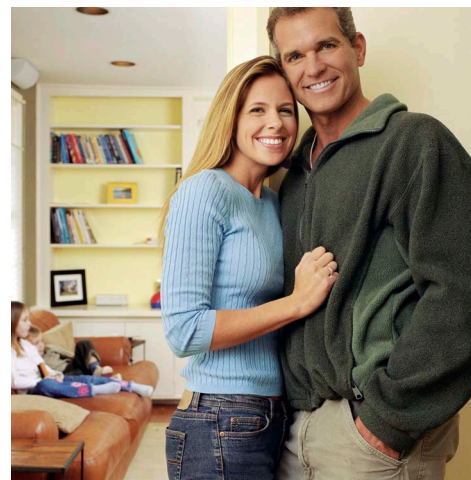
mission or distribution facilities at a qualified utility’s applicable rates.

PacifiCorp Acquisition of The Eagle Mountain Electrical System

In January 2015, pursuant to UAC R746-401-3, PacifiCorp notified the PSC of its intent to acquire the electrical system and related assets from Eagle Mountain City, Utah. In November 2014, Eagle Mountain City approved the sale of its electrical system and subsequently entered into a purchase and transfer agreement under which PacifiCorp would acquire the system at a cost of \$21.0 million.

In its filing, PacifiCorp stated the \$21.0 million cost of the Eagle Mountain electrical system assets comprises about two percent of its system-wide total 2015 capital budget and there would be no impact to credit ratings, bond ratings or ability to obtain capital.

The Division of Public Utilities (“Division”) reviewed PacifiCorp’s filing and concluded the acquisition will not impact existing customers’ rates at this time. The Division will evaluate the prudence of this acquisition during the next general rate case. Based on the Division’s review and recommendation, the PSC issued a letter acknowledging that PacifiCorp’s filing complied with the reporting requirements in UAC R746-401-3.



ELECTRIC TECHNICAL CONFERENCES

The PSC sponsored the following technical conferences during fiscal year 2015:

- July 8, 2014, Docket No. 14-035-64, technical conference to allow PacifiCorp to present its application for approval of advance authorization to transfer spare transformers pursuant to a sharing agreement and to allow parties and the PSC an opportunity for questions and answers.
- August 12, 2014, Docket No. 14-035-T02, technical conference to allow PacifiCorp to present additional information regarding Schedule 32, Service from Renewable Energy Facilities, and to allow parties and the PSC an opportunity for questions and answers.
- November 5, 2014, Docket No. 14-035-114, technical conference for PacifiCorp to present its plan for performing a load research study focused on residential net metered customers and its schedule for the study's completion.
- December 2, 2014, Docket No. 14-035-140, technical conferences to allow PacifiCorp to present its capacity contribution study for wind and solar resources, filed pursuant to the PSC's August 16, 2013 Order on Phase II Issues in Docket No. 12-035-100, and to allow PacifiCorp to present queue management activities and power purchase agreement milestones.
- January 6, 2015, Docket No. 14-035-140, technical conference to allow PacifiCorp to present on the Schedule 38 avoided cost modeling process.
- January 20, 2015, Docket No. 14-035-147, confidential technical conference to allow PacifiCorp to discuss its voluntary request for approval of a resource decision and request for an accounting order which contains information designated by PacifiCorp as confidential and/or highly-confidential pursuant to Utah Admin. Code R746-100-16.
- March 16, 2015, Docket No. 14-035-114, technical conference to allow parties who filed comments and/or reply comments on: 1) PacifiCorp's plan for scheduling and performing a load research study on residential net metered customers, and 2) the types of analyses which should be applied to examine the costs and benefits of PacifiCorp's net metering program, an opportunity to respond to clarifying questions from the parties.
- April 22, 2015, Docket Nos. 15-035-41, 15-035-42, and 15-035-43, technical conference to allow Rocky Mountain Power an opportunity to present information to the PSC and interested parties concerning the power purchase agreement applications in these dockets.
- June 12, 2015, Docket No. 15-035-T06, technical conference to allow PacifiCorp to explain the differences between the current Schedule 37 prices and the revisions to those prices that are the subject of this docket, and to respond to the questions provided in advance.
- June 22, 2015, Docket No. 15-035-04, technical conference to address non-confidential information contained in Volumes I and II of PacifiCorp's 2015 Integrated Resource Plan. There was also a Technical Conference held the same day which addressed the confidential information contained in PacifiCorp's IRP.

ELECTRIC DOCKETS

General Cases

09-035-15/14-035-31

In the Matter of the Application of Rocky Mountain Power for Approval of its Proposed Energy Cost Adjustment Mechanism/In the Matter of the Application of Rocky Mountain Power to Increase the Deferred EBA Rate through the Energy Balancing Account Mechanism:

In an October 27, 2014 Report and Order, the PSC approved an uncontested settlement providing for a \$25.3 million rate increase, effective November 1, 2014, to recover the January 2013 through December 2013 EBA deferred balance from customers. The approved settlement stipulation allocated approximately 30 percent of the revenue increase to residential customers and 70 percent of the revenue increase to commercial and industrial customers. The rate increase ranges from approximately 0.7 percent to 2.3 percent, depending on rate schedule and contract.

On February 19, 2015, the PSC issued an Order on the EBA Pilot Program Preliminary Evaluation Report and Acknowledging a Stipulation Commitment Fulfillment, acknowledging the Division of Public Utilities' ("Division") Preliminary Evaluation Report on the Energy Balancing Account pilot program and made no changes to the EBA pilot program at that time. The PSC acknowledged PacifiCorp met or is

in the process of meeting its commitment to work with the Division on various issues.

11-035-196

In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Blue Mountain Wind 1, LLC:

On June 16, 2015, the PSC issued a Notice that Ellis-Hall Consultants' Petition for Review or Rehearing of the PSC's previous Order suspending Ellis-Hall's Petition to Intervene in an inactive docket wherein the PSC issued an Order in 2011 suspending a complaint action filed by a separate party.

12-035-77

In the Matter of the Request for a Home Energy Report Pilot Program:

In a September 12, 2014 Order, the PSC approved PacifiCorp's request to extend and expand the Home Energy Report pilot program.

On January 8, 2015, the PSC issued an Order resetting the total Home Energy Report pilot program cost cap to \$11.7 million.

12-2557-01

In the Matter of Blue Mountain Power Partners, LLC's Request that the PSC Require PacifiCorp to Provide the Approved Price for Wind Power for the Blue Mountain Project:

On June 15, 2015, the PSC issued an Order denying Ellis-Hall Con-

sultants' Petition for PSC Review or Rehearing of the PSC's previous Order Denying Ellis-Hall's Consultant's Petition to Intervene in an inactive docket wherein the PSC issued an Order in 2012 addressing a separate party's request for agency action.

13-035-184

In the Matter of the Application of Rocky Mountain Power for Authority to Increase its Retail Electric Utility Service Rates in Utah and for Approval of its Proposed Electric Service Schedules and Electric Service Regulations:

On August 29, 2014, the PSC issued a Report and Order approving an uncontested settlement stipulation ("Stipulation") resulting in a \$54.2 million increase in revenue requirement implemented in two steps over an approximate two-year period. The approved Stipulation included a 7.57 percent rate of return on rate base, based in part on an allowed 9.8 percent rate of return on common equity, unchanged from the current authorized level.

For residential customers taking single-phase service, the approved Stipulation increased the customer charge from \$5 to \$6 per month and the minimum bill from \$7 to \$8 per month. The remainder of the revenue increase assigned to residential customers was derived from an increase in the second

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tier of non-summer rates; all other residential rates remain unchanged. The impacts of the Step 1 and Step 2 increases and rate design changes to a residential customer using 700 kilowatt hours per month are approximately \$1.77 or 2.32 percent, and \$0.73 or 0.94 percent per month, respectively.

The approved Stipulation addressed all revenue requirements and revenue spread issues in the docket, but did not resolve PacifiCorp's proposed net metering facilities charge and rate design for residential customers. The PSC concluded the proposed net metering facilities charge required additional study and initiated a process to further examine net metering program costs and benefits prior to a final determination on this issue.

13-035-196

In the Matter of the Application of Rocky Mountain Power for Approval of Revisions to Back-Up, Maintenance, and Supplementary Power Service Tariff, Electric Service Schedule 31:

On July 23, 2014, the PSC issued an Order Confirming Bench Ruling approving a settlement stipulation ("Stipulation") regarding PacifiCorp's application to revise Electric Service Schedule 31. At a hearing on June 30, 2014, the PSC issued a bench order approving the Stipulation. This Order memorialized the PSC's findings and conclusions pertinent to the bench ruling.

14-022-01

In the Matter of the Application of Bridger Valley Electric Association, Inc. for Authority to Borrow up to \$8.0 million from the National Rural Utilities Cooperative Finance Corporation:

In an August 7, 2014 Order, the PSC approved the Bridger Valley Electric Association, Inc. application based on the Division's recommendation for approval and previous findings.

14-035-30

In the Matter of the Application of Rocky Mountain Power for Authority to Revise Rates in Tariff Schedule 98, Renewable Energy Credits Balancing Account:

In an August 4, 2014 Order Confirming Bench Ruling, the PSC approved an interim rate change to

recover the deferred balance under PacifiCorp's Electric Service Schedule No. 98, REC Revenues Credit of approximately \$17.0 million, subject to further review following audit by the Division. The deferred balance will be collected from customers in three annual installments of approximately \$5.7 million, the first to be effective June 1, 2014.

In a September 24, 2014 Order Establishing Final Rates, the PSC approved PacifiCorp's requested rate changes to recover the deferred balance under Schedule 98 of approximately \$17.0 million, previously approved on an interim basis in the PSC's August 4 Order, as final rates.



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14-035-46

In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Pavant Solar, LLC:

On July 3, 2014, the PSC issued an Order approving the Power Purchase Agreement between PacifiCorp and Pavant Solar, LLC.

14-035-51

In the Matter of the Application of Rocky Mountain Power for Approval of its Agreement for Electric Service with Nephi City, Utah:

On July 2, 2014, the PSC issued an Order Approving Electric Service Agreement whereby PacifiCorp agrees to allow Nephi City to provide electric service to certain customers located outside the City's municipal boundaries and located within PacifiCorp's certificated service territory.

14-035-55/14-035-T04

In the Matter of Rocky Mountain Power's Schedule No. 37, Avoided Cost Purchases from Qualifying Facilities/In the Matter of Rocky Mountain Power's Proposed Revisions to Electric Service Schedule No. 37, Avoided Cost Purchases from Qualifying Facilities:

In a July 3, 2014 Order on Cumulative 25,000 kW Cap, the PSC affirmed the validity of the 25 megawatt ("MW") cap on payments for power PacifiCorp procures via contracts with qualifying facilities ("QF") based on currently-ap-

proved Schedule 37 pricing, until such time as the PSC makes a final determination in this docket. Additionally, this Order provided for the continuation of Schedule 37 pricing for QFs with design capacities of 100 kilowatts ("kW") or less. Finally, this Order established an interim pricing process for QFs with design capacities greater than 100 kW up to and including three MW for small power production facilities and up to and including one MW for cogeneration facilities.

In an October 21, 2014 Report and Order, the PSC approved Schedule 37 rates as filed, including the changes to the method for calculating Schedule 37 rates proposed by Rocky Mountain Power and supported by the Division and the Office of Consumer Services ("Office"). The PSC directed PacifiCorp to file a possible adjustment to the Schedule 37 method that produces distinct peak and off-peak rates in the resource sufficiency period, by April 30, 2015, or its next Schedule 37 rate update, whichever is sooner.

In a December 10, 2014 Order Granting Request for Review, Reconsideration or Rehearing, the PSC granted review of its Report and Order issued in this docket on October 21, 2014.

On December 30, 2014, the PSC issued an Order on Review determining that on review of the October 21, 2014 Report and Order in Docket No. 14-035-T04, the PSC modifies its decisions regarding:

1) Elimination of the capacity and energy payment option, and 2) removal of the simple cycle combustion turbine capacity cost component during the period of resource sufficiency. The PSC concluded that other decisions reached in the October 21, 2014 Report and Order would remain in effect, as further substantiated by the discussion, findings and conclusions in the Order on Review.

In a January 16, 2015 Notice of Intent to Alter Order on Review and Order Staying Portion of Order on Review, the PSC provided notice of its intent to modify the decision in its December 30, 2014 Order on Review ("December Order") by eliminating the option for a qualifying facility to be paid a separate rate for its capacity and energy, consistent with the decision on this topic reached in the PSC's Report and Order issued in these dockets on October 21, 2014. The PSC stayed, pending further order by the PSC, that portion of its December Order that retained the option for a QF to be paid a separate rate for its capacity and energy. Pending further order, the PSC determined the remainder of the December Order would remain in effect.

On February 13, 2015, the PSC issued an Order Altering Order on Review whereby the PSC altered the Order on Review issued in this docket on December 30, 2014, by rescinding the decision to allow the

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option for a qualifying facility to be paid a separate rate for its capacity and energy.

14-035-56

In the Matter of Rocky Mountain Power's Fossil Fuel Energy Efficiency Standard Plan:

In a September 3, 2014 Report and Order, the PSC acknowledged PacifiCorp's 2014 Fossil Fuel Heat Rate Improvement Plan ("HRIP") and encouraged PacifiCorp to address comments and suggestions raised by the Division and the Office in its subsequent 2015 HRIP. The PSC also directed PacifiCorp to convene a meeting with interested parties by February 1, 2015, to discuss the reporting suggestions made in this order and to receive additional input on the format and content of the 2015, and future, HRIPs.

14-035-64

In the Matter of Rocky Mountain Power's Application for Approval of Advance Authorization to Transfer Spare Transformers Pursuant to a Sharing Agreement:

In a September 11, 2014 Order, the PSC approved PacifiCorp's request for advanced authorization to transfer spare transformers to other participating utility companies, if required, pursuant to a sharing agreement.

14-035-71

In the Matter of Rocky Mountain Power's Annual Report of the Results from the 2013 Program Year for the Solar Photovoltaic Incentive Program Offered through Schedule 107:

In a September 25, 2014 Order, the PSC directed PacifiCorp to file responsive comments addressing the issues identified in the Discussion section of the Order by October 30, 2014.

14-035-72

In the Matter of the Application of Rocky Mountain Power for Approval of Agreements for Electric Service to Existing Customers as of June 15, 2013 within a Municipal Boundary:

On September 4, 2014, the PSC issued an Order Approving Electric Service Agreements approving PacifiCorp's provision of electric service in various municipalities to certain customers located outside PacifiCorp's certificated service territory and within the respective municipality's boundaries.

14-035-73

In the Matter of the Application of Rocky Mountain Power for Approval of Agreements for Electric Service by Municipalities to Existing Customers as of June 15, 2013 Outside of Municipal Boundaries:

On September 5, 2014, the PSC issued an Order Approving Electric Service Agreements between PacifiCorp and various municipalities whereby the respective municipality will continue providing electric service to certain custom-

ers located outside its municipal boundaries and within PacifiCorp's certificated service territory.

14-035-83

In the Matter of the Application of Rocky Mountain Power for Approval of its Agreement for Electric Service with City of Blanding, Utah:

On September 5, 2014, the PSC issued an Order Approving Electric Service Agreement whereby PacifiCorp and Blanding City agree that the City will provide electric service to certain customers located outside the City's municipal boundaries and located within PacifiCorp's certificated service territory.

**14-035-85/14-035-86/14-035-87/
14-035-88**

In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Enterprise Solar, LLC/In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Escalante Solar I, LLC/In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Escalante Solar II, LLC/In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Escalante Solar III, LLC:

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In an October 7, 2014 Order Confirming Bench Rulings Approving Qualifying Facility Contracts, the PSC approved power purchase agreements between PacifiCorp and Enterprise Solar, LLC, Escalante Solar I, LLC, Escalante Solar II, LLC, and Escalante Solar III, LLC.

14-035-93/14-035-94

In the Matter of the Application of Rocky Mountain Power for Approval of its Agreement for Electric Service with Monroe City, Utah/In the Matter of the Application of Rocky Mountain Power for Approval of its Agreement for Electric Service with Manti City, Utah:

In October 2, 2014 Orders the PSC approved electric service agreements between PacifiCorp and the referenced cities, whereby the cities agree to provide electric service to certain customers located outside their boundaries and located within PacifiCorp's certificated service territory.

14-035-102

In the Matter of Rocky Mountain Power's Semi-Annual Demand-Side Management (DSM) Forecast Reports:

In a September 17, 2014 Order, the PSC acknowledged PacifiCorp's Semi-Annual Electric Service Schedule No. 193, DSM Cost Adjustment deferred account balance analysis.

