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NATURAL GAS

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Public Service Commission of Utah

2010

ANNUAL REPORT

for the period July 1, 2009, through June 30, 2010

2010 ANNUAL REPORT

PUBLIC SERVICE COMMISSION OF UTAH

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State of Utah

GARY HERBERT
Governor
GREG BELL
Lieutenant Governor

Public Service Commission

TED BOYER
Chairman
RIC CAMPBELL
Commissioner
RON ALLEN
Commissioner

November 12, 2010

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 you the Annual Report for fiscal year 2010 of the Public Service Commission of Utah. This report has been prepared in accordance with Utah Code § 54-1-10, which requires the Commission submit to you a report of its activities during the fiscal year ending June 30, 2010.

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

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

Respectfully submitted,

Ted Boyer, Commission Chairman

Ric Campbell, Commissioner

Ron Allen, Commissioner

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PUBLIC SERVICE COMMISSION

PERSONNEL

June 30, 2010

Chairman

Ted Boyer

Commissioner

Ric Campbell

Commissioner

Ron Allen

Commission Secretary

Julie P. Orchard

Executive Staff Director

Rebecca Wilson

Legal Counsel

David Clark

Administrative Law Judge

Ruben Arredondo

**Telecommunications
Technical Consultant/
Economist**

John S. Harvey

Chief Utility Economist

James A. Logan

**Electric and Gas Utility
Technical Consultant**

Carol Revelt

Public Utility Engineer

Jerry Maio

Paralegal

Sheri Bintz

**Telecommunication
Relay Specialist**

Mary Beth Green

Accounting Technician

Gary Widerburg

Office Technician

Trixie Behr

Office Technician

Jennifer Joy

**Equipment Delivery
Personnel**

Brad Blackner