14-035-107

In the Matter of the Application of Rocky Mountain Power for Approval of Partial Requirement Master Electric Service Agreement between PacifiCorp and Tesoro Refining and Marketing Company:

In a September 25, 2014 Order, the PSC approved an electric service agreement between PacifiCorp and Tesoro Refining and Marketing Company.

14-035-115

In the Matter of the Application of Rocky Mountain Power for Approval of its Electric Service Agreement with Ephraim City, Utah:

On October 21, 2014, the PSC issued an Order Approving Electric Service Agreement whereby PacifiCorp and Ephraim City agree that the City will provide electric service to certain customers located outside the City's municipal boundaries and located within PacifiCorp's certificated service territory.

14-035-116

In the Matter of the Disposition of Remaining Unused Credits Associated with Excess Customer-Generated Electricity Provided Under Utah Code Ann. § 54-15-104(4):

In an October 30, 2014 Order, the PSC directed PacifiCorp to credit the avoided cost value of net metering customers' annually expiring net metering credits to PacifiCorp's Electric Service Schedule No. 91, Surcharge to Fund Low Income Residential Lifeline Program.

14-035-117/14-035-121/14-035-122

In the Matter of the Application of Rocky Mountain Power for Approval of an Electric Service Agreement between Rocky Mountain Power and Kennecott Utah Copper, LLC; In the Matter of the Application of Rocky Mountain Power for Approval of a Power Purchase Agreement between Rocky Mountain Power and Kennecott Utah Copper, LLC (Smelter); In the Matter of the Application of Rocky Mountain Power for Approval of a Power Purchase Agreement between Rocky Mountain Power and Kennecott Utah Copper, LLC (Refinery):

In a January 9, 2015 Order Confirming Bench Rulings Approving Electric Service and Qualifying Facility Power Purchase Agreements, the PSC approved an electric service agreement and two qualifying facility power purchase agreements ("PPA") (the "Smelter" and "Refinery" PPAs, respectively) between PacifiCorp and Kennecott Utah Copper, LLC.

On February 26, 2015, the PSC issued an Order on Request for Rehearing in Docket No. 14-035-117, clarifying its January 9, 2015 Order Confirming Bench Rulings and Approving Electric Service and Qualifying Facility Power Purchase Agreements.

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14-035-123/14-035-124

In the Matter of the Application of Rocky Mountain Power for Approval of its Agreement for Electric Service with Spring City, Utah/In the Matter of the Application of Rocky Mountain Power for Approval of its Agreement for Electric Service with City of Blanding, Utah:

In October 21, 2014 Orders, the PSC approved electric service agreements between PacifiCorp and the referenced cities, whereby the cities agree to provide electric service to certain customers located outside their boundaries and located within PacifiCorp's certificated service territory.

14-035-140

In the Matter of the Review of Electric Service Schedule No. 38, Qualifying Facilities Procedures, and Other Related Procedural Issues:

On June 9, 2015, the PSC approved an uncontested settlement agreement resolving all issues in this docket except for PacifiCorp's capacity contribution study for wind and solar resources. The approved settlement agreement addressed issues including queue management, power purchase agreement milestones, and avoided cost modeling updates.

On June 26, 2015, the PSC issued an Order Approving Capacity Contribution Study and CF Method Values, where it determined PacifiCorp's proposed capacity contribution values for wind and solar qualifying facilities were devel-

oped in compliance with the PSC's August 16, 2013 Order on Phase II Issues in Docket No. 12-035-100. The PSC approved new capacity contribution values for wind and solar qualifying facilities for the purpose of calculating Schedule 38 capacity payments.

14-035-141

In the Matter of the Request of Rocky Mountain Power for Approval of its Sixth-Year Action Plan and Budget for the Strategic Communications and Outreach Plan for Demand Side Management:

On January 16, 2015, the PSC approved the 2015 plan and budget for PacifiCorp's Strategic Communications and Outreach Plan for Demand Side Management Programs.

14-035-143

In the Matter of the Application of Rocky Mountain Power for Approval of an Electric Service Agreement between PacifiCorp and US Magnesium, LLC:

In a January 28, 2015 Order Confirming Bench Ruling Approving Electric Service Agreement, the PSC approved an Electric Service Agreement between PacifiCorp and US Magnesium, LLC.

14-035-145

In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Tesoro Refining and Marketing Company:

In a February 12, 2015 Order Confirming Bench Ruling Approving Qualifying Facility Contract, the PSC approved a Power Purchase Agreement between PacifiCorp and Tesoro Refining & Marketing Company, LLC ("Tesoro") for purchase of energy from Tesoro's cogeneration facility.

14-035-146

In the Matter of the Application of Rocky Mountain Power for Approval of a Promotional Program ("Program") Pursuant to R746-404:

In a December 17, 2014 Order, the PSC approved revised tariff sheets pertaining to the Program, as filed by PacifiCorp in this docket on November 19, 2014, with an effective date of December 19, 2014.

14-035-147

In the Matter of the Voluntary Request of Rocky Mountain Power for Approval of Resource Decision and Request for Accounting Order:

On April 29, 2015, the PSC issued a Report and Order Memorializing Bench Ruling. In this Order, the PSC approved an uncontested stipulation and approved PacifiCorp's voluntary request for approval of a resource decision to close the Deer Creek Mine through implementation of a specified transaction. The PSC authorized deferred accounting treatment for specified components of the transaction.

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14-035-149

In the Matter of the Application of Rocky Mountain Power for Approval to Revise Schedule for Mandatory Reports:

In a January 29, 2015 Order, the PSC approved PacifiCorp's Application to revise the schedules for filing the Balancing Account, New Homes, and Cool Keeper Reports effective January 1, 2015.

15-035-22

In the Matter of Rocky Mountain Power's Petition for Limited Waiver of R746-200-7(G)(1), Notice of Proposed Termination of Service:

On May 22, 2015, the PSC issued an Order approving Rocky Mountain Power's Petition for a Limited Waiver of R746-200-7(G)(1). The PSC granted Rocky Mountain Power a limited exemption whereby it may send a ten-day termination notice to customers by email rather than U.S. mail. The exemption applies only to customers who have elected to participate in the company's paperless billing program and it will expire two years from the date of this Order. Rocky Mountain Power must file a report by November 30, 2016, to apprise the PSC of the effect, if any, the exemption has had on termination rates and customer complaints.

15-035-23

In the Matter of the Application of Rocky Mountain Power for Approval of a Pole Attachment Agreement between Rocky Mountain Power and New Path Networks, LLC:

On April 29, 2015, the PSC issued an Order Approving Pole Attachment Agreement. Based on PacifiCorp's application, the agreement at issue, the Division's comments, and there being no opposition to the application, the PSC found approval of the application is just, reasonable, and in the public interest.

15-035-27

In the Matter of the Application of Rocky Mountain Power for Authority to Revise Rates in Tariff Schedule 98, Renewable Energy Credits Balancing Account:

In a May 26, 2015 Order Confirming Bench Ruling, the PSC approved an interim rate change to recover the deferred balance under PacifiCorp's Electric Service Schedule No. 98, REC Revenue Adjustment, of approximately \$5.6 million, subject to further review following audit by the Division. The PSC determined the deferred balance will be collected from customers in two annual installments of approximately \$2.8 million, the first to be effective June 1, 2015.

ELECTRIC Tariff Changes

14-035-T02

In the Matter of Rocky Mountain Power's Proposed Electric Service Schedule No. 32, Service from Renewable Energy Facilities:

In a March 20, 2015 Report and Order, the Commission approved PacifiCorp's Schedule 32 tariff sheets as proposed and amended at hearing with certain modifications. The Commission approved an administrative fee of \$110 per month per generating source and \$150 per month for each delivery point and the Offices proposal to apply various surcharges/credits to Schedule 32. The Commission also approved the Utah Association of Energy Users' proposed delivery charges and PacifiCorp's proposed daily power charge.

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14-035-T14

In the Matter of Rocky Mountain Power's Proposed Revisions to Electric Service Schedule No. 193, Demand Side Management Cost Adjustment:

In a March 3, 2015 Order Confirming Bench Ruling, the PSC approved PacifiCorp's request to increase the Electric Service Schedule No. 193 Demand Side Management Cost Adjustment surcharge collection rate from 3.3 percent to 3.62 percent, effective February 1, 2015. The average residential customer using about 700 kWh a month will experience an annual increase of approximately \$4.56 (approximately 0.5 percent) on their bill, effective February 1, 2015.

15-035-T01

In the Matter of Rocky Mountain Power's Proposed Revisions to Street Lighting Schedules and New Light Emitting Diode (LED) Street Lighting Service:

In a March 12, 2015 Notice of Hearing and Order Suspending Tariff, the PSC suspended PacifiCorp's proposed tariff revisions pending further action by the PSC.

In an April 10, 2015 Order Confirming Bench Ruling, the PSC approved tariff revisions to Electric Service Schedule No. 11, Street Lighting Company-Owned System and Electric Service Schedule No. 12, Street Lighting Customer-Owned System requested by

PacifiCorp in its February 17, 2015 filing in this docket.

15-035-T04

In the Matter of Rocky Mountain Power's Proposed Revisions to Electric Service Schedule No. 140, Non-Residential Energy Efficiency:

Based on recommendations from the Office on April 16, 2015, the PSC issued an Amended Notice of Comment Period and Order Suspending Tariff, suspending PacifiCorp's proposed tariff revisions pending further action by the PSC.

On April 28, 2015, the PSC issued a letter approving the proposed tariff sheet revisions as filed on March 30, 2015, and as further revised on April 24, 2015, with an effective date of May 15, 2015.

15-035-T05

In the Matter of Rocky Mountain Power's Proposed Revisions to Various Electric Service Schedules:

On May 27, 2015, the PSC issued a letter approving the proposed tariff sheets filed on April 28, 2015, as amended on May 19, 2015, with an effective date of May 31, 2015.

15-035-T07

In the Matter of Rocky Mountain Power's Proposed Revisions to Electric Service Schedule No. 110, New Homes Program:

On June 15, 2015, the PSC approved PacifiCorp's request to revise the Electric Service Schedule No. 110, New Home Program, with

the modification that incentives will not be provided for air source heat pumps where natural gas is available at the property line.

15-035-T08

In the Matter of Rocky Mountain Power's Proposed Revisions to Electric Service Schedule No. 140, Non-Residential Energy Efficiency Program:

On June 19, 2015, the PSC approved PacifiCorp's request to revise Electric Service Schedule No. 140 ("Schedule 140"), Non-Residential Energy Efficiency Program, by suspending the enhanced lighting incentives for small businesses, pending evaluation of this component of Schedule 140.



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ELECTRIC UTILITY COMPANIES

**Operating in the State of Utah under the jurisdiction of the
Public Service Commission**

Bridger Valley Electric Association

40014 Business Loop I-80
PO Box 399
Mountain View, WY 82939-0399
Tel: (307) 786-2800
(800) 276-3481
Fax: (307) 786-4362
Web: www.bvea.coop

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
Web: www.dixiepower.com

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 N. 3200 W.
Fillmore, UT 84631
Tel: (435) 743-6214
Fax: (435) 743-5722

Garkane Energy

120 W. 300 S.
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 W. 200 N.
PO Box 278
Roosevelt, UT 84066-0278
Tel: (435) 722-5428
(800) 437-9056
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 dba

Rocky Mountain Power

1407 W. North Temple
Suite 330
Salt Lake City, UT 84116
Tel: (801) 220-2000
Fax: (801) 220-2798
Web: www.rockymtnpower.net

ELECTRIC UTILITY COMPANIES CONT'D

Raft River Rural Electric

250 N. Main St.
PO Box 617
Malta, ID 83342-0617
Tel: (208) 645-2211
(800) 342-7732
Fax: (208) 645-2300
Web: www.rrelectric.com

South Utah Valley Electric Service District

803 N. 500 E.
PO Box 349
Payson, UT 84651-0070
Tel: (801) 465-8020
Fax: (801) 465-8017
Web: www.sesdofutah.com

Ticaboo Utility Improvement District

Highway 276, Mile Marker 27
PO Box 2140
Ticaboo, UT 84533
Tel: (435) 788-8343
Fax: (435) 788-8343
Web: www.ticabooid.com/about-us/history

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





Natural Gas

NATURAL GAS UTILITIES OVERVIEW

Questar Gas Company (Questar Gas or Questar) is the only natural gas utility regulated by the PSC for ratemaking purposes. It currently provides natural gas distribution services to over 950,000 customers in Utah. Unlike most natural gas utilities, Questar Gas owns or has access to natural gas production resources, known as cost-of-service gas, that provides a portion of the gas supply for its residential, commercial, and industrial sales customers. Questar Gas also provides other natural gas-associated services such as the transportation of customer-acquired gas through its distribution system and the sale of compressed natural gas for use in natural gas vehicles (NGV).

Rate Mechanisms

The PSC is responsible for determining just and reasonable rates for Questar Gas (“Questar”). During general rate case proceedings, the PSC evaluates costs, excluding those for gas supply and transportation, to Questar’s system incurred by Questar to provide service to its retail customers. At the conclusion of these proceedings the PSC sets distribution non-gas (“DNG”) rates to cover Questar’s costs and provide a fair rate of return on its investments. Questar’s most recent general rate case concluded in February of 2014 and is currently approved. Questar will file its next general rate case no later than July 1, 2016.

DNG rates cover the costs associated with Questar’s U.S. Department of Transportation-required pipeline integrity management program, currently estimated at approximately \$6 million per year. Under this program, Questar is required to conduct ongoing assessments of pipeline integrity and associated risks, collect and analyze pipeline data, and implement preventive and mitigative measures to ensure pipeline safety. When actual integrity management costs vary from those projected, the difference is maintained in a special balancing account that is addressed in the next general rate case.

Questar also collects revenue through a variety of other PSC-approved mechanisms. At least twice annually, Questar files a “pass-through” application with the PSC

to adjust its rates to recover the costs of producing its own gas and purchasing gas from others (collectively referred to in rates as the gas commodity rate element), and the costs associated with gas gathering, storage, and interstate transportation (collectively referred to in rates as the supplier-non gas, or SNG, rate element). When actual costs vary from those projected, the difference is maintained in a special balancing account and an appropriate rate adjustment is made in a pass-through rate proceeding. In May 2015, Questar’s pass-through filing reflected commodity and SNG costs of \$564.2 million for Utah customers. The rates set in this proceeding reflected an estimated decrease of approximately \$61.9 million. Commodity and SNG costs currently represent approximately 65 percent, or two-thirds of the cost of providing natural gas service to customers in Utah.

Since 2006, the PSC has approved the use of several other balancing accounts agreed to in settlement stipulations, each supported by a diverse group of parties. These balancing accounts track costs and revenues associated with the following: the Conservation Enabling Tariff (“CET”), which allows Questar to collect a fixed revenue-per-customer on a monthly basis in exchange for promoting customer energy efficiency programs; Questar’s energy efficiency (“EE”) program; and Questar’s energy assistance program for qualified low income customers. Rate adjustments associated with these accounts are normally filed concurrent with pass-through proceedings. The CET and EE balancing account rate adjustments are only applicable to

Questar's General Service ("GS") rate schedule whereas those associated with the energy assistance program are applicable to all sales and transportation, as well as the natural gas vehicle rate schedules.

In June 2010, as part of an overall general rate case settlement agreement among parties, the PSC approved Questar's implementation of an Infrastructure Tracker ("IT") Pilot Program that allows Questar to track and recover costs directly associated with replacement of aging infrastructure between general rate cases. These costs are recovered through a surcharge included on all of Questar's published rate schedules. As part of the PSC-approved stipulation in Questar's 2013 general rate case, the IT Pilot Program was continued in its pilot program status and was expanded so that belt lines now are eligible for funding through the IT collection mechanism. The stipulation specifies that the amount eligible to be collected through the Infrastructure Tracker for both the high pressure and intermediate high pressure natural gas facilities is limited to \$65 million per year, adjusted for inflation.

Rate Changes

In FY 2015 Questar filed applications to change the rate in eight separate proceedings. The following information presents the date the new rates became effective, the PSC-approved revenue change and, in parentheses, the associated percent change in a typical residential customer's annual bill. A typical residential customer is defined as one using 82 decatherms per year of natural gas. With the exception of the low-income assistance program, these rate changes were approved on an interim basis, pending the review of the results of the Division of Public Utilities' ("Division") audit.

On July 1, 2014, Questar implemented a \$1.2 million (0.11 percent) rate decrease reflecting a distribution non-gas revenue requirement reduction due to a stipulation among parties regarding depreciation rates. On November 1, 2014, Questar implemented a \$28.5 million (2.75 percent) rate decrease reflecting the following elements: 1) a \$29.3 million (2.94 percent)

decrease for the gas pass-through account balance; 2) a \$1.3 million (0.19 percent) increase associated with the CET account balance; and 3) a \$.02 million (0.001 percent) decrease associated with the low-income assistance program account balance.