**Equipment Delivery
Personnel**

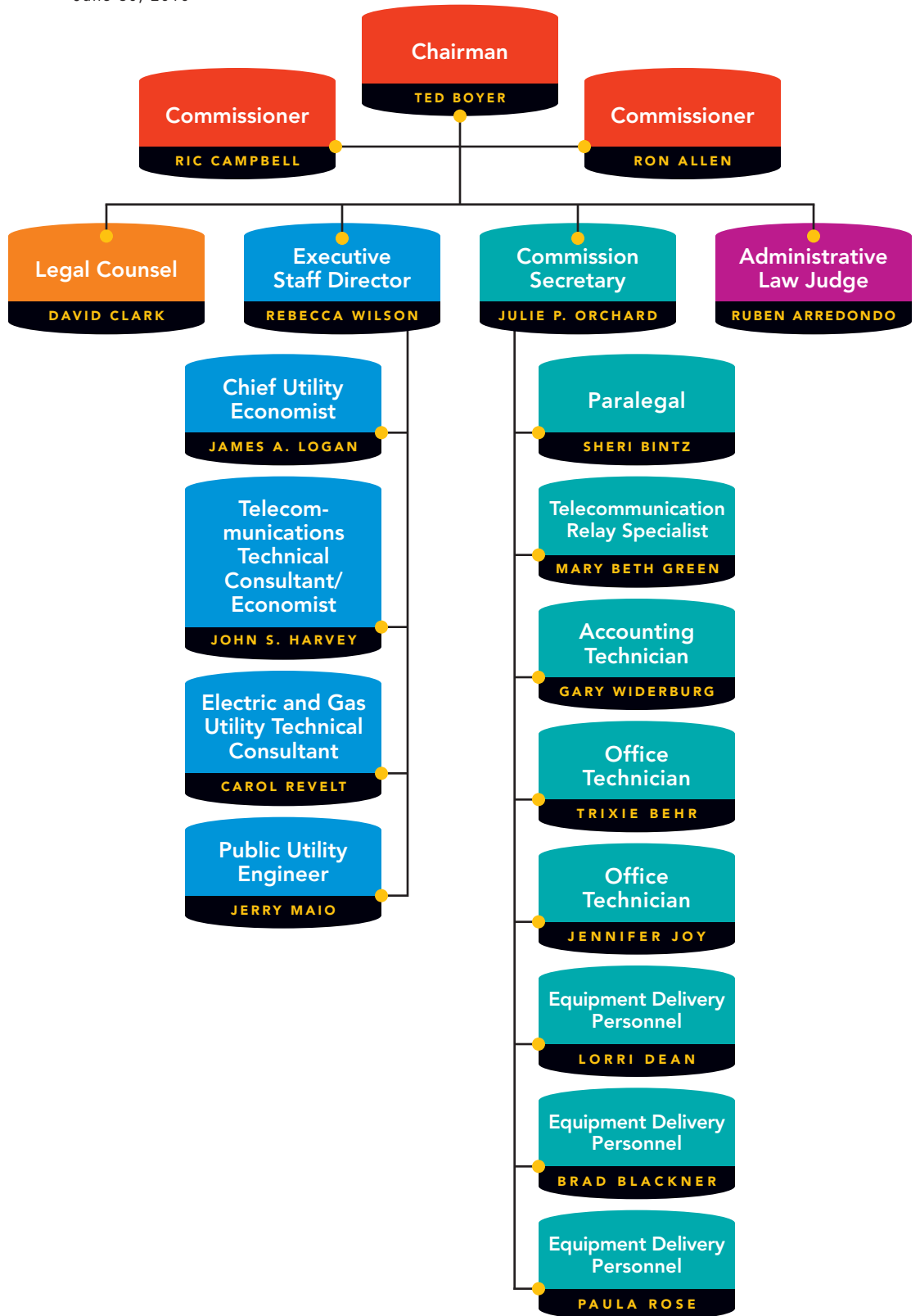
Lorri Dean

**Equipment Delivery
Personnel**

Paula Rose

ORGANIZATION CHART

June 30, 2010



PUBLIC SERVICE COMMISSIONERS



COMMISSION CHAIR

Ted Boyer

Original Term:
June 20, 2003 - March 1, 2009

Reappointed:
March 27, 2009

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

Commissioner Boyer is a member of the National Association of Regulatory Utility Commissioners (NARUC) and serves on the Energy, Resources and the Environment Committee and International Committee, the Regional Oversight Committee, the Utah Privatization Policy Board, the Utah Telecommunications Advisory Council, the Steering Committee of the Western Renewable Energy Zones Project of the Western Governor's Association, a member of the Advisory Council for the Center for Public Utilities at New Mexico State University, a member of the Utility Facility Review Board, a member of the Public Interest Advisory Committee of the Gas Technology Institute, and is a past president of the Western Conference of Public Service Commissioners.

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



COMMISSIONER

Ric Campbell

Original Term:
June 20, 2003 - March 1, 2009

Reappointed:
March 1, 2007 - March 1, 2013

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

Ric Campbell is a member of the National Association of Regulatory Utility Commissioners (NARUC) and serves on the Committee on Electricity as well as on the board of Directors. He also serves on the board of Directors of the Western Electricity Coordinating Council.

Prior to his appointment, he was the director of the Utah Division of Public Utilities. While at the Division, Ric also served as a member of the Utah Telecommunications Advisory Council and on the Utah Rural Telecommunications Task Force.

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



COMMISSIONER

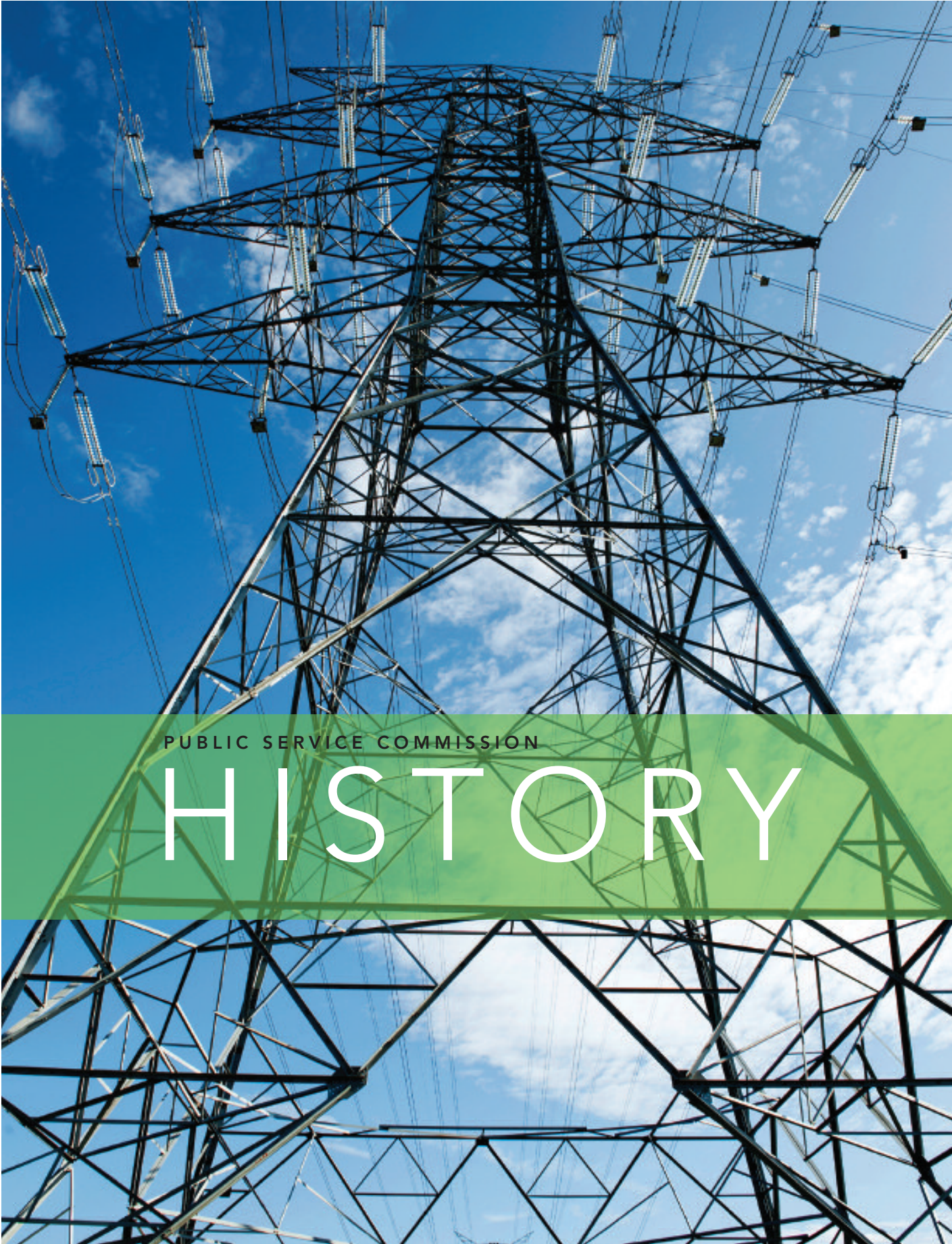
Ron Allen

Original Term:
March 18, 2005 - March 1, 2011

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

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

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



PUBLIC SERVICE COMMISSION

HISTORY

ORIGINS OF THE PUBLIC SERVICE COMMISSION

Since its origin in the Public Utilities Act of 1917, the Commission 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 sewerage systems through which important services are delivered to Utah households and businesses.

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



The Commission’s responsibility is to ensure that public utility service is adequate in quality and reliability, and available to everyone at just and reasonable prices.



Utility companies are certificated monopolies. With recent 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, federal and state law obligates the Commission to promote and protect the public interest by ensuring that public utility service is adequate in quality and reliability, and is available to everyone at just and reasonable prices. This is the Commission’s goal. The prices, terms and conditions of utility service affect the quality of the State’s infrastructure.



ORGANIZATION OF THE REGULATORY FUNCTION IN UTAH TODAY

Since 1983, when the legislature last reorganized Utah's public utility regulatory function, the Commission has been an independent entity with a small clerical, legal, and technical advisory staff. The Office of the Commission consists of a three-member commission, each commissioner appointed by the Governor to a six-year term; an administrative secretary and clerical staff; an executive staff director and technical staff; a legal counsel and paralegal staff; and an administrative law judge. Currently the Commission employs 19 persons.