Effective December 1, 2014, Questar implemented an \$8.9 million (1.07 percent) rate decrease reflecting the following elements: 1) a \$13.2 million (1.5 percent) decrease associated with the Energy Efficiency account balance; and 2) a \$4.3 million (0.47 percent) increase associated with the Infrastructure Tracker Pilot Program.

On February 1, 2015, Questar implemented a \$0.2 million (0.03 percent) rate decrease associated with the Infrastructure Tracker Pilot Program.

Effective June 1, 2015, Questar implemented a \$48 million (7.4 percent) rate decrease reflecting the following elements: 1) \$61.9 million (6.04 percent) decrease for the gas pass-through balancing account reflecting a projected decrease in gas commodity costs offset by an increase in SNG costs; and 2) \$14.2 million (1.8 percent) increase for the CET balancing account.

Because the balancing account rates are set using a future test year, to the extent the future unfolds differently than forecast, the amount collected in the balancing accounts can vary from projections. Rates reset in subsequent proceedings take into account the current status of the balancing account. As of the end of fiscal year 2015, the gas pass-through balancing account reflected a balance of \$11.2 million owed to Questar, the CET balancing account reflected a balance of \$6.5 million owed to Questar, the DSM balancing account reflected a balance of \$0.6 million owed to customers, the integrity management account reflected a balance of \$6.9 million owed to Questar, and the low income energy assistance program account reflected a balance of \$0.27 million owed to Questar.

2014 House Bill 171

During the 2014 Legislative General Session, the Utah Legislature passed House Bill 171 – Natural Gas Facility Amendments (“H.B. 171”). H.B. 171 was signed by Governor Herbert on April 1, 2014, and became effective on May 13, 2014. H.B. 171 enables “qualifying installers” other than a gas corporation to install natural gas service lines and mains. The qualifying installer is responsible for the costs to install the facility and the gas corporation is responsible for the costs related to engineering, inspection, mapping, and location. H.B. 171 specifies that the gas corporation pays the difference in cost between its required facilities and the minimum facilities. In June 2014, Questar filed an application seeking approval of tariff changes required as a result of the enactment of H.B. 171.

After negotiation with parties, in February 2015 Questar filed revised tariff pages addressing H.B. 171 requirements. The proposed revised tariff language was unopposed and approved by the PSC in March 2015.

Resource Planning

The PSC requires Questar to prepare and file an annual IRP that is used by Questar as a guide for meeting the natural gas requirements of its customers on both a day-to-day and long-term basis. The PSC-approved IRP standards and guidelines are intended to ensure the present and future customers of Questar are provided natural gas energy services at the lowest cost consistent with safe and reliable service, the fiscal requirements of a financially healthy utility, and the long-run public interest. The IRP is based on a twenty-year planning horizon, focusing on the immediate future. In June 2015, Questar filed its 2015 IRP, representing the plan year of June 1, 2015, through May 31, 2016.

As part of the IRP process, Questar evaluates data 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 stochastic

model, to develop a resource acquisition plan and strategy. In the 2015 IRP, Questar identified a cost-of-service gas production level of 66.2 million decatherms (compared with 72 million decatherms in the 2014 IRP) and a balanced portfolio of 57.6 million decatherms of purchased gas (compared with 43.2 million decatherms in the 2014 IRP) to meet the gas supply requirements of its customers during the 2015 – 2016 IRP year. Questar also identified several potential future system upgrade and replacement projects to ensure safe, adequate service. Questar concluded it should continue to monitor and manage producer imbalances and promote cost-effective energy efficiency measures. In addition, Questar concluded there is no current need for additional price stabilization measures for purchased gas contracts to mitigate the risk of volatility in the marketplace but it will continue to review this issue on an annual basis.

As mentioned above, to prevent catastrophic pipeline failure incidents, the U.S. Department of Transportation Pipeline Hazardous Materials and Safety Administration (“PHMSA”) promulgated rules to ensure the integrity of natural gas transmission and distribution lines. The 2015 IRP addresses Questar-planned integrity management program activities and associated costs. Questar estimates it will spend over \$6 million per year through 2017 on transmission and distribution integrity management activities.

Prior to filing the 2015 IRP, Questar held public input meetings to address the following: the December 30–31, 2015 weather event in Utah; storage and transportation contracts, a review of the 2015 heating season, and a review of Questar’s 2015 request for proposal for purchased gas. A technical conference was held on June 24, 2015, during which Questar presented information and responded to questions concerning its 2015 IRP.

A schedule for evaluation of Questar’s IRP was set by the PSC inviting parties to file comments and reply comments, in August and September 2015, respectively.

Natural Gas Conservation and Energy Efficiency

The PSC reviews and approves Questar's annual plan and budget for EE activities and the market transformation initiative. This plan addresses Questar's proposed programs to encourage residential and commercial customers to conserve energy through education and the use of energy-efficiency products, appliances, and construction methods.

In 2014, Questar spent \$26.3 million on its energy efficiency program, or 96% of its PSC-approved budget of \$27.5 million. Questar reported that the 2014 program had over 100,000 participants and resulted in annual natural gas savings of over 600,000 decatherms.

In December 2014 the PSC approved Questar's \$28.5 million budget for the 2015 energy efficiency programs and market transformation initiative. In 2015, Questar will continue its existing programs with minor changes. Questar forecasts over 100,000 participants in the 2015 DSM programs resulting in an annual savings of 905,288 decatherms. This is equivalent to the annual natural gas consumption of approximately 11,000 homes based on an annual average usage of 82 decatherms.

The programs currently offered by Questar are: ThermWise® Appliance Rebates, ThermWise® Builder Rebates, ThermWise® Business Rebates, ThermWise® Weatherization Rebates, ThermWise® Home Energy Plan, Low Income Efficiency, ThermWise® Business Custom Rebates, and a comprehensive Market Transformation Initiative. These programs offer rebates, fund training and grants, and provide information to Questar customers with the goal of decreasing energy consumption.

As required, during FY 2015, Questar filed several reports and assessments pertaining to the status of its DSM activities. The Division reviewed the summary information for calendar year 2015. This information indicates Questar's energy efficiency program continues to be cost effective.

Questar Acquisition of the Eagle Mountain Natural Gas System

In January 2015, pursuant to UAC R746-401-3, Questar notified the PSC of its intent to acquire the natural gas distribution assets from Eagle Mountain on or after February 23, 2015, at a cost of \$11.4 million. At the end of 2014, the Eagle Mountain System served approximately 6,500 customers. In its filing, Questar stated the \$11.4 million cost of the Eagle Mountain gas assets comprises about five percent of Questar's total 2015 capital budget and there would be no impact to credit ratings, bond ratings or ability to obtain capital because of this relatively small amount compared to the Company's annual capital needs.

The Division reviewed Questar's filing and concluded the acquisition will not impact existing customers' rates at this time. The Division will evaluate the prudence of this acquisition during the next general rate case. Based on the Division's review and recommendation, the PSC issued a letter acknowledging that Questar's filing complied with the reporting requirements in UAC R746-401-3.

Intercompany Short-Term Loan Procedures

At the request of the Division, in June 2014 the PSC opened a docket to examine and review Questar's current intercompany lending procedures and practices. As a result of the Division's review and recommendation the PSC issued an order in April 2015 modifying three of the five criteria pertaining to short-term loans previously approved by the PSC. The three criteria address clarifications to the term of the loan, the use of a demand note to support the borrowing activities, and the limit of loan amounts to 13 percent of net utility plant.

Review of Questar Reporting Requirements

During FY 2015, based on the recommendations of the Division, the PSC determined it is no longer necessary for Questar to file a quarterly Customer Satisfaction Standards Report (CSSR) and a semi-annual safety training report. The requirements to file these reports were agreed to in previous PSC-approved stipulations.

The PSC's decision on the CSSR was based on the Division's observation that Questar's customer satisfaction goals have, for the most part, been continually met since 2003, no comments have been filed in recent dockets pertaining to Questar's customer service, and Questar has committed to providing regulators with CSSR information upon request.

The PSC's decision on the safety training report was based in part on the Division's observation that the PSC-approved stipulation that included this reporting requirement accomplished its intended purpose of enhancing safety training. The PSC's decision also was based on Questar's statement that it would continue its safety training programs and identify new ways to raise safety awareness regardless of whether or not it files a report and that safety training information is available to the Division upon request.

Evaluation of Interest Rates Applied to Balancing Account Balances

At the request of the Division, the PSC opened a docket to examine the annual carrying charge interest rates applied to various Questar accounts within Questar's Utah Natural Gas Tariff. Interest is charged on the gas pass-through balancing account, the demand-side management/energy efficiency balancing account, the integrity management balancing account, the low-income energy assistance balancing account, the conservation enabling tariff balancing account, and on customer deposits. In addition, an interest rate is used to determine the Extension Area Charge for extending service by Questar under certain provisions.

Based on the Division's unopposed recommendation, the carrying charge interest rate applied to balancing accounts and security deposits was lowered from 6.0 percent to 4.51 percent, effective July 1, 2015, through February 29, 2016. This new rate is based on the average of the annual Aaa and Baa Corporate Bond interest rates for the previous year as published by the Federal Reserve Board of Governors. The annual interest rate for these accounts will be updated on March 1. The PSC also approved determining the extension area charge interest rate on a case-by-case basis.

Infrastructure Tracker

Since the inception of the infrastructure tracker pilot program in 2010 through October 2014, Questar reported a net investment of over \$200 million for aging infrastructure replacement projects in between general rate cases. From January 2011, when the first IT collection rate was approved, through June 2015, Questar collected over \$40 million through the IT rate adjustment mechanism to cover the costs associated with its infrastructure replacement program in between general rate cases.

In December 2014, Questar filed its 2015 Replacement Infrastructure Annual Plan and Budget indicating that in 2015 Questar plans to replace six feeder line segments in Salt Lake, Utah and Weber Counties, at an estimated cost of \$66 million. Questar conducted a public meeting in April 2015 to discuss its finalized 2015 infrastructure replacement program and files quarterly reports on the status of its IT construction projects.



NATURAL GAS TECHNICAL CONFERENCES

During FY 2015, the PSC held technical conferences addressing the following matters:

- July 30, 2014, Docket No. 14-057-19: A technical conference was held during which Questar Gas presented information and responded to questions concerning a complaint filed by its Transportation Service customers.
- November 12, 2014, Docket No. 14-057-18: A technical conference was held during which Questar Gas presented information and responded to questions concerning its intercompany loan practices and procedures.
- December 15, 2014, Docket No. 14-057-22: A technical conference was held during which Questar Gas presented information and responded to questions concerning clarification of assumptions underlying the Trail Unit Application and the Trail Unit information presented in Questar's 2014 IRP and IRP variance reports.
- January 21 and May 13, 2015, Docket No. 14-057-31: Technical conferences were held to discuss Questar's proposal to implement a new SNG charge on Transportation Service customers, and alternative proposals, respectively.
- January 26, 2015, Docket No. 14-057-32: A technical conference was held to discuss the carrying charges imposed on the various Questar balancing accounts.
- May 18, 2015, Docket Nos. 15-057-04 and 15-057-05: A technical conference was held to review and discuss details associated with Questar's application to decrease rates for natural gas service and increase the conservation enabling tariff amortization rate.
- June 24, 2015, Docket No. 15-057-07: A technical conference was held to discuss the information presented in Questar's 2015 Integrated Resource Plan.



NATURAL GAS DOCKETS

General Cases

85-057-09

In the Matter of the Application of Mountain Fuel Supply Company for Approval to Make Short-Term Loans to its Parent Company, Questar Corporation:

An Order Amending October 11, 1985 Report and Order in Docket No. 85-057-09 was issued on April 9, 2015. At the request of the Division of Public Utilities, the PSC amended the 1985 Report and Order to reflect revised short-term loan procedures.

02-057-02

In the Matter of the Application of Questar Gas Company for an Increase in Rates and Charges:

An Order on Customer Standards Satisfaction Report was issued on October 23, 2014, that eliminated the requirement for Questar Gas to file customer standards satisfaction reports with the PSC as the information is available to the Division of Public Utilities upon request.

05-057-06

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

An Order Setting Final Rates was issued on June 4, 2015. Based on the memorandum of the Division of Public Utilities ("Division") providing the results of its audit,

the PSC made final the rates and charges originally set as interim by previous order.

05-057-11

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

An Order Setting Final Rates was issued on June 4, 2015. Based on the memorandum of the Division providing the results of its audit, the PSC made final the rates and charges originally set as interim by previous order.

07-057-04

In the Matter of the Request of the Division of Public Utilities for Enforcement Action under the Natural Gas Pipeline Safety Act against Questar Gas Company:

An Order on Safety Training Reports was issued on August 18, 2014. The PSC directed Questar to file supplemental information pertaining to its Semi-Annual Safety Training Report filed on January 21, 2014.

An Order on Safety Training Reporting was issued on November 10, 2014, which eliminated the requirement for Questar Gas to file safety training reports with the PSC as the information is available to the Division upon request.

09-057-14

In the Matter of the Application of Questar Gas Company to Amortize the Demand Side Management Deferred Account Balance:

An Order Setting Final Rates was issued on June 4, 2015. Based on the memorandum of the Division providing the results of its audit, the PSC made final the rates and charges originally set as interim by previous order.

13-057-05

In the Matter of the Application of Questar Gas Company to Increase Distribution Rates and Charges and to Make Tariff Modifications:

An Order Addressing Pilot Program was issued on June 11, 2015. The PSC determined the line extension policy approved in Docket No. 13-057-13 is no longer a pilot program and the Division is no longer required to provide an annual report on the line extension program.

13-057-14

In the Matter of the Application of Questar Gas Company for Approval of the 2014 Year Budget for Energy Efficiency Programs and Market Transformation Initiative:

An Order Approving Tariff Modifications was issued on October 7, 2014, which approved changes to Section 2.11 of Questar's Tariff, effective October 8, 2014.

Key:
Docket Number
Short Title

Status as of June 30, 2015

A Report and Order Approving the Builder Rebates Program 2014 Budget Increase was issued on November 10, 2014, increasing the program budget by \$3.9 million. A Report and Order Approving the Business Rebates Program 2014 Budget Increase was issued on December 29, 2014, increasing the program budget by \$2.8 million.

14-057-09

In the Matter of the Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah:

An Order Confirming Bench Rulings was issued July 7, 2014. The PSC approved two uncontested rate applications of Questar, effective June 1, 2014 on an interim basis, pending the completion of audits by the Division.

14-057-10

In the Matter of the Application of Questar Gas Company to Amortize the Conservation Enabling Tariff Balancing Account:

An Order Confirming Bench Rulings was issued July 7, 2014. The PSC approved two uncontested rate applications of Questar, effective June 1, 2014 on an interim basis, pending the completion of audits by the Division.

14-057-13

In the Matter of the Application of Questar Gas Company's Proposed Tariff Pursuant to Utah Code Ann. § 58-55-308.1:

A Report and Order was issued on March 25, 2015. The PSC approved changes to Sections 9.03, 9.04, 9.05, and 9.06 of Questar's Utah Natural Gas Tariff PSCU 400 with an effective date of April 1, 2015.

14-057-15

In the Matter of Questar Gas Company's Integrated Resource Plan (IRP) for Plan Year: June 1, 2014 to May 31, 2015:

On October 8, 2014, the PSC issued a Report and Order acknowledging Questar's 2014 Integrated Resource Plan, approving Questar's commitments for future reporting, and requesting additional back-up information in future IRP variance reports.

14-057-16

Confidential: In the Matter of the Petition to Restore and Extend Utility Gas Service with Questar Gas Company:

PSC correspondence was issued July 16, 2014, in which the PSC denied the petition to extend utility gas service because the PSC had previously granted an extension of utility gas services from an original petition dated June 11, 2014 for 30 days (until July 13, 2014).

14-057-18

In the Matter of the Review of Questar Gas Company's Intercompany Short-Term Loan Procedures and Practices Approved in Docket No. 85-057-09:

An Order Amending October 11, 1985 Report and Order in Docket No. 85-057-09 was issued on April 9, 2015. At the request of the Division, the PSC amended the 1985 Report and Order to reflect new short-term loan procedures.

14-057-19

In the Matter of the Formal Complaint against Questar Gas Company Regarding Nomination Procedures and Practices for Transportation Service Customers:

On October 17, 2014, the PSC issued an Order Dismissing Complaint based on the joint motion of parties involved in the complaint.

14-057-22

In the Matter of the Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah:

An Order Confirming Bench Rulings and Notice of Technical Conference was issued on December 8, 2014, approving the uncontested rate application of Questar, effective November 1, 2014 on an interim basis, pending the completion of audits by the Division.

Key:
Docket Number
Short Title

Status as of June 30, 2015

14-057-23

In the Matter of the Application of Questar Gas Company to Amortize the Conservation Enabling Tariff Balancing Account:

An Order Confirming Bench Rulings and Notice of Technical Conference was issued December 8, 2014, approving the uncontested rate application of Questar, effective November 1, 2014 on an interim basis, pending the completion of audits by the Division.