The Division of Public Utilities, within the Utah Department of Commerce, performs public utility audits and investigations, helps resolve customer complaints, and enforces Commission Orders. Since the 1983 reorganization, the Division has been empowered to represent an impartially determined, broad public interest before the Commission. The Division employs a Director and a clerical and technical staff of approximately 30 people and receives legal assistance from the Office of the Attorney General. Also functioning within the Department of Commerce is the Office of Consumer Services (formerly the Committee of Consumer Services), the state agency advocate before the Commission for the interests of residential, small commercial and agricultural customers. The Office, established by the legislature in 1977, consists of six

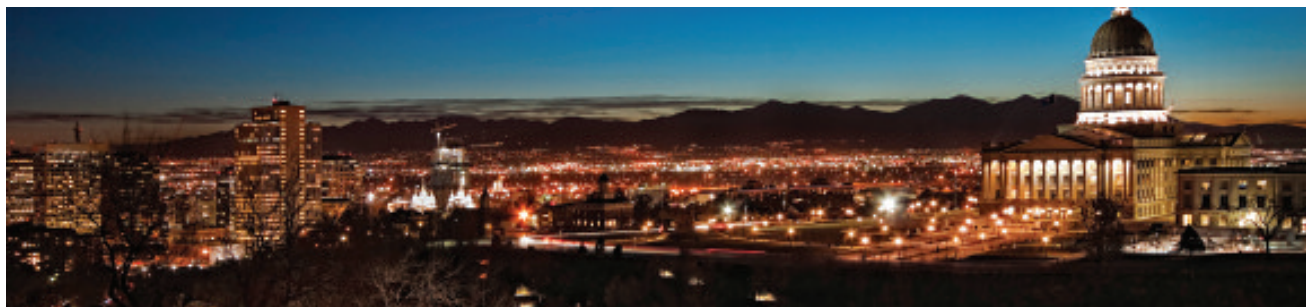
due process rights of parties, carefully observed by the Commission, mainly govern their timing.

In the course of a hearing, parties participating may include the subject public utility, the Division of Public Utilities, and the Office of Consumer Services. Parties present the sworn testimony and evidence of expert witnesses on matters at issue and witnesses are cross-examined by the attorneys assisting each party.

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

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

During fiscal year 2010, 260 cases were open and docketed and 222 orders were sent out. Of these, 42 were resolved by written Commission order, following hearing and deliberation on the evidentiary record.



citizens appointed by the Governor. It employs a director and a five-member clerical and technical staff including legal assistance provided by the Office of the Attorney General.

HOW THE COMMISSION WORKS

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

Many of the remaining cases were handled informally. The more important cases, whether for regulatory policy or financial implications, are highlighted in the following discussions of electricity, natural gas, telecommunications, and water. In Fiscal Year 2010 the Public Service Commission regulated 162 utility companies to include gas, electric, telephone, water, sewer, and railways with gross intrastate revenues of \$ 3.1 billion.

PSC COMMISSIONERS

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

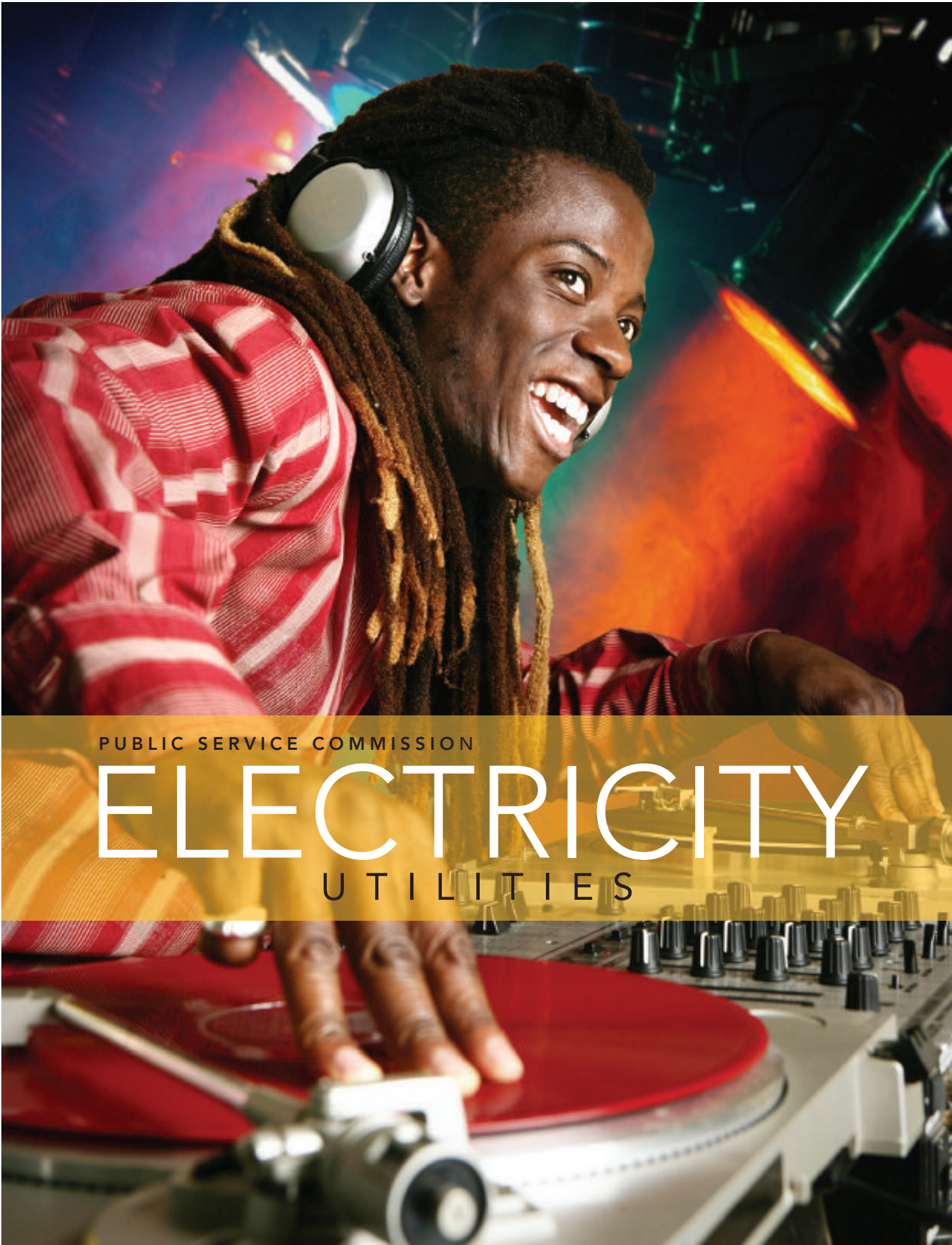
*Commissioner Pro Tempore

PSC SECRETARIES

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

*Acting Secretary





PUBLIC SERVICE COMMISSION

ELECTRICITY

UTILITIES

ELECTRIC UTILITIES OVERVIEW



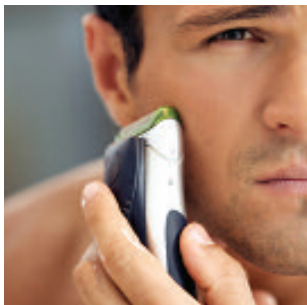
The principal electric utility regulated by the Commission is PacifiCorp, an investor-owned utility serving approximately 790,000 residential, commercial and industrial customers in Utah and doing business in the state as Rocky Mountain Power. PacifiCorp also serves retail customers in five other western states and wholesale customers throughout the west.

PacifiCorp provides 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 Commission, or by rural electric cooperatives, which are subject to minimal state regulation. Thus, most of the Commission's work in the electric industry arises from regulation of PacifiCorp.

RATE CHANGES

Under Utah Code 54-4-4, the Commission is responsible for determining just and reasonable rates for PacifiCorp. During fiscal year 2010 the Commission was involved in one general rate case filed by PacifiCorp.

In June 2009 PacifiCorp filed an application requesting authority to increase its retail rates in Utah by an amount of \$66.9 million. This request was based upon a forecast test year ending June 30, 2010, using a 13-month average rate base and a return on equity of 11.0 percent. In February 2010 the



Most of the Commission's work in the electric industry arises from regulation of PacifiCorp, the provider of 80 percent of the electricity to Utah homes and business.



Commission issued its Report and Order on Revenue Requirement, Cost of Service and Spread of Rates wherein the Commission increased PacifiCorp's annual revenue requirement by \$32.4 million, or 2.2 percent, based on a forecasted test period of 12 months ending June 2010 and an allowed rate of return on equity of 10.60 percent. The Commission also approved a non-uniform percentage increase to be applied to certain tariff customers' bills as a line item prior to the Commission's determination of rate design in Phase II of this docket.

Consistent with the spread of the \$32.4 million overall revenue increase to rate schedules approved in Phase I of this proceeding, in June 2010 the Commission approved a Stipulation on Non-Residential Rate Design and decided rate design issues for residential Schedule Nos. 1, 2 and 3, and mobile homes, Schedule No. 25.