14-057-24

In the Matter of the Application of Questar Gas Company for a Tariff Change and Adjustment to the Low Income Assistance/Energy Assistance Rate:

An Order Confirming Bench Rulings and Notice of Technical Conference was issued December 8, 2014, approving the uncontested rate application of Questar, effective November 1, 2014.

14-057-25

In the Matter of the Application of Questar Gas Company for Approval of the 2015 Year Budget for Energy Efficiency Programs and Market Transformation Initiative:

A Report and Order was issued on December 10, 2014, approving Questar's 2015 budget for energy efficiency programs and market transformation initiative, effective January 1, 2015.

14-057-26

In the Matter of the Application of Questar Gas Company to Amortize the Energy Efficiency Deferred Account Balance:

An Order Confirming Bench Ruling was issued on February 3, 2015, approving two uncontested rate applications of Questar, on an interim basis, pending the completion of audits by the Division.

An Order Setting Final Rates was issued on March 27, 2015, in which the PSC made final the rates and charges originally set as interim by the February 3, 2015 order based on the results of the Division audit and recommendation.

14-057-27

In the Matter of the Application of Questar Gas Company to Change the Infrastructure Rate Adjustment:

An Order Confirming Bench Ruling was issued on February 3, 2015, approving two uncontested rate applications of Questar Gas Company, on an interim basis, pending the completion of audits by the Division of Public Utilities.

14-057-28

In the Matter of the Formal Complaint of Complainants against Questar Gas Company:

An Order Dismissing Complaint was issued on May 22, 2015. The PSC dismissed the complaint due to complainants' failure to file a signed complaint, and the Division's position that this matter is essentially

mooted by the fact that service was already restored to the residence at issue before the complaint was filed.

14-057-29

In the Matter of Questar Gas Company's Replacement Infrastructure 2015 Annual Plan and Budget:

PSC correspondence was issued on January 5, 2015, acknowledging Questar's 2015 Replacement Infrastructure Annual Plan and Budget complies with PSC's reporting requirements.

14-057-30

In the Matter of the Formal Complaint of Complainant against Questar Gas Company:

An Order Dismissing Complaint and Cancelling Hearing was issued on January 9, 2015, based on the complainant's withdrawal of the complaint.

14-057-31

In the Matter of the Application of Questar Gas Company to Make Tariff Modifications to Charge Transportation Customers for Use of Supplier-Non-Gas Services:

The PSC issued a Notice of Scheduling Conference on December 19, 2015 and a Scheduling Order and

Key:
Docket Number
Short Title

Status as of June 30, 2015

Notices of Technical Conferences and Hearing on January 7, 2015, setting the procedural schedule for this docket.

14-057-32

In the Matter of a Request for Agency Action to Review the Carrying Charges Applied to Various Questar Gas Company Account Balances:

An Order on Carrying Charges was issued on April 29, 2015, approving a carrying charge interest rate of 4.51 percent, effective July 1, 2015 through February 29, 2016, for accounts 182.3, 182.4, 191.1, 191.8, 191.9 and 235.1. The PSC also approved updating the annual interest rates for these accounts on March 1 of each year using the average of the annual Aaa and Baa Corporate Bond interest rates for the previous year as published by the Federal Reserve Board of Governors. The PSC approved determining the Extension Area Charge interest rate on a case-by-case basis.

14-999-02

In the Matter of the Miscellaneous Correspondence and Reports Regarding Gas Utility Services; 2014:

An Order on Safety Training Reporting was issued on August 18, 2014, in which the PSC directed Questar to file supplemental information pertaining to its Semi-Annual Safety Training Report filed on January 21, 2014.

An Order on Customer Satisfaction Standards Report was issued on October 23, 2014 which eliminated

the requirement for Questar to file customer satisfaction standards reports with the PSC as the information is available to the Division upon request.

An Order on Safety Training Reporting was issued on November 10, 2014, which eliminated the requirement for Questar to file safety training reports with the PSC as the information is available to the Division upon request.

15-057-01

In the Matter of the Report Concerning Questar Gas Company's Acquisition of the Eagle Mountain City Natural Gas System:

On March 5, 2015, the PSC issued correspondence acknowledging Questar's notification of its acquisition of the Eagle Mountain City natural gas system complies with the reporting requirements in UAC R746-401-3, subsections A, D, and E.

15-057-02

In the Matter of the Formal Complaint of Complainant against Questar Gas Company:

An Order Granting Questar's Motion to Dismiss was issued on May 11, 2015. The PSC dismissed the complaint as complainant failed to respond to Questar's Motion to Dismiss.

15-057-04

In the Matter of the Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah:

An Order Confirming Bench Rulings was issued June 9, 2015, approving the uncontested rate application of Questar, effective June 1, 2015 on an interim basis, pending completion of the Division's audit.

15-057-05

In the Matter of the Application of Questar Gas Company to Amortize the Conservation Enabling Tariff Balancing Account:

An Order Confirming Bench Rulings was issued June 9, 2015, approving the uncontested rate application of Questar, effective June 1, 2015 on an interim basis, pending completion of the Division's audit.

15-057-07

In the Matter of Questar Gas Company's Integrated Resource Plan (IRP) for Plan Year: June 1, 2015 to May 31, 2016:

A Notice of Scheduling and Technical Conferences was issued on June 10, 2015. A Scheduling Order was issued on June 24, 2015, setting the procedural schedule for this docket.

Key:
Docket Number
Short Title

Status as of June 30, 2015

15-2577-01

In the Matter of the Petition of Mid-Utah Gas Pipeline Co., LLC Requesting a Declaratory Ruling by the Public Service Commission of Utah:

The PSC issued a Declaratory Ruling on February 4, 2015, stating Mid-Utah Gas Pipeline and its proposed pipeline would be subject to the jurisdiction of and regulation by the PSC.

Key:
Docket Number
Short Title

Status as of June 30, 2015



NATURAL GAS *Tariff Changes*

14-057-T05

In the Matter of the Application of Questar Gas Company for Authority to File a Change in its Existing Tariff:

A Tariff Approval Letter was issued on October 27, 2014. The PSC approved the proposed changes to Section 8.02, Billing Procedures, with an effective date of November 1, 2014.

14-057-T06

This filing is to comply with the order issued on October 7, 2014, in Docket No. 13-057-14, Application of Questar Gas Company for Approval of the 2014 Year Budget for Energy Efficiency Programs and Market Transformation Initiative:

A Tariff Approval Letter was issued on October 27, 2014, approving tariff sheet revisions, effective October 8, 2014, reflecting the PSC's decisions in its October 7, 2014 Order in Docket No. 13-057-14.

14-057-T07

In the Matter of Questar Gas Company's Filing to Comply with the PSC's Request Issued on October 27, 2014, in Docket No. 14-057-T05, Application of Questar Gas Company for Authority to File a Change in its Existing Tariff:

A Tariff Approval Letter was issued on November 20, 2014, approving the miscellaneous revisions to page, section, and advice numbers applicable to Section 8.02 – Billing Procedures of Questar's Tariff.

15-057-T01

In the Matter of Questar Gas Company's Filing to Comply with the PSC Order Issued on March 25, 2015, in Docket No. 14-057-13, Application of Questar Gas Company's Proposed Tariff Pursuant to Utah Code Ann. § 58-55-308.1:

A Tariff Approval Letter was issued on April 16, 2015, approving the finalized tariff sheets filed in compliance with the PSC's order issued on March 25, 2015, in Docket No. 14-057-13.

15-057-T02

In the Matter of the Application of Questar Gas Company for Authority to File a Change in its Existing Tariff:

A Tariff Approval Letter was issued on June 8, 2015, approving revisions to Sections 8.01, Gas Measurement and 9.01, Applications for and Initiation of Gas Service of Questar's Tariff, effective July 1, 2015.

15-057-T03

In the Matter of Questar Gas Company's Filing to Comply with the PSC Order Issued on April 29, 2015, in Docket No. 14-057-32, In the Matter of a Request for Agency Action to Review the Carrying Charges Applied to Various Questar Gas Company Account Balances:

An Order Approving Tariff Sheets with Revisions was issued on June 29, 2015, approving the tariff sheets as filed by Questar and modified by the Division, effective July 1, 2015. The tariff sheets were filed in compliance with the PSC's April 29, 2015 Order in Docket No. 14-057-32.

A Tariff Approval Letter was issued on July 6, 2015, approving changes to Questar's tariff changes addressing the decisions in the PSC's June 29, 2015 Order Approving Tariff Sheets with Revisions in this docket. The revisions affect Sections 2.06 Gas Balancing Account Adjustment Provision, 2.08 Conservation Enabling Tariff (CET), 2.09 Therm-Wise® Energy Efficiency, 8.03 Fees and Charges, 8.06 Integrity Management Deferred Account, 8.07 Calculation of Carrying Charge, and 9.02 New or Additional Service of Questar Gas Company's Utah Natural Gas Tariff PSCU 400.

Key:
Docket Number
Short Title

Status as of June 30, 2015

15-057-T04

In the Matter of Questar Gas Company's Proposed Tariff Revisions:

A Tariff Approval Letter was issued on June 24, 2015, approving tariff changes addressing the supplier non-gas rates, the gas commodity rate, and the conservation enabling tariff amortization rate approved by the PSC in Docket Nos. 15-057-04 and 15-057-05 for Questar's GS, FS, NGV, and IS rate schedules, effective June 1, 2015.

NATURAL GAS UTILITY COMPANIES

Operating in the State of Utah under the jurisdiction of the Public Service Commission

Regulatory Affairs

Questar Gas Company

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Salt Lake City, UT 84145-0360

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Emergency: (800) 541-2824

Fax: (800) 324-5131

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Wendover Gas Company

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Fax: (775) 664-4422





WATER UTILITIES OVERVIEW

For the overwhelming majority of Utahns, culinary water is delivered by municipal systems, quasi-governmental special improvement districts, or water districts. Irrigation water is delivered by irrigation cooperatives in Utah. Some Utahns, however, receive their culinary water through privately-owned water companies. The PSC is charged by the legislature with regulating those private water companies. The PSC ensures that customers of privately-owned water companies have access to water at just and reasonable rates. The PSC has no jurisdiction over municipal systems, quasi-governmental special improvement districts, or water districts. It does not have jurisdiction over irrigation cooperatives.

Water Companies

Many water companies have been set up as non-profit cooperatives with the intent that control and ownership will transfer to the lot owners as the lots are sold. The PSC's responsibility is to exercise its jurisdiction so long as the developer retains effective voting control of the water company. Once the lot owners/water users have attained voting control, the PSC relinquishes jurisdiction as required by law.

In uncontested cases, the PSC adjudicates the status of a water company informally. Those companies that appear to be bona-fide cooperatives are issued informal letters of exemption without the formal entry of a PSC order. Those companies found to be subject to PSC jurisdiction are issued Certificates of Public Convenience and Necessity ("CPCN") by formal PSC order. Currently there are 25 investor-owned private water utilities and seven homeowners' associations operating water utilities that are regulated by the PSC.

Commission Jurisdiction

As with other utilities, the PSC exercises regulatory jurisdiction over water rates and changes in tariffs. Rate cases in the water context are relatively infrequent. Filing and prosecuting a rate case is somewhat costly and complicated, so companies tend to apply only when the need for an increase is acute. The PSC also entertains consumer complaints regarding water companies, as it does other utilities. During fiscal year 2015, the PSC issued two letters of exemption, ruled on two rate increases requested by a water utility, conducted two investigations concerning certificates of convenience and necessity held or requested by water entities, and approved various tariff changes.

One of the trends the PSC has been trying to remedy per the Division of Public Utilities' ("Division") recommendations, is the lack of capital reserve accounts by water utilities. Without capital reserves, water utilities face significant exposure to the risk of an inability to provide safe, clean culinary water to their customers when faced with significant repair costs or emergencies. The PSC has ordered the implementation of capital reserve accounts in new rate cases, and has issued guidelines for the use and monitoring of those funds.

WATER DOCKETS

General Cases

12-2443-01

In the Matter of the Application of WaterPro Inc. for Culinary Water Rate Case:

On January 9, 2015, the PSC issued an Order approving the settlement stipulation between the Division and WaterPro, Inc.

13-2195-01

In the Matter of the Formal Complaint of Rodney Dansie against Hi-Country Estates Homeowners Association:

On April 17, 2015, the PSC issued an Order dismissing the complaint.

13-2195-02

In the Matter of the Application of Hi-Country Estates Homeowners Association for Approval of Its Proposed Water Rate Schedules and Water Service Regulations:

In a May 5, 2014 Order, the PSC denied the Company's motion for summary judgment and found the Well Lease Agreement to be void and unenforceable as against the public interest. The Company's proposed fee was disallowed from the tariff and the Service Connection Review Fee is subject to true-up. Further, the PSC approved rates as contained in the Approved Rate Schedule and denied the addition of parcels to its service area. The Company's request to remove Mr. Dansie's parcel from the Company's service area was denied, as well as Mr. Dansie's request for attorney fees. The PSC denied Mr. Uhlig's request for review or rehearing. The PSC also denied Mr. Dansie's request for rehearing and reconsideration. Mr. Uhlig subsequently appealed, and the Utah Court of Appeals granted the PSC's Motion to Dismiss. Mr. Dansie's appeal is pending before the Utah Court of Appeals.

14-098-01

In the Matter of the Application of Community Water Company for an Increase in Rates:

On December 1, 2015, the PSC issued an order determining the application for rate case incomplete.

14-2573-01

In the Matter of the Petition of Metropolitan Water District of Salt Lake City & Sandy Requesting an Investigation into Public Utility Condemnation Practices and Initiation of a Formal Rulemaking Proceeding:

On September 17, 2014, the PSC issued an Order Declining Request for Agency Action.

15-2492-01

In the Matter of the North Fork Water Company's Request to Cancel its Certificate of Public Convenience and Necessity:

On May 1, 2015, the PSC granted the company's request to cancel its CPCN.

WATER Tariff Changes

14-2195-T01

In the Matter of Hi-Country Estates Homeowners Association's Updated Tariff to Comply with the PSC's May 5, 2014, Report and Order:

On July 25, 2014, the PSC issued a Tariff Approval Letter to Hi-Country Estates Homeowners Association.

Key:
Docket Number
Short Title

Status as of June 30, 2015



WATER UTILITY COMPANIES

Operating in the State of Utah under the jurisdiction of
the Public Service Commission

Bridge Hollow Water Association

600 Bridge Hollow Drive
Wanship, UT 84017
Tel: (801) 969-3481
Fax: (801) 967-8127

Bridgerland Village

Garden City, UT 84028
Tel: (435) 757-6840
Fax: (435) 755-3009

Canaan Springs Water Company

3659 Canaan Ranch Road
Apple Valley, UT 84737
Tel: (435) 877-1409

Cedar Ridge Distribution Company

12435 North Hillcrest Drive
Deweyville, UT 84309
Tel: (435) 257-7152

Community Water Company, LLC.

1840 Sun Peak Drive
Park City, UT 84098
Tel: (435) 200-8400
Fax: (435) 200-8454

Coyotes-N-Cowboys Linecamp Subdivision, LLC.

1770 South SR 22
Antimony, UT 84712
Tel: (435) 624-3216
Fax: (435) 624-3211
email: marciatobiasson@yahoo.com

Dammeron Valley Water Works, LLC.

1 Dammeron Valley Drive East
Dammeron Valley, UT 84783
Tel: (435) 574-2295
Fax: (435) 656-0504
email: water@dammeronvalley.com

Eagle's Landing Water Company, LLC.

1094 North Ridge Way
Spanish Fork, UT 84660
Tel: (801) 794-9559
Fax: (801) 794-9669
email: hearthstonedevelopment@
hotmail.com

Elk Ridge Estates Water Company

P.O. Box 100013
Alton, UT 84710
Tel: (435) 648-2464
Fax: (800) 299-6201

Falcon Crest Water Company, LLC. C/O Lone Peak Realty & Management

4115 South 430 East, Suite 201
Salt Lake City, UT 84107
Tel: (801) 268-1087
Fax: (801) 262-7937

Grand Staircase Water Company, LLC.

101 Larkspur Landing Circle,
Suite 310
Larkspur, CA 94939
Tel: (415) 925-8000

Harmony Heights Water Company

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

Harmony Mountain Ranch Water Company

2116 North Canyon Greens Drive
Washington, UT 84780
Tel: (435) 531-1717
Fax: (435) 627-9383

Hi-Country Estates Homeowners Association

d/b/a Hi-Country Estates Phase #1
Water Company
124 Hi-Country Road
Herriman, UT 84065
Tel: (801) 254-2360
Fax: (801) 505-4664



WATER UTILITY COMPANIES CONTD.

Hidden Creek Water Company

5225 Alvera Cir
Salt Lake City, UT 84117
Tel: (801) 272-3525
Fax: (801) 277-6691

Highlands' Water Company, Inc.

5880 North Highland Drive
Mountain Green, UT 84050
Tel: (801) 876-2510
Fax: (801) 876-2510

**Horseshoe Mountain Ranch Estates
Owners Assoc., Inc.**

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

Kayenta Water Users, Inc.

d/b/a KWU, Inc.
800 North Kayenta Parkway
Ivins, UT 84738
Tel: (435) 628-7234
Fax: (435) 628-7707

**Lake Front Estates Water Users
Association**

156 North Main Street
Richfield, UT 84701
Tel: (801) 561-1752
Fax: (801) 561-6083

Lakeview Water Corporation

932 South 6525 East
Huntsville, UT 84317
Tel: (801) 745-2639
email: lakeviewwatercorp@gmail.
com

Legacy Sweet Water, Inc.

1036 East Canyon Road
Ephraim, UT 84627
Tel: (435) 283-3424

**North Creek Ranch Home Owners
Association**

314 West 1425 North
Beaver, UT 84713
Tel: (435) 438-6308

Pine Valley Irrigation Company

316 Diagonal Street
St. George, UT 84770
Tel: (435) 673-3435
email: jburgess@infowest.com

Pineview West Water Company

828 Radford Lane
Eden, UT 84310
Tel: (801) 675-1711

South Duchesne Culinary Water, Inc.

59 West Main Street
Duchesne, UT 84021
Tel: (435) 738-6400
Fax: (435) 738-6003

Storm Haven Water Company, Inc.

4782 South Cove Lane
Heber City, UT 84032
Tel: (435) 654-3119
email: flower@uofu.net

Wanship Cottage Water Company

320 Old Farm Road
Coalville, UT 84017
Tel: (435) 336-5584
Fax: (435) 336-2380

WaterPro, Inc.

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

White Hills Water Company, Inc.

1099 West South Jordan Parkway
South Jordan, UT 84109
Tel: (801) 995-0158
Fax: (801) 495-3415

Willow Creek Water Company, Inc.

14015 North 400 West
Beaver Dam, UT 84306
Tel: (435) 458-3429
email: alton.verbell@gmail.com

SEWER COMPANIES

Mountain Sewer Corporation

932 South 6525 East
Huntsville, UT 84317
Tel: (801) 745-2639

Storm Haven Water Company, Inc.

4782 South Cove Lane
Heber City, UT 84032-9641
Tel: (435) 654-3119
email: flower@uofu.net



Telecommunications

TELECOMMUNICATIONS UTILITIES OVERVIEW

In fiscal year 2015, there were, on average, about 940,000 traditional land line telephones, just over two million wireless phones, and an unknown but increasing number of voice over internet protocol (VoIP) accounts within the state. Overall, the local exchange service telecommunications industry in Utah is characterized by both intra-industry competition through competitive local exchange companies, and inter-modal competition through wireless and VoIP companies.

The regulation of telecommunications companies providing telephone service in Utah has changed significantly over the past fifteen years. These changes are due to significant alterations in the number and type of firms in the industry, the types of technologies used, consumer preferences, and the legal landscape.

Qwest (doing business as CenturyLink, referred to as CenturyLink hereafter) is the largest telecommunications company in Utah. It operates under state pricing flexibility rules and faces both intra- and inter-industry/modal competition. CenturyLink operates under the same service quality regulations that all rate-of-return regulated local exchange companies and non-regulated competitive companies face. CenturyLink primarily offers service to residential and business customers located along the Wasatch Front and much of the I-15 corridor from Logan to St. George. CenturyLink's service area includes about 90 percent of the state's population.

Since 1995, there have been 312 applications for Certificates of Public Convenience and Necessity ("CPCN") (certificates) and the PSC has issued 232 certificates to competitive local exchange companies ("CLECs"), primarily in CenturyLink's service territory. In fiscal year 2015, there were 149 CLECs (certificate holders), 58 of whom were active, meaning they actually provided service to customers. Most of those active CLECs provide service only to business customers. Most CLECs provide services using some network elements of CenturyLink's public telephone network but Comcast offers VoIP over its own cable network and interconnects with CenturyLink's public telephone network directly as it is a certificated local exchange carrier even though it provides service over VoIP technology and facilities.

Currently, the PSC sets rates through traditional rate-of-return regulation only for the nineteen independent incumbent telephone companies providing land line service in the more rural areas of the state. These independent incumbents generally do not face competition from CLECs but, like CenturyLink, face competition from both wireless and VoIP providers. Many of these companies are part of larger corporate families that also compete in the wireless, internet, video, and VoIP markets. The PSC does not regulate wireless providers, toll resellers, video providers, internet service providers, or VoIP companies.

Significant Developments

The event with potentially the most far reaching consequences relating to telecommunications in Utah during the 2015 fiscal year was the on-going implementation efforts of the Federal Communications Commission's ("FCC") "Order on Connect America Fund and Inter-Carrier Reform Order" ("Transformation Order"). This Order is beginning to significantly alter the federal programs relating to the national Universal Service Fund ("FUSF"). The Transformation Order creates the Connect America Fund ("CAF") and shifts money from high cost telephone support and inter-carrier compensation objectives to building out broadband facilities in un-served or under-served areas of the country. Since Utah's telephone carriers and broadband providers have done an excellent job of building out facilities, Utah has relatively few un-served or under-served areas left in the state. As a result, the PSC anticipates that over the next five to ten years, the state's telephone carriers will lose a significant amount of FUSF subsidies for traditional

telephone service, but will gain back only limited amounts of FUSF subsidies for broadband build-out efforts. In addition, the Transformation Order also reduces the amount of access charges carriers are allowed to collect from other carriers further reducing their revenue over time.

In responding to the Transformation Order, the PSC initiated investigations to clarify the impacts of the Transformation Order, identify compliance deadlines, and clarify auditing and oversight obligations. These efforts are on-going and are designed to enable Utah carriers to receive the maximum amount of FUSF and CAF payments available.

Recent Activity

During FY 2015, Utah continued to see limited interest from potential competitors to CenturyLink. The PSC granted seven applications for certification to compete in the state. Additionally, the PSC received increased interest from wireless carriers to be designated as federal-level eligible telecommunications carriers (“ETC”) in order to receive federal-level Lifeline funds for serving low income customers. Currently the state has twelve such ETCs. These federal ETCs do not receive any state-level Lifeline funding, but their ongoing presence requires the state to undertake additional verification and eligibility determination work to ensure duplicate benefits are not collected by the same person or household.

Certificates of Public Convenience and Necessity and Interconnection Agreements

The PSC continues to grant and revoke CPCNs. In fiscal year 2015, there were 149 authorized CLECs, 58 of these CLECs actively served customers in the state during the year. To serve customers, a CLEC must interconnect its facilities with other carriers. The PSC arbitrates and reviews “interconnection agreements” and “commercial agreements,” i.e., terms by which the incumbent and competitors interconnect facilities to provide effective and efficient service. These agree-

ments facilitate competition by providing a means for competitors’ and CenturyLink’s networks to communicate.

Telecommunications Dockets

Of the many telecommunications dockets the PSC addressed this year, most involved the interaction between CenturyLink and the other CLECs, the application of wireless carriers to be federal eligible telecommunications carriers for the LifeLine program, rural incumbent rate cases, and the entry, exit, or reorganization of CLECs as the marketplace adjusted to and implemented the relatively new FCC rules regarding inter-carrier relationships. These dockets addressed certificate applications and cancellations, mergers and acquisitions, approval and enforcement of interconnection agreements, rate cases, resolution of inter-carrier complaints, approval of special contracts for regulated services, and other service issues. In addition, there was one general rate case for a rural independent incumbent provider which included setting universal service fund receipt levels.



CENTURYLINK DOCKETS

14-049-17

In the Matter of Qwest Corporation d/b/a CenturyLink QC's Petition for PSC Approval of 2014 Additions to its Non-Impaired Wire Center List:

On August 14, 2014, the PSC issued a Report and Order finding approval of the application to be just and reasonable, and in the public interest. Accordingly, the PSC approved the 2014 additions to CenturyLink's non-impaired wire center list (specifically those wire centers located in American Fork and Orem, Utah) in accordance with the Federal Communications Commission's ("FCC") Triennial Review Remand Order.

15-049-03

In the Matter of the Approval of the Joint-Use Pole Attachment Agreement between Springville City and Qwest Corporation d/b/a CenturyLink QC:

The PSC found approval of the application to be just and reasonable, and in the public interest. On March 13, 2015, the PSC issued an Order Approving Pole Attachment Agreement.

15-049-05

In the Matter of the Application for Approval of the Updated Standard Template Pole Attachment Agreement of Qwest Corporation d/b/a CenturyLink QC:

The PSC found approval of the application to be just and reasonable,

and in the public interest. On May 11, 2015, the PSC issued an Order Approving Standard Template Pole Attachment Agreement.

15-049-04

In the Matter of the Formal Complaint of Complainant against CenturyLink:

On June 8, 2015, the PSC issued an Order Dismissing Complaint.

15-049-07

In the Matter of the Approval of the Joint-Use Pole Attachment Agreement between Spanish Fork City and Qwest Corporation d/b/a CenturyLink QC:

The PSC found approval of the application to be just and reasonable, and in the public interest. On June 10, 2015, the PSC issued an Order Approving Pole Attachment Agreement.

Lifeline Program Administration Orders

Note: In the 2013 Annual Report the PSC noted it had been unable to reach an agreement with the Department of Workforce Services to administer the Lifeline program on a going-forward basis. In the 2014 Annual Report, the PSC explained the Department of Workforce Services had agreed not only to administer the program on a going-forward basis, but also to begin the process of integrating the Lifeline program into its normal operating procedures. The PSC wishes to acknowledge the ongoing effort of

the Department of Workforce Services to improve the administrative process of providing this program to the citizens of Utah.

Eligible Telecommunications Carrier Orders

15-2551-01

In the Matter of Cricket Communications, Inc.'s Petition for Relinquishment of Eligible Telecommunications Carrier Status:

On April 20, 2015, the PSC issued an Order Granting Relinquishment of Eligible Telecommunications Carrier Status, effective August 1, 2015.

CLEC/Certification/Merger/ Name Change/Cancellation Orders

14-2572-01

In the Matter of the Application of Wide Voice, LLC for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Local Exchange Services within the State of Utah:

On July 17, 2014, the PSC issued a Notice of Suspended Hearing and Order finding Wide Voice, LLC's application incomplete. On October 9, 2014, the PSC issued an Order Granting Request to Withdraw Application, and Cancelling Scheduling Order and Hearing, granting Wide Voice, LLC's request to withdraw its application.

Key:
Docket Number
Short Title

Status as of June 30, 2015

14-2574-01

In the Matter of the Petition of New Horizons Communications Corp. for Authority to Compete as a Telecommunications Corporation and to Offer Public Local Exchange Telecommunications Services:

On August 18, 2014, the PSC issued an Order Granting Request to Withdraw Petition and Cancelling Scheduling Order and Hearing.

14-2351-01

In the Matter of the Joint Application of Level 3 Communications, Inc., Saturn Merger Sub 1, LLC, Saturn Merger Sub 2, LLC, Level 3 Communications, LLC, Broadwing Communications, LLC, Global Crossing Telecommunications, Inc., Global Crossing Local Services, Inc., WilTel Communications, LLC and tw telecom inc., tw telecom holdings inc., tw telecom of utah llc for Approval of Transfer of Control and Related Transactions:

On August 18, 2014, the PSC issued an Order Approving Joint Application to Transfer Control and Related Transactions, approving the transfer of control of tw telecom to Level 3.

14-2320-01

In the Matter of Unity Telecom, LLC f/k/a dPi Teleconnect, LLC's Request to Surrender CPCN Authority/Certification:

On October 7, 2014, the PSC issued an Order

Cancelling Certificate of Public Convenience and Necessity, cancelling Certificate No. 2320.

14-2496-01

In the Matter of Momentum Telecom, Inc.'s Request to Cancel Certificate of Public Convenience and Necessity:

On October 28, 2014, the PSC issued an Order Cancelling Certificate of Public Convenience and Necessity, cancelling Certificate No. 2496.

14-2539-01

In the Matter of the Joint Application of MegaPath Corporation and GC Pivotal, LLC d/b/a Global Capacity for Approval of Asset Transfer Transaction:

On November 13, 2014, the PSC issued an Order Approving Asset Transfer, approving the asset transfer from MegaPath Corporation to Global Capacity.

14-2552-01

In the Matter of the Application of Peerless Network of Utah, LLC for a Certificate of Public Convenience and Necessity to Provide Facilities-Based and Resold Local Exchange and Interexchange Telecommunications Services within the State of Utah:

On November 19, 2014, the PSC issued a Report and Order approving the application of Peerless Network of Utah, LLC for a CPCN authorizing applicant to compete as a CLEC within Utah.

14-2236-01

In the Matter of the Application of Talk America Services, LLC for a Certificate of Public Convenience and Necessity to Provide Resold Local Exchange and Interexchange Telecommunications Services in the State of Utah:

On November 25, 2014, the PSC issued a Report and Order approving the application of Talk America Services, LLC for a CPCN authorizing applicant to compete as a Competitive Local Exchange Carrier within Utah.

14-2236-02

In the Matter of the Application of Windstream Holdings, Inc., McLeodUSA Telecommunications Services, LLC, PAETEC Communications, Inc., Windstream

Key:
Docket Number
Short Title

Status as of June 30, 2015



Communications, Inc., Windstream NTI, Inc., Windstream NuVox, Inc., and Talk America Services, LLC for the Approval of the Transfer of Customers to Talk America Services, LLC:

On November 26, 2014, the PSC issued an Order Approving Transfer of Customers, approving the transfer of Windstream's customers to Talk America Services, LLC.

14-2389-01

In the Matter of Cypress Communications Operating Company, LLC's Notice of Decertification and Discontinuation of Service in Utah:

On January 7, 2015, the PSC issued an Order Cancelling CPCN, cancelling Certificate No. 2389.

14-2458-01

In the Matter of the Joint Application for Approval of Transfer of Ultimate Control of LSSi Data Corporation to NewNet Communication Technologies, LLC:

On January 12, 2015, the PSC issued an Order Approving Transfer of Control, approving the transfer of ultimate control of LSSi Data Corporation to NewNet Communication Technologies, LLC.

14-2574-02

In the Matter of the Application of New Horizons Communications Corp. for a Certificate of Public Convenience and Necessity to Provide Telecommunications Services in the State of Utah:

On January 12, 2015, the PSC issued a Report and Order approving the application of New Horizons Communications Corp. for a CPCN authorizing applicant to compete as a CLEC within Utah.

15-2277-01

In the Matter of the Joint Application of MegaPath Corporation and GC Pivotal, LLC d/b/a Global Capacity for Approval of Asset Transfer Transaction:

On February 27, 2015, the PSC issued an Order Cancelling CPCN, cancelling Certificate No. 2277.

15-2576-01

In the Matter of the Application of Vitcom LLC for a Certificate of Public Convenience and Necessity to Provide Facilities-Based and Resold Local Exchange and Interexchange Telecommunications Services within the State of Utah:

On March 31, 2015, the PSC issued a Report and Order, approving the application of Vitcom LLC for a CPCN authorizing applicant to compete as a CLEC within Utah.

15-2452-01

In the Matter of the Application to Transfer Customers of Impact Telecom, Inc. to Matrix Telecom, Inc.:

On April 28, 2015, the PSC issued an Order Approving Transfer of Customers, approving the transfer of Impact Telecom, Inc.'s customers to Matrix Telecom, Inc.

15-2572-01

In the Matter of the Application of Wide Voice, LLC for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Local Exchange Services within the State of Utah:

On May 6, 2015, the PSC issued a Report and Order approving the application of Wide Voice, LLC for a CPCN authorizing applicant to provide facilities-based and resold local exchange services within Utah.

15-2580-01

In the Matter of the Application of X5 OpCo LLC for a Certificate of Public Convenience and Necessity to Provide Certain Telecommunications Services in the State of Utah:

On June 2, 2015, the PSC issued a Report and Order, approving the application of X5 OpCo LLC for a CPCN authorizing applicant to provide certain telecommunications services in the State of Utah.

15-2580-02

In the Matter of the Joint Application of X5 Solutions, Inc. and X5 OpCo LLC for Approval of Asset and Customer Transfer Transaction:

On June 2, 2015, the PSC issued an Order Approving Transfer of Customers and Assets, approving the transfer of customers and assets of X5 Solutions, Inc. to X5 OpCo LLC.