**ENERGY COST
ADJUSTMENT MECHANISM**

The 2009 Utah Senate Bill 75 provides the Commission, among other things, the authority to approve an electrical or gas corporation energy balancing account. Senate Bill 75 also specifies an energy balancing account shall become effective upon a Commission finding the energy balancing account is in the public interest, is for prudently incurred costs, and is implemented at the conclusion of a general rate case.

In March 2009, PacifiCorp filed for approval of an Energy Cost Adjustment Mechanism ("ECAM"). As proposed, the ECAM would allow PacifiCorp to collect or credit the differences between the actual net power costs incurred to serve customers in Utah and the amount collected from customers in Utah through rates set in general rate cases. On a monthly basis, PacifiCorp proposes it will compare the actual system net power costs to the net power costs embedded in rates from the most recent general rate case and defer the differences in a balancing account. An ECAM rate will be calculated annually to collect from or credit to customers the accumulated balance over the subsequent year.

After finding the issues surrounding an ECAM are numerous, relatively complex, and must be carefully considered to ensure the public interest is served, the Commission proceeded to address the issues in a phased approach. Phase I was designed to develop the evidentiary record of the need for an ECAM at this time. If the Commission found adoption of an ECAM is in the public interest, the design of an ECAM would be considered in Phase II. In February 2010 the Commission issued a Report and Order concluding it will proceed with further examination of an ECAM which would address the difficulties PacifiCorp raises about its power costs and their impact on the company's operations and in the State of Utah. Phase II of this proceeding, in which the Commission is considering the proposed ECAM and any modification or alternatives which other parties may propose, will continue into fiscal year 2011.



MAJOR PLANT ADDITIONS

The 2009 Utah Senate Bill 75 provides the Commission, among other things, the authority to approve or deny an electrical or gas corporation's application for cost recovery of a major plant addition. In February 2010 PacifiCorp filed an Application for Alternative Cost Recovery to increase rates to recover

an additional \$33.7 million in revenue requirement associated with the major plant additions of the Ben Lomond to Terminal transmission line and the Dave Johnston Power Plant Unit 3 emissions control measure. PacifiCorp also requested that the rate increase associated with these additions be deferred and made effective on January 1, 2011. In June 2010 the Commission issued a Report and Order approving a Settlement Stipulation providing for the recovery of these major plant additions. The Settlement Stipulation included a \$30.8 million annual increase in Utah's revenue requirement. The Commission also directed PacifiCorp to record approximately \$2.6 million per month as a Utah-specific regulatory asset beginning July 1, 2010, including a carrying charge of 0.695 percent. The Settlement Stipulation did not resolve the ratemaking treatment of the regulatory asset.

**LARGE ELECTRIC
POWER PLANT
PROCUREMENT**

The Commission implements state law, specifically Utah Code 54-17 "Energy Resource Procurement Act," governing the procurement and approval of the

purchase of PacifiCorp's large electric generating plants, otherwise known as significant energy resources. During the past year PacifiCorp has been engaged in several activities pertaining to new resource acquisitions.

In September 2008, the Commission approved PacifiCorp's 2008 All-Source Request for Proposal (RFP). Due to the dramatic global economic downturn and the resulting reduction of customer loads, reduction in price of commodities, potential reduction of future construction costs and other changes in economic and market conditions, the All-Source RFP was suspended in April of 2009. In October of 2009 PacifiCorp requested approval, which the Commission granted, to resume the All-Source RFP. In February 2010, the Commission issued an order on economic modeling issues associated with the review of the bids received under this RFP. It is anticipated that the final selection of resources from this RFP will occur in early 2011.

**PLANNING FOR LEAST COST
AND RELIABLE POWER SUPPLY**

The Commission requires PacifiCorp to file an integrated resource plan ("IRP") describing how it will meet future electric power needs in its six-state service territory. In April 2010 the Commission issued an order acknowledging PacifiCorp's 2008 IRP concluding it

generally adhered to the IRP Standards and Guidelines.

Based on its assumptions of existing generation capacity, generation plant life, length of existing purchase power contracts, transmission transfer capability, and its November 2008 load growth forecast, PacifiCorp's 2008 IRP identifies a deficiency between existing resources and peak system requirements plus a 15 percent planning reserve¹ of 277 megawatts beginning in 2010. This deficit grows to 2,261 megawatts in 2012 and to 3,895 megawatts in 2018. Assuming a 12 percent planning reserve, a deficiency of 498 megawatts begins in 2011. This deficiency grows to 1,936 megawatts in 2012 and to 3,528 megawatts in 2018.