Key:
Docket Number
Short Title

Status as of June 30, 2015

15-2480-01

In the Matter of the Notice of Name Change of Mitel NetSolutions, Inc. to Mitel Cloud Services, Inc.:

On June 10, 2015, the PSC issued an Order Approving Name Change, approving the name change from Mitel NetSolutions, Inc. to Mitel Cloud Services, Inc.

15-2581-01

In the Matter of the Application of Clear Rate Communications, Inc., for a Certificate of Public Convenience and Necessity to Provide/ Resell Local Exchange and Interexchange Services in the State of Utah:

On June 10, 2015, the PSC issued a Report and Order, approving the application of Clear Rate Communications, Inc. for a CPCN authorizing applicant to provide/resell local exchange and interexchange services in Utah.

15-2563-01

In the Matter of the Joint Application of Ionex Communications North, Inc. dba Birch Communications and OrbitCom, Inc. for Approval to Transfer Assets and Customers to Ionex Communications North, Inc. dba Birch Communications:

On June 25, 2015, the PSC issued an Order Approving Transfer of Assets and Customers, approving the transfer of assets and customers of OrbitCom, Inc. to Ionex Communications North, Inc. dba Birch Communications.

Rural Rate-of-Return Carriers

14-043-01

In the Matter of the Application for Rate Increase and Increase in State USF Distribution for Gunnison Telephone Company:

On August 27, 2014, the PSC issued a Report and Order, approving a rate change and an annual Utah Universal Service Support Fund increase in the amount of \$120,475 for Gunnison Telephone Company.

14-2303-01

In the Matter of the Utah Division of Public Utilities' Petition for Increased USF Distributions to Hanksville Telcom, Inc.:

On August 27, 2014, the PSC issued a Report and Order Approving Increased State USF, approving an annual Utah Universal Service Support Fund amount of \$78,554 for Hanksville Telcom, Inc.

14-051-01

In the Matter of the Petition of Beehive Telephone Company, Inc., for an Increase in Rates and Participation in the Universal Telecommunications Service Support Fund:

On December 9, 2014, the PSC issued a Report and Order. This order memorializes a bench order of the PSC on November 25, 2014, authorizing an interim \$2.50 monthly increase per residential access line and a \$10.00 monthly increase per business access line, effective December 1, 2014, conditioned upon a final order of the PSC on the pending Utah Universal Telecom-

munications Service Support Fund portion of this docket.

On April 23, 2015, the PSC issued a Report and Order approving the settlement stipulation between the parties.

14-042-01

In the Matter of Emery Telephone's Application for Utah Universal Service Fund Support:

On February 12, 2015, the PSC issued a Report and Order approving the settlement stipulation between Emery Telephone and the Division of Public Utilities.

14-051-T03

In the Matter of the Petition of Beehive Telephone Co., Inc. for an Increase in Rates and Participation in the Universal Telecommunications Service Support Fund:

On April 23, 2015, the PSC issued a Report and Order approving the settlement stipulation between the parties.

Key:
Docket Number
Short Title

Status as of June 30, 2015

Complaints

14-041-01

In the Matter of the Formal Complaint of Kimberley and David Boger (Cali Cochitta B&B) against Frontier Communications of America, Inc.:

On September 16, 2014, the PSC issued an Order Dismissing Complaint, dismissing the Cali Cochitta B&B complaint against Frontier Communications of America, Inc. for failure to state a claim upon which relief can be granted.

Other

14-2575-01

In the Matter of the Petition of Salt Lake County for Assignment of 3-1-1 Dialing Code:

On October 17, 2014, the PSC issued a Report and Order finding that assignment of the 3-1-1 dialing code is in the public interest as it provides the public with both a single source for information regarding Salt Lake County government services, and a single point of contact to make non-emergency reports and requests. Additionally, the PSC finds the assignment is in the public interest as potentially relieving pressure on the 9-1-1 emergency assistance system. Accordingly, the PSC granted the petition.

Key:
Docket Number
Short Title

Status as of June 30, 2015



INCUMBENT LOCAL EXCHANGE CARRIERS (ILECs)

*Operating in the State of Utah under the jurisdiction of the
Public Service Commission*

Albion Telephone Company, Inc.

d/b/a ATC Communications

225 West North Street

Albion, ID 83311

Tel: (208) 673-5335

Fax: (208) 673-6200

Web: www.atcnet.net

Central Utah Telephone

d/b/a CentraCom Interactive

35 South State Street

Fairview, UT 84629

Tel: (435) 427-3331

Toll Free: (800) 427-8449

Fax: (435) 427-3200

Web: www.centracom.com

Emery Telephone

d/b/a/ Emery Telcom

455 East SR 29

Orangeville, UT 84537-0550

Tel: (435) 748-2223

Fax: (435) 748-5001

Web: www.etv.net

All West Utah, Inc.

50 West 100 North

Kamas, UT 84036-0588

Tel: (435) 783-4361

Toll Free: (888) 292-1414

Fax: (435) 783-4928

Web: www.allwest.net

CenturyTel of Eagle, Inc.

d/b/a CenturyLink

100 CenturyLink Drive

Monroe, LA 71203

Tel: (318) 388-9081

Toll Free: (800) 562-3956

Fax: (318) 340-5244

Web: www.centurytel.com

Farmers Telephone Company, Inc

26077 Highway 666

Pleasant View, CO 81331

Tel: (970) 562-4211

Toll Free: (877) 828-8656

Fax: (970) 562-4214

Web: www.farmerstelcom.com

Bear Lake Communications

d/b/a CentraCom Interactive

35 South State Street

Fairview, UT 84629

Tel: (435) 427-3331

Toll Free: (800) 427-8449

Fax: (435) 427-3200

Web: www.centracom.com

Citizens Telecommunications

Company of Utah

**d/b/a Frontier Communications of
Utah**

1800 41st Street

Everett, WA 98201

Tel: (425) 261-5855

Toll Free: (888) 340-9545

Fax: (425) 258-9597

Web: www.frontier.com

Gunnison Telephone Company

29 South Main Street

Gunnison, UT 84634

Tel: (435) 528-7236

Fax: (435) 528-5558

Web: www.gtclco.net

Beehive Telecom, Inc.

2000 East Sunset Road

Lake Point, UT 84074-9779

Tel: (435) 837-6000

Toll Free: (800) 629-9993

Fax: (435) 837-6109

Hanksville Telecom, Inc.

455 East SR 29

Orangeville, UT 84537

Tel: (435) 748-2223

Fax: (435) 748-5222

Web: www.emerytelcom.net

Carbon - Emery Telcom Inc.

455 East SR 29

Orangeville, UT 84537

Tel: (435) 748-2223

Fax: (435) 748-5001

Web: www.emerytelcom.net

Direct Communications Cedar Valley, LLC

150 South Main

Rockland, ID 83271

Tel: (801) 789-2800

Fax: (801) 789-8119

Manti Telephone Company

40 West Union Street

Manti, UT 84642

Tel: (435) 835-3391

Fax: (435) 835-0008

Web: www.mantitel.com

INCUMBENT LOCAL EXCHANGE CARRIERS Cont'd

**Navajo Communications Company,
Inc (UTAH)**

**d/b/a Frontier Navajo Communica-
tions Company**

1800 41st Street
Everett, WA 98201
Tel: (425) 261-5855
Toll Free: (888) 340-9545
Fax: (425) 258-9597
Web: www.frontier.com

Qwest Communication, QC

d/b/a CenturyLink QC

1801 California Street, Third Floor
Denver, CO 80202
Tel: (801) 237-7200
Toll Free: (888) 642-9996
Web: www.centurylink.com

Skyline Telecom

d/b/a CentraCom Interactive

35 South State Street
Fairview, UT 84629
Tel: (435) 427-3331
Toll Free: (800) 427-8449
Fax: (435) 4273200
Web: www.centracom.com

**South Central Utah Telephone Asso-
ciation, Inc.**

**d/b/a South Central Communica-
tions**

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

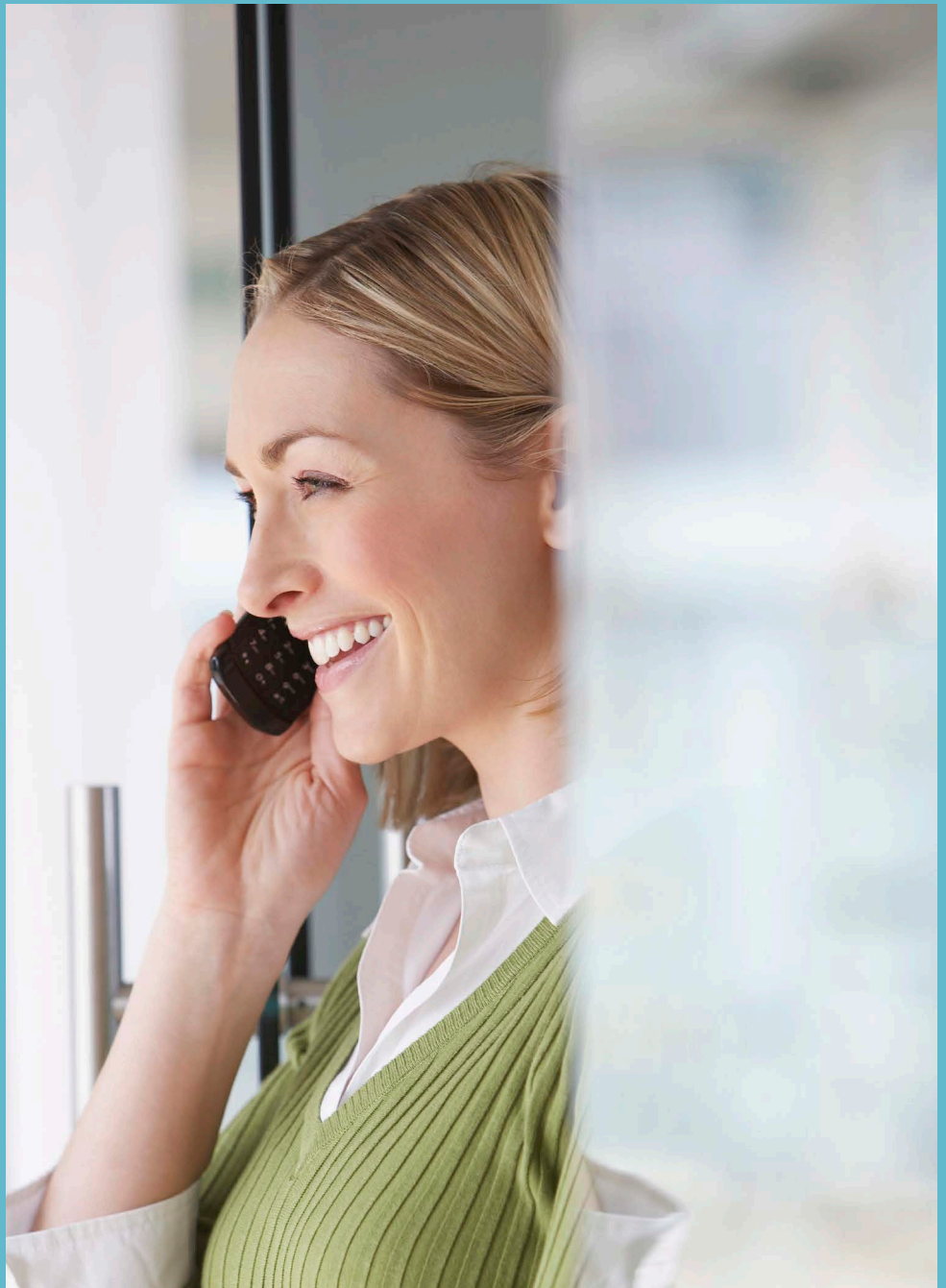
UBTA-UBET Communications, Inc.

**d/b/a UBTA Communications, Strata
Networks**

211 East 200 North
Roosevelt, UT 84066
Tel: (435) 622-5007
Fax: (435) 646-2000

Union Telephone Company

850 North Highway 414
Mountain View, WY 82939
Tel: (307) 782-6131
Toll Free: (800) 646-2355
Fax: (307) 782-6913
Web: www.union-tel.com



COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECs)

*Operating in the State of Utah under the jurisdiction of the
Public Service Commission*

Access One, Inc.

820 West Jackson Blvd. 6th Floor
Chicago, IL 60607
Tel: (269) 381-8888
Toll-Free: (800) 804-8333
Fax: (312) 441-1010
Web: www.accessoneinc.com

Access Point, Inc.

1100 Crescent Green, Suite 109
Cary, NC 27518
Tel: (919) 851-4838
Toll-Free: (800) 957-6468
Fax: (919) 851-5422
Web: www.accesspointinc.com

ACN Communications Services, Inc.

1000 Progress Place
Concord, NC 28025-2449
Tel: (704) 260-3000
Toll-Free: (877) 226-1010
Fax: (704) 260-3625
Web: www.acninc.com

Affinity Network Incorporated

250 Pilot Road, Suite 300
Las Vegas, NV 89119
Tel: (407) 260-1011
Fax: (407) 260-1033
Web: www.affinitynetworkinc.com

Airespring, Inc.

6060 Sepulveda Blvd., Suite 220
Van Nuys, CA 91411
Tel: (818) 786-8990
Toll-Free: (888) 389-2899
Fax: (818) 786-9225
Web: www.airespring.com

All West Utah, Inc.

d/b/a All West World Connect
50 West 100 North
Kamas, UT 84036-0588
Tel: (435) 783-4361
Toll-Free: (888) 292-1414
Fax: (435) 783-4928
Web: www.allwest.net

American Fiber Systems, Inc.

400 Centennial Parkway, Suite 200
Louisville, CO 80027
Tel: (303) 381-4662
Fax: (303) 226-5922

AT & T Corp.

One AT & T Way
Room 2B115E
Bendminster, NJ 07921
Tel: (908) 234-7386
Fax: (908) 532-1808
Web: www.att.com

Bandwidth.com CLEC, LLC.

900 Main Campus Drive, Suite 500
Raleigh, NC 27606
Tel: (913) 439-3571
Toll-Free: (800) 808-5150
Fax: (919) 238-9903
Web: www.bandwidth.com

BCM One, Inc.

521 5th Avenue, 14th Floor
New York, NY 10175-0000
Toll-Free: (888) 543-2000
Fax: (212) 843-0457
Web: www.bcmone.com

Beehive Telecom, Inc.

2000 East Sunset Road
Lake Point, UT 84074-9779
Tel: (435) 837-6000
Toll-Free: (800) 629-9993
Fax: (435) 837-6109
Web: www.beehive.net

Bresnan Broadband of Utah, LLC.

12405 Powerscourt Drive
St. Louis, MO 63131
Tel: (314) 965-0555
Toll-Free: (866) 207-3663
Fax: (314) 288-3555

Broadband Dynamics, LLC.

8757 East Via De Commercio
1st Floor
Scottsdale, AZ 85258
Tel: (480) 941-0444
Toll-Free: (800) 277-1580
Fax: (480) 941-1143
Web: www.broadbanddynamics.net

Broadview Networks, Inc.

1018 West 9th Avenue
King of Prussia, PA 19406
Tel: (610) 755-4446
Toll-Free: (800) 276-2384
Fax: (347) 287-0845
Web: www.broadviewnet.com

Broadvox-CLEC, LLC.

1950 North Stemmons Fwy,
Suite 3031
Dallas, TX 75207
Tel: (214) 646-8035
Fax: (214) 646-8005
Web: www.broadvox.com

COMPETITIVE LOCAL EXCHANGE CARRIERS(CLECs) Cont'd

Broadweave Networks of Utah, LLC.

744 North 300 West
Provo, UT 84601
Tel: (801) 691-5800
Fax: (801) 307-1104

BT Communications Sales, LLC. a/k/a Concert Communications Sales, LLC.

11440 Commerce Park Drive,
Suite 1000
Reston, VA 20191
Tel: (703) 755-6733
Toll-Free: (866) 221-8623
Fax: (703) 755-6740
Web: www.btna.com

BullsEye Telecom, Inc.

25925 Telegraph Road, Suite 210
Southfield, MI 48033
Tel: (248) 784-2500
Toll-Free: (877) 638-2855
Fax: (248) 784-2501
Web: www.bullseyetelecom.com

Central Telcom Services, LLC. d/b/a CentraCom Interactive

35 South State Street
Fairview, UT 84629
Tel: (435) 427-3331
Toll-Free: (800) 427-8449
Fax: (435) 427-3200
Web: www.cutel.com

Cincinnati Bell Any Distance, Inc.

221 East Fourth Street,
Suite 103-1290
Cincinnati, OH 45202
Tel: (513) 397-7772

Citizens Telecommunications Com- pany of Utah

d/b/a Frontier Communications of Utah

1800 41st Street
Everett, WA 98201
Tel: (425) 261-5855
Toll-Free: (888) 340-9545
Fax: (425) 258-9597
Web: www.frontier.com

Clear Rate Communications, Inc.

555 South Old Woodward
Avenue, Suite 600
Birmingham, MI 48009
Tel: (248) 556-4500
Toll-Free: (877) 877-4799
Fax: (248) 556-4501
Web: www.clearrate.com

Comcast Phone of Utah, LLC.

One Comcast Center
Philadelphia, PA 19103
Tel: (215) 286-8667
Toll-Free: (800) 288-2085
Fax: (215) 286-8414
Web: www.comcast.com

Comtech21, LLC.

One Barnes Park South
Wallingford, CT 06492
Tel: (203) 679-7000
Fax: (203) 679-7387

Crexendo Business Solutions, Inc.

1303 North Research Way
Orem, UT 84097
Tel: (801) 227-0004
Toll-Free: (866) 621-6111
Fax: (801) 426-6712
Web: www.crexendo.com

dishNet Wireline, LLC.

f/k/a Liberty-Bell Telecom, LLC

2460 West 26th Avenue,
Suite #380-C
Denver, CO 80211
Tel: (303) 831-1977
Toll-Free: (866) 664-2355
Fax: (303) 831-1988
Web: <http://bundles.dish.com>

EarthLink, LLC.

3000 Columbia House Blvd.,
Suite 106
Vancouver, WA 98661-2969
Tel: (360) 693-9009
Toll-Free: (866) 636-4357
Fax: (360) 737-0828
Web: www.earthlink.com

Easton Telecom Services, LLC.

Summit II Unit A,
3040 Brecksville Road
Richfield, OH 44286
Tel: (330) 659-6700
Toll-Free: (800) 222-8122
Fax: (330) 659-9379
Web: www.eastontele.com

Electric Lightwave, LLC.

265 East 100 South, Suite 100
Salt Lake City, UT 84111
Tel: (801) 746-2000
Toll-Free: (888) 746-2150
Fax: (801) 505-4200
Web: www.integratelecom.com

Emery Telecommunications & Video, Inc.

455 East SR 29
Orangeville, UT 84537-0550
Tel: (435) 748-2223
Fax: (435) 748-5001
Web: www.etv.net

COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECs) Cont'd

Entelegent Solutions, Inc.

3800 Arco Corporate Drive,
Suite 310
Charlotte, NC 28273
Tel: (704) 323-7488
Toll-Free: (800) 975-7192
Fax: (704) 504-5868
Web: www.entelegent.com

Ernest Communications, Inc.

5275 Triangle Parkway, Suite 150
Norcross, GA 30092-6511
Tel: (770) 242-9069
Toll-Free: (800) 456-8353
Fax: (770)-448-4115
Web: www.ernestgroup.com

**Eschelon Telecom of Utah, Inc.
d/b/a Integra Telecom**

265 East 100 South, Suite 200
Salt Lake City, UT 84111
Tel: (801) 746-2000
Toll-Free: (888) 746-2159
Fax: (801) 505-4200
Web: www.eschelon.com

FirstDigital Telecom, LLC.

90 South 400 West, Suite M-100
Salt Lake City, UT 84101
Tel: (801) 456-1000
Toll-Free: (800) 540-9789
Fax: (801) 456-1010
Web: www.firstdigital.com

France Telecom Corporate Solutions, LLC.

13775 McLearen Road,
Mail Stop 1100
Oak Hill, PA 20171-3212
Tel: (703) 375-7323
Toll-Free: (866) 280-3726
Fax: (703) 925-4712

Frontier Communications of America, Inc.

1800 41st Street, Floor #5, Room 33
Everett, WA 98201
Tel: (570) 631-5003
Fax: (570) 631-8026

GC Pivotal, LLC.

200 South Wacker Drive, Suite 1650
Chicago, IL 60606
Tel: (312) 673-2400
Toll-Free: (866) 226-4244
Fax: (312) 673-2422

Global Connection of America, Inc.

5555 Oakbrook Parkway, Suite 620
Norcross, GA 30093
Tel: (678) 741-6200
Toll-Free: (877) 511-3009
Fax: (678) 458-6773

Global Crossing Local Services, Inc.

255 Kenneth Drive
Rochester, NY 10623
Tel: (585) 255-1327
Toll-Free: (800) 400-0446
Fax: (877) 766-2492
Web: www.globalcrossing.com

Granite Telecommunications, LLC.

100 Newport Avenue Extension
Quincy, MA 02171
Tel: (866) 847-1500
Fax: (866) 847-5500
Web: www.granitenet.com

Greenfly Networks, Inc.

d/b/a Clearfly Communications
550 South 24th Street West,
Suite 201
Billings, MT 59102
Tel: (406) 580-4530
Toll-Free: (866) 652-7520
Fax: (406) 869-4614
Web: www.clearfly.net

inCONTACT, Inc.

7730 South Union Park Avenue,
Suite 500
Midvale, UT 84047
Tel: (866) 541-0000
Toll-Free: (800) 669-3319
Fax: (866) 800-0007
Web: www.inContact.com

iNetworks Group, Inc.

125 South Wacker Drive, Suite 2510
Chicago, IL 60606
Tel: (312) 212-0822
Toll-Free: (866) 409-2826
Fax: (312) 422-9201
Web: www.inetworksgroup.com

Integra Telecom of Utah, Inc.

265 East 100 South, Suite 200
Salt Lake City, UT 84111
Tel: (801) 746-2000
Toll-Free: (888) 746-2150
Fax: (801) 505-4200
Web: www.integratelecom.com

IntelePeer, Inc.

2855 Campus Drive, Suite 200
San Mateo, CA 94403
Tel: (650) 525-9200
Toll-Free: (866) 780-8639
Fax: (650) 287-2628
Web: www.intelepeer.com

COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECs) Cont'd**Intrado Communications, Inc.**

1601 Dry Creek Road
Longmont, CO 80503
Tel: (720) 494-5800
Toll-Free: (877) 318-7941
Fax: (720) 494-6600
Web: www.intrado.com

InTTec, Inc.

1001 South Douglas Highway,
Suite 201
Gillette, WY 82717-2799
Tel: (307) 685-5536
Toll-Free: (888) 682-1884
Fax: (307) 682-2519
Web: www.inttec.biz

Ionex Communications North, Inc.**d/b/a Birch Communications**

2300 Main Street, Suite 340
Kansas City, MO 64108
Tel: (816) 300-3000
Toll-Free: (888) 772-4724
Fax: (816) 300-3350
Web: www.birch.com

IPDataStream, LLC.

4000 SE International Way,
Suite F204
Milwaukie, OR 97222
Tel: (503) 205-4767
Toll-Free: (877) 255-4767
Fax: (866) 912-4768
Web: www.ipdatastream.com

Level 3 Communications, LLC.

1025 Eldorado Blvd.
Broomfield, CO 80021-8869
Tel: (720) 888-1000
Toll-Free: (877) 453-8353
Fax: (720) 888-5134
Web: www.level3.com

Matrix Telecom, Inc.**d/b/a Matrix Business Technologies****d/b/a Excel Telecommunications****d/b/a Trinsic Communications****d/b/a Vartec Telcom**

433 East Las Colinas Blvd.,
Suite 400
Irving, TX 75039
Tel: (972) 910-1900
Toll-Free: (888) 411-0111
Fax: (866) 418-9750
Web: www.matrixtele.com

MCI Communications Services, Inc.**d/b/a Verizon Business Services**

201 Spear Street 7th Floor
San Francisco, CA 94105
Tel: (703) 886-5600
Toll-Free: (800) 749-9600
Fax: (703) 866-0860
Web: www.verizon.com

MCI Metro Access Transmission Services, LLC.

201 Spear Street 7th Floor
San Francisco, CA 94105
Tel: (703) 886-5600
Toll-Free: (800) 749-9600
Fax: (703) 866-0860
Web: www.mci.com

McLeod USA Telecommunications Services, LLC.

d/b/a Paetec Business Services
600 Willowbrook Office Park
Fairport, NY 14450
Toll-Free: (800) 634-0395
Fax: (800) 523-6998
Web: www.mcleodusa.com

MegaPath Corporation

2220 O'Teele Avenue
San Jose, CA 95131
Tel: (408) 616-6400
Fax: (408) 952-7539
Web: www.megapath.com

Metropolitan Telecomm of Utah, Inc. d/b/a MetTel

55 Water Street, 31st Floor
New York, NY 10041
Tel: (212) 607-2004
Toll-Free: (800) 876-9823
Fax: (212) 635-5074
Web: www.mettelagents.com

Mitel Cloud Services, Inc.

7300 West Boston Street
Chandler, AZ 85226-3229
Tel: (602) 253-6004
Toll-Free: (800) 894-7026
Fax: (602) 798-7000
Web: www.mitel.com

Mobilitie, LLC.

660 Newport Center Drive,
Suite 200
Newport Beach, CA 92660
Tel: (949) 717-6023
Toll-Free: (877) 999-7070
Web: www.mobilities.com

netTalk Inc.

1100 NW 163rd Drive
North Miami, FL 33169
Tel: (305) 621-1200
Fax: (305) 621-1201
Web: www.nettalk.com

COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECs) Cont'd

Neutral Tandem-Utah, LLC.

550 West Adams Street, Suite 900
Chicago, IL 60661
Tel: (312) 384-8000
Toll-Free: (866) 388-7251
Fax: (312) 346-3276
Web: www.neutraltandem.com

NewPath Networks, LLC.

1200 Augusta Drive, Suite 500
Houston, TX 98109
Tel: (206) 632-0931
Toll-Free: (888) 632-0931
Fax: (206) 632-9374
Web: www.newpathnetworks.net

NextG Networks of California, Inc.

890 Tasman Drive
Milpitas, CA 95035
Tel: (408) 954-1580
Toll-Free: (800) 959-3749
Fax: (408) 383-5397
Web: www.nextgnetworks.net

NextGen Communications, Inc.

275 West Street, Suite 400
Annapolis, MD 21401
Tel: (410) 349-7097
Toll-Free: (800) 959-3749
Fax: (410) 295-1884
Web: www.telecomsys.net

North County Communications Corp.

3802 Rosecrans Street, Suite 485
San Diego, CA 92110
Tel: (619) 364-4750
Toll-Free: (619) 364-4700
Fax: (619) 364-4710
Web: www.nccom.com

Onvoy, Inc.

d/b/a Onvoy Voice Services
300 South Highway 169, Suite 700
Minneapolis, MN 55426-1137
Tel: (736) 230-2036
Fax: (952) 230-4200

PAETEC Communications, Inc.

600 Willowbrook Office Park
Fairport, NY 14450-4223
Tel: (585) 340-2600
Toll-Free: (877) 472-3832
Fax: (585) 340-2801
Web: www.paetec.com

Peerless Network of Utah, LLC

222 South Riverside Plaza,
Suite 2730
Chicago, IL 60606
Tel: (407) 260-1011
Fax: (407) 260-1033

Preferred Long Distance, Inc.

16830 Ventura Blvd., Suite 350
Encino, CA 91436-1716
Tel: (818) 380-9090
Toll-Free: (888) 235-2026
Fax: (818) 380-9099
Web: www.pldtel.com

QuantumShift Communications, Inc.

d/b/a vCom Solutions
12657 Alcosta Blvd., Suite 418
San Ramon, CA 94583
Tel: (415) 209-7044
Toll-Free: (800) 804-8266
Fax: (415) 415-1458
Web: www.quantumshift.com

Questar InfoComm, Inc.

180 East 100 South
Salt Lake City, UT 84145-0433
Tel: (801) 324-5912
Toll Free: (800) 729-6790
Fax: (801) 324-5935
Web: www.questarinfo.com

Qwest Communications Company, LLC.

d/b/a CenturyLink QCC
1801 California Street, Third Floor
Denver, CO 80202
Tel: (303) 992-1400
Toll-Free: (800) 362-1228
Fax: (303) 296-2782
Web: www.qwest.com

Redline Phone, Inc.

2706 Decker Lake Blvd.
West Valley City, UT 84119
Tel: (801) 217-9000
Web: www.redlinephone.com

Sorenson Communications, Inc.

4192 South Riverboat Road
Salt Lake City, UT 84123
Tel: (801) 287-9400
Fax: (801) 281-3294
Web: www.sorenson.com

South Central Communications Telecom Services, LLC.

45 North 100 West
Escalante, UT 84726
Tel: (435) 826-4211
Fax: (435) 826-4900
Web: www.socen.com

COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECs) Cont'd

Spectrotel, Inc.

d/b/a OneTouch Communications
d/b/a Touch Base Communications
 3535 State Highway 66, Suite 7
 Neptune, NJ 07753
 Tel: (732) 345-7000
 Toll-Free: (888) 773-9722
 Business Customers
 Toll-Free: (888) 700-5830
 Residential Customers
 Fax: (732) 345-7893
 Web: www.spectrotel.com

Sprint Communications Company LP (This company is NOT Sprint Wireless. Sprint Wireless is a non-regulated company.)

6200 Sprint Parkway
 Overland Park, KS 66251
 Tel: (800) 829-0965
 Toll-Free: (800) 829-0965
 Web: www.sprint.com

TDS Metrocom, LLC

525 Junction Road
 Madison, WI 53717
 Toll-Free: (888) 225-5837
 Fax: (608) 830-5570
 Web: www.tdstelcom.com

Talk America Services, LLC

4001 North Rodney Parham Road
 Little Rock, AR 72212
 Tel: (501) 748-5870
 Toll-Free: (855) 546-5500
 Fax: (330) 425-0881

Teleport Communications America, Inc.

One AT & T Way, Room 2B115E
 Bedminster, NJ 07921
 Tel: (908) 234-7386
 Toll-Free: (888) 227-3824
 Fax: (908) 532-1808
 Web: www.att.com

Telequality Communications, Inc.

16601 Blanco Road
 San Antonio, TX 78232
 Tel: (210) 481-5499
 Fax: (210) 408-1700
 Web: www.telequality.com

Teltrust Corporation

3783 South 500 West, Suite 6
 Salt Lake City, UT 84115
 Tel: (801) 260-9020
 Toll-Free: (866) 260-9020
 Fax: (801) 265-8181
 Web: www.teltrust.com

TNCI Operating Company, LLC.

114 East Haley Street, Suite A
 Santa Barbara, CA 93101
 Tel: (805) 560-7809
 Toll-Free: (800) 800-8400
 Fax: (805) 869-1445
 Web: www.tnci.com

TW Telecom of Utah, LLC.

10475 Park Meadows Drive
 Littleton, CO 80124
 Tel: (303) 566-1000
 Toll-Free: (800) 829-0420
 Fax: (303) 566-1010
 Web: www.twtelecom.com

Velocity The Greatest Phone Company Ever, Inc.

7130 Spring Meadows Drive West
 Holland, OH 43528-9296
 Tel: (419) 868-9983
 Toll-Free: (800) 983-5624
 Fax: (419) 868-9986
 Web: www.velocity.org

Veracity Networks, LLC.

379 North University Avenue,
 Suite 301
 Provo, UT 84601-2878
 Tel: (801) 379-3000
 Fax: (801) 373-0682
 Web: www.veracitynetworks.com

Vitcom, LLC.

1425 37th Street, Suite 209
 Brooklyn, NY 11218
 Tel: (212) 571-4000
 Toll-Free: (877) 766-1199

Wholesale Carrier Services, Inc.

5471 North University Drive
 Coral Springs, FL 33067
 Tel: (954) 227-1700
 Toll Free: (888) 940-5600
 Fax: (561) 750-7244
 Web: <http://www.wcs.com/>

Wide Voice, LLC

410 South Rampart, Suite 390
 Las Vegas, NV 89145
 Tel: (702) 553-3007
 Toll-Free: (844) 844-8444
 Fax: (702) 825-2582
 Web: www.widevoice.com

COMPETITIVE LOCAL EXCHANGE Carriers (CLECs) Cont'd

WilTel Communications, LLC.

1025 Eldorado Blvd.
Broomfield, CO 80021
Tel: (720) 888-1000
Toll-Free: (866) 835-2683

WiMacTel, Inc.

d/b/a Intellicall Operator Services of North America

2225 East Bayshore Road, Suite 200
Palo Alto, CA 94303
Tel: (877) 776-0042
Toll-Free: (888) 476-0881
Fax: (877) 476-0890
Web: www.wimactel.com

Windstream NuVox, Inc.

4001 North Rodney Parham
Little Rock, AR 72212
Tel: (501) 748-7000
Web: www.windstream.com

X5 OpCo, LLC

555 East Lancaster Avenue,
Suite 444
Radnor, PA 19087
Tel: (610) 567-2380

Xmission Networks, LLC.

51 East 400 South, Suite 100
Salt Lake City, UT 84111
Tel: (801) 539-0852
Toll-Free: (877) 964-7746
Fax: (801) 539-0853
Web: www.xmission.com

XO Communications Services, LLC.