To serve system-wide peak hour demand through 2018, cumulative supply additions and direct-control load management or energy efficiency programs in the 2008 IRP Preferred Portfolio range from 332 megawatts in 2009 to 4,643 megawatts

in 2018. By 2018, these resources consist of 2,723 megawatts of intermittent, intermediate and base load power plant (including one long-term firm unspecified power purchase in 2012); 50 to 1,382 megawatts in annual unspecified power purchases; and 1,111 megawatts of direct-control

load management or utility energy efficiency programs. The proportion of additional resources are 59 percent long-term generation plant or power purchase (31 percent renewable energy, 18 percent gas, 4 percent unspecified long-term power purchase, 4 percent coal, 2 percent combined heat and power), 24 percent direct-control load management or energy efficiency utility programs, and 17 percent unspecified annual power purchases.

In March 31, 2010, PacifiCorp filed its 2008 IRP Update which concluded that additional supply is needed in order to meet PacifiCorp's projected average annual system energy growth rate of 2.3 percent and Utah energy growth of 2.7 percent through 2019. Comments on the IRP update were received in late June 2010.

TRANSMISSION EXPANSION — CERTIFICATES OF CONVENIENCE AND NECESSITY — UTILITY FACILITY REVIEW BOARD

Pursuant to Utah Code 54-4-25, prior to construction or operation of a transmission line, an electric corporation must obtain from the Commission a certificate that present or future public convenience and necessity does or will require construction.



In June 2010 the Commission granted, subject to conditions, PacifiCorp's request for a Certificate of Public Convenience and Necessity to construct a new 500/345 kV transmission line between its existing Mona Substation, located in Juab County, and a new substation located in Tooele County named the "Limber Substation." This line will be approximately 65 miles long. The project, as approved, also includes an approximately 35 mile 345 kV line from the Limber Substation to the existing Oquirrh Substation in West Jordan, Salt Lake County. These lines are estimated to be in service by 2013.

A dispute has arisen between PacifiCorp and Tooele County as to the location of portions of the new transmission line between the Limber and Oquirrh substations. The Commission does not have direct authority over transmission line siting. In 1997 the

Legislature created the Utility Facility Review Board ("Board") to resolve certain disputes between local governments and public utilities regarding the siting and construction of utility facilities. The Board is comprised of the Commissioners and two local government representatives appointed

by the Governor. In April 2010, PacifiCorp petitioned the Board to review Tooele County's denial of a conditional use permit to construct that portion of the new Limber to Oquirrh transmission line that would cross Tooele County land. After evidentiary hearings and consideration of comments from members of the public, in June 2010 the Board ruled the transmission line PacifiCorp intends to construct is needed to provide safe, reliable, adequate, and efficient service to PacifiCorp customers. Tooele County has appealed the Board's decision to the Utah Court of Appeals.

ELECTRIC ENERGY CONSERVATION

In June 2009 PacifiCorp filed an application requesting approval of an adjustment to its Demand Side Management (DSM) Cost Adjustment tariff rider (appearing on customer bills as a line item entitled "Customer Efficiency Services") to collect approximately \$85.4 million per year to support the acquisition of cost effective energy efficiency and load management resources. In this application PacifiCorp proposed to increase the DSM surcharge by \$56.3 million or 3.97 percent resulting in a proposed total average DSM surcharge of 6.16 percent. This adjustment was necessitated by an increase in the rate of participation in energy efficiency and load management programs,

particularly the residential insulation program, which resulted in the DSM program expenditures to rise above what was currently being collected through the DSM surcharge. In August 2009, the Commission approved a Stipulation resulting in an increase in Rocky Mountain Power's DSM tariff rider, on average, to 4.6 percent, effective September 1, 2009.

The Commission-approved energy efficiency program surcharge of approximately 4.6 percent is applied to the bills of Rocky Mountain Power's Utah customers. The revenues collected are used to implement Commission-approved demand-side management (DSM) programs. In fiscal year 2010 approximately \$63 million was collected through the surcharge to cover expenditures for the approximately 15 energy efficiency and demand side management programs offered by Rocky Mountain Power. These programs improve energy efficiency in new buildings and existing buildings, encourage the purchase of energy-efficient appliances, and directly control air conditioners and irrigation systems. During 2009, approximately 197 megawatts of power and approximately 228,000 megawatt hours of energy were offset through these programs.



SERVICE TERRITORY DISPUTE

In 2007 Rocky Mountain Power filed a complaint with the Commission alleging Heber Light and Power is providing non-surplus retail electrical service to customers outside the municipal boundaries of its member cities in violation of Rocky Mountain's Certificate and Utah law. While initially the parties attempted to resolve the issue, Heber Light and Power maintains the Commission does not have jurisdiction over this matter. In November 2008 the Commission issued a Report and Order asserting its jurisdiction over Heber Light and Power and denying its motion to dismiss for lack of jurisdiction.

In April 2009 Heber Light and Power filed a Motion to Stay these proceedings pending resolution of its appeal of the Commission's November 2008 Order to the Utah Supreme Court. In June 2009, the Commission issued an order granting Heber Light and Power's Motion to Stay and denying Rocky Mountain Power's Motion to Set Schedule. Further action by the Commission in this case was contingent upon the outcome of Heber Light and Power's appeal to the Utah Supreme Court.

On April 30, 2010, the Utah Supreme Court ruled the Commission does not have jurisdiction over Heber Light and Power, an interlocal entity, and that the

Commission should have granted Heber Light and Power's Motion to Dismiss. As the Commission is without power to hear the underlying basis for Rocky Mountain Power's complaint, the complaint was dismissed with prejudice.

RULE MAKING

The Utah 2009 Senate Bill 75 included language requiring the Commission to create and finalize rules concerning the minimum requirements to be met for an application to be considered a complete filing for general rate cases and major plant addition cases. The Commission conducted a rulemaking proceeding during the summer of 2009 and on August 15, 2009, the final rules were published in the Utah State Bulletin, with a 30 day public comment period. The rules became effective on September 23, 2009, as Utah Administrative Code (UAC) R746-700-1 through R746-700-51. These rules specify in detail the information utilities must provide in support of major plant addition and general rate case applications.

In September 2009 a notice of the Commission's proposed new electrical interconnection rules was published in the Utah State Bulletin. This rule was developed with input received from parties during the many electrical interconnection working group meetings conducted pursuant to the Commission's 2007 determination that it was appropriate to adopt the Electrical Interconnection Standard contained in the 2005 Federal Energy Policy Act, Following two rounds of comments UAC R746-312. Electrical Interconnection became effective on April 30, 2010.

LEGISLATIVE CHANGES AND FEDERAL STANDARDS

During the 2010 Utah legislative session several substantive bills and one joint resolution were enacted amending Utah Code Title 54 — Public Utilities.

- **HB145 — Renewable Energy Financing Provisions:** This bill excludes from the definition of a "public utility" an independent energy producer that provides service to a customer on the real property where an independent power production facility is located under certain circumstances; changes definitions to provide that a facility used to supply energy for a specific customer may qualify as a customer generation system under Title 54, Chapter 15, Net Metering of Electricity; provides for actions by the Public Service Commission;

and makes technical changes.

- **HB192 — Renewable Energy — Methane Gas:** This bill provides that electrical energy derived from methane gas from certain coal mine facilities is among the types of waste gases considered as a renewable energy source under Title 54, Chapter 17, Energy Resource Procurement Act; and makes technical changes.
- **HB228 — Renewable Energy Source Amendments:** This bill changes the definition of "renewable energy source" in Title 54, Chapter 17, Energy Resource Procurement Act, to include energy derived from municipal solid waste; and makes technical changes.
- **HB335 — Utility Related Exemptions:** This bill provides that certain entities providing electricity to certain owners and creditors are not considered an electrical corporation or public utility under Title 54, Public Utilities; exempts from various regulatory provisions electricity provided to certain owners and creditors; and makes technical changes.
- **HJR 33 — Marking of Underground Utilities Joint Resolution:** This resolution urges the Public Service Commission to review, in conjunction with utility companies, methods of marking underground utilities; and urges that the review take into account currently existing products that can provide a uniform system of marking underground utilities.
- **SB104 — Renewable Energy Modifications:** This bill includes