13865 Sunrise Valley Road
Herndon, VA 20171
Tel: (703) 547-2000
Toll-Free: (888) 575-6398
Fax: (703) 547-2881
Web: www.xo.com

YipTel, LLC.

9176 South 300 West, Suite 1
Sandy City, UT 84070
Tel: (801) 975-7466
Fax: (801) 975-2233
Web: www.yiptel.com

YMax Communications Corp.

5700 Georgia Avenue
Palm Beach, FL 33405
Tel: (561) 290-8336
Toll-Free: (888) 370-5005
Fax: (561) 586-2328
Web: www.ymaxcorp.com

Zayo Group, Inc.

400 Centennial Parkway, Suite 200
Louisville, CO 80027
Tel: (303) 381-4683
Toll-Free: (800) 390-6094
Fax: (303) 226-5922
Web: www.zayo.com



ELIGIBLE TELECOMMUNICATIONS CARRIERS (ETCs)

*Operating in the State of Utah under the jurisdiction of the
Public Service Commission*

Blue Jay Wireless, LLC

5010 Addison Circle
Addison, TX 75001
Tel: (972) 788-8860
Web: www.bluejaywireless.com

Budget Prepay, Inc. d/b/a Budget Mobile

1325 Barksdale Blvd., Suite 200
Bossier City, LA 71111
Tel: (407) 740-8575
Web: www.budgetphone

Cricket Communications, Inc.

10307 Pacific Center Ct.
San Diego, CA 92121
Tel: (858) 882-6000
Fax: (858) 882-6010
Web: www.mycricket.com

Global Connect, Inc.

d/b/a Stand Up Wireless
5555 Oakbrook Parkway, Suite 620
Norcross, GA 30093
Tel: (678) 741-6200
Toll-Free: (800) 544-4441
Fax: (678) 741-6333
Web: www.standupwireless.com

iWireless, LLC

1 Levee Way, Suite 3104
Newport, KY 41071
Tel: (770) 956-7525
Web: www.iwireless.com

Nexus Communications, Inc.

3629 Cleveland Avenue, Suite C
Columbus, OH 43224
Tel: (740) 549-1092
Web: www.reachoutwireless.com

Q Link Wireless, LLC

499 Sheridan Street, Suite 300
Dania, FL 33004
Tel: (678) 672-2837
Web: www.qlinkwireless.com

Telrite Corporation

d/b/a Life Wireless
4113 Monticello Street
Covington, GA 30014
Web: www.telrite.com

Tempo Telecom, LLC

2323 Grand, Suite 925
Kansas City, MO 64108

Total Call Mobile, Inc.

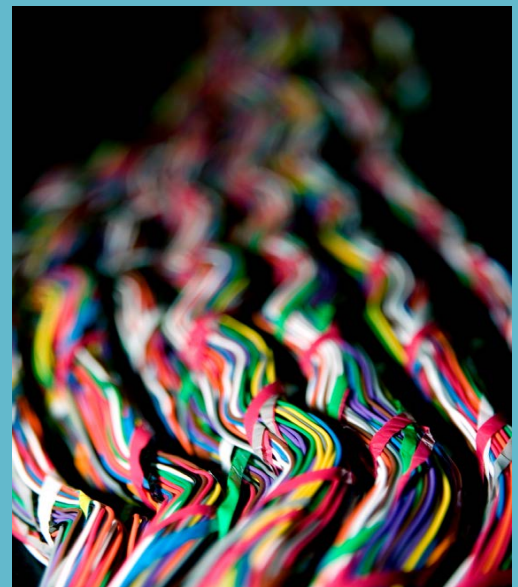
1411 West 190th Street, Suite 700
Gardena, CA 90248
Tel: (310) 618-4300
Toll-Free: (800) 550-5265
Fax: (310) 818-4310
Web: www.totalcallmobile.com

TracFone Wireles, Inc.

d/b/a Safelink Wireless
9700 North West 112th Avenue
Miami, FL 33178
Tel: (305) 715-3733
Web: www.tracfone.com

Virgin Mobile USA, L.P.

d/b/a Assurance Wireless
6391 Sprint Parkway, Mailstop:
KSOPHT0101-Z2400
Overland Park, KS 66251
Tel: (913) 762-5929
Fax: (908) 607-4823
Web: www.virginmobileusa.com





Telecommunications Relay Service & Equipment Distribution Program

The Public Service Commission (PSC) began administering the Relay Utah program in 1987 with the goal to provide telecommunications access and equipment to those who are deaf, hard of hearing and speech-challenged. Prior to this service, individuals with hearing and speech challenges relied on others. Through the Relay Utah program, those with hearing or speech challenges have multiple service and equipment options including video relay, internet protocol relay, captioned telephones, application software, and amplified telephones. Relay services have expanded to include Spanish language, Speech-to-Speech, Voice Carry Over (VCO) Captioned Telephone (CapTel), and Hearing Carry Over (HCO).

Funding

Funding for Relay Utah derives from a monthly surcharge on Utah cellular and landline phone accounts. This rate is set by the PSC. The current surcharge is \$.02 per line. The surcharge covers relay services, equipment distribution, outreach, education, interpreter training and administrative costs.



Surcharge Collected

The total surcharge revenue collected during FY 2015 was \$725,846.

FY: 2015	\$725,846
FY: 2014	\$1,720,424
FY: 2013	\$2,110,337

The amount collected for FY 2015 was significantly lower compared to previous years. The PSC reduced the collection rate from \$.05 to \$.02, effective May 2014. The reduction is intended to reduce the program's reserves to a more reasonable amount.

Administration

The PSC collaborates with Penna Powers Brian & Haynes ("PPBH") for marketing, outreach, public relations, education, and grassroots activities for relay services and equipment distribution. Each year PPBH and the PSC utilize print, television, and radio advertising to raise awareness of Relay Utah. Further, during FY 2015 the State of Utah contracted with Hamilton Relay Service for its Telecommunication Relay Service (TRS) and Captioned Telephone Service (CTS). Hamilton Relay provides a full-time in-state coordinator who provides outreach and information concerning the program.

The following is a summary of outreach activities for FY 2015.

Outreach Activities	67
Exhibits	16
One on One Meetings	7
Field Visits	18

Staffing

The PSC employs one full-time PSC staff member and four part-time employees to provide equipment distribution, training, repairs, and outreach. One part-time employee is located in St. George to respond to the needs of Southern Utah. To provide better and more cost-effective services, one employee is responsible to respond to requests received by phone, email, and text concerning equipment issues and training.



Contact us

For more information about services and equipment, please visit www.relayutah.gov or call Relay Utah at 801-713-3470 or 866-772-8824. You may also contact the Federal Communications Commission at www.fcc.gov/complaints with any issues.

Presentations

Relay Utah provides presentations, educational workshops, training sessions and information for the deaf, hard of hearing and those with speech difficulties in Utah. To learn more or schedule a presentation, call Relay Utah toll-free at 866-772-8824.

Demo centers

To visit a testing center, please make an appointment:

Relay Utah

168 N. 1950 W., Suite 103
Salt Lake City, UT 84116
801-713-3470
866-772-8824

Southern Utah Deaf and HH Services

1007 E. Tabernash, Suite 10
St. George, UT 84770
435-652-2453 (v/tty)
435-216-9955 (toll)



Relay Utah
168 N. 1950 W., Suite 103 • Salt Lake City, UT 84116
866-772-8824 • www.relayutah.gov



When every word
is important

RELAY UTAH

Helping Utah Connect • Dial 711



miss a single one

ah – Your communication solution

ah began in 1987 as a telephone service people with hearing and speech difficulties and receive telephone calls. This program is operated by the Utah Public Service Commission and funded by a nominal surcharge on long distance and cellular phones.

elay Utah assists deaf, hard of hearing e with speech difficulties to communicate h other and the rest of the world. Through ram, specialized equipment is loaned to g state residents at no cost. Relay Utah also relay and captioned telephone services Sprint. These services are utilized over the e, Internet and mobile devices.

ment and services for the of hearing

d Phones

table volume and tone
rates background noise
keypad buttons
ng aid compatible
s-free speakerphone
ID capable



Captioned Telephones (CapTel®)

- Ideal for those who need more than an amplified telephone
- Includes a display to read the caller's words
- Functions also as a traditional telephone
- Caller ID capable
- One-touch access to customer service
- Spanish settings available



Wireless CapTel Service

- Wireless version of CapTel
- Listen while reading the captions on a wireless device (compatible with most smartphones)

Mobile Accessories

- Adjustable volume amplification for cellular devices
- Neckloops (Bluetooth, and/or telecoil)
- Cell phone amplifiers



Services for the deaf

Video Relay Service (VRS)

- Sorenson VRS – www.sorensonvrs.com
- Experienced video interpreters available 24/7
- Online help with live customer service
- Receive videomail messages
- No domestic long distance charges

Equipment and services for individuals who have difficulty speaking

- Speech to Speech
- Hearing Carry Over
- Hands-free speakerphone



RELAY UTAH
Helping Utah Connect • Dial 711
www.relayutah.gov

Deliveries, Training and Repairs were made for 724 Clients throughout Utah

Date	New Equipment Deliveries	Pickups	Troubleshoot/Repairs/Training	Total
July - Sept 2014	95	44	41	180
Oct - Dec 2014	82	18	30	130
Jan - March 2015	120	38	40	198
April - June 2015	121	47	48	216
Total	418	147	159	724

Previous Years Deliveries are Summarized Below The following chart reflects the actual number and types of telecommunications equipment distributed:

FY: 2015	724 Client Visits
FY: 2014	683 Client Visits
FY: 2013	698 Client Visits



Phone Type	Count
Ampli 455	9
Ampli 500B	20
Ampli 550	60
Ampli 500W	33
CapTel 840	9
CapTel 840i	2
Clarity XLC 2	28
CapTel 800	2
Clarity XLC 3.4	170
Clarity Giant	8
Clarity	7
Other	21
Connect360 Neck Loop	1
Clear Sounds CSC 600	15
Clear Sounds A600	1
Clear Sounds CS A400	5
Clear Sounds CS A500	11
Bluetooth	1
Jitterbug	8
Serene HD 40P	1
Serene HD 40S	3
Ultratec MP425	3
Total	418

American Sign Language Interpreter Training Program

The PSC currently contracts with the Interpreter Certification Advancement Network (“ICAN”) Program, provided through the Division of Services for the Deaf and Hard of Hearing, to provide interpreter training classes, on-the-job training, and/or mentoring.

Telecommunications Relay Service (TRS) and Caption Telephone Service (CTS) Traffic

Relay Utah witnessed 37,456 TRS calls including traditional TTY, VCO, HCO, and Speech to Speech and observed another 37,479 CapTel calls.



Having trouble hearing family and friends on your phone?



Come meet with us to hear how you can get an amplified or captioning phone, at no cost, for your home to help you stay connected with family and friends.

Day

Date

Time



www.relayutah.gov



Completed Outbound Calls for TRS							
Month	Local	Intrastate	Interstate	Int'l	Toll Free	900 Info.	Total
July 2014	4,343	166	264	0	350	0	5,123
Aug 2014	2,953	54	212	0	386	0	3,605
Sept 2014	2,301	39	291	0	268	0	2,899
Oct 2014	2,334	33	143	0	212	0	2,722
Nov 2014	2,243	59	109	0	341	0	2,752
Dec 2014	2,285	29	190	0	371	0	2,875
Jan 2015	2,493	41	249	0	317	0	3,100
Feb 2015	2,387	279	195	0	308	0	3,169
Mar 2015	2,723	48	218	0	291	0	3,280
Apr 2015	2,122	35	246	0	435	0	2,838
May 2015	1,756	25	181	0	448	0	2,410
June 2015	1,975	24	161	0	523	0	2,683
Total	29,915	832	2,459	0	4,250	0	37,456
Completed Outbound Calls for CapTel							
Month	Intrastate	Interstate	Int'l	Toll Free	900 Info.	Total	
July 2014	4,138	444	2	110	0	4,694	
Aug 2014	3,078	339	6	73	0	3,496	
Sept 2014	3,101	332	0	86	0	3,519	
Oct 2014	2,946	385	1	119	0	3,451	
Nov 2014	2,785	329	2	81	0	3,197	
Dec 2014	2,566	428	0	82	0	3,076	
Jan 2015	2,136	376	0	107	0	2,619	
Feb 2015	2,305	342	10	121	0	2,778	
Mar 2015	2,287	381	6	90	0	2,764	
Apr 2015	2,122	340	4	98	0	2,564	
May 2015	2,183	416	3	73	0	2,675	
June 2015	2,175	359	9	103	0	2,646	
Total	31,822	4,471	43	1,143	0	37,479	

National Deaf Blind Education Distribution Program (“NDBEDP”)

The National Deaf Blind Equipment Distribution Program (“NDBEDP”) provides specialized telecommunications equipment access to individuals who are deaf-blind. The Federal Communications Commission (“FCC”) certifies one entity per state, providing all services on its own or contracting some services, or to a collaboration/partnership. NDBEDP requirements include groups or agencies in each state with expertise in deaf-blindness, communication with people who are deaf-blind through sign language and Braille materials, staffing and resources to handle administration of the program, experience with distribution of equipment, ability to train consumers how to use equipment, and familiarity with telecommunications, internet, and advanced communication services such as instant messaging and e-mail. The NDBEDP pilot program follows different financial guidelines from Relay Utah’s equipment distribution program. The FCC reimburses the PSC for equipment and training for consumers who are deaf-blind at 400% of poverty level as opposed to Utah’s guidelines which are set at 200% for Relay Utah. Utah’s yearly allocation of the ten million dollar program is set at approximately \$111,000.

Twenty-one clients received equipment and training during FY 2015.

Effective February 1, 2015, the PSC relinquished the NDBEDP grant. The FCC selected Perkins School for the Blind (“Perkins”) for certification and management of the NDBEDP for the state of Utah. With this change, the PSC has found it can better focus on the Relay Utah program with limited staff and resources.

To learn more about this pilot program, visit the following websites: www.iCanConnect.org or www.fcc.gov/NDBEDP.

Relay Utah Consumer Council (RUCC)

Utah Code 54-8b-10(7) states, “The PSC shall solicit the advice, counsel, and physical assistance of severely hearing or speech impaired persons and the organizations serving them in the design and implementation of the program.” To comply with this rule, in Fiscal Year 2015, the PSC held quarterly meetings with the Relay Utah Consumer Council (RUCC). This council is comprised of representatives of different groups or organizations; individuals who are deaf, hard of hearing, or speech disabled; and individuals who use the services provided by the PSC. RUCC meetings are held in conjunction with Hamilton Relay for members to actively provide feedback and ideas of how to best meet the needs of Relay consumers in Utah. Through these meetings and continued contact with Relay users, the PSC is able to gather information for better implementation of these services and the equipment distribution program.

Relay Utah Office

The Relay Utah office is located at 168 North 1950 West in Salt Lake City. This office houses the equipment testing center for consumers to view and test equipment options. Testing rooms also are available at the Robert G. Sanderson Community Center in Taylorsville and its satellite office located in St. George. The PSC is committed to improving and maintaining the quality of Relay Utah services and equipment. The PSC constantly strives to provide functionally equivalent forms of telecommunications equipment available for people with speech impairments or hearing loss. As technology evolves and new FCC rules or pilot programs are added, these advancements continue to bring Relay Utah consumers closer to equal access. The PSC looks forward to future technological developments and innovations, and continued high quality customer service, providing equal access to Utah residents.

COMPLAINTS

The Role of the Division of Public Utilities

A dissatisfied customer who cannot resolve service problems through contact with the utility can seek assistance from state regulators for help. Utility consumers may contact the Division of Public Utilities (“Division”) via internet (www.publicutilities.utah.gov), walk-in visit, local call, or toll-free number. Division staff construct a factual statement through discussions with both the complainant and the utility regarding 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 Office of Consumer Services (“Office”) for assistance and help. Though following the same sort of process the Division does, if the Office learns that other customers face similar problems, it may petition the PSC for action in a manner having wider applicability.

Formal Complaints

In cases involving factual disputes over which the PSC has jurisdiction, the PSC may resolve a formal complaint through a hearing before an Administrative Law Judge, who establishes the facts on the record and renders a recommended decision.

Docketed complaint cases resolved by the PSC through formal processes during the fiscal year are listed below. By far, though, most customer complaints are resolved in the informal process.

The following table shows the number of informal complaints processed by the Division in FY 2015. Of these, ten became formal complaints before the PSC during FY 2015.

Type of Utility Complaint FY 2015

Electric	109
Natural Gas	62
Telecom - ILEC*	113
Telecom - CLEC*	32
Telecom - Long Distance	9
Water and Sewer	11
Total	336

* ILEC - Incumbent Local Exchange Carrier

* CLEC - Competitive Local Exchange Carrier



2015 Annual Report

Public Service Commission of Utah

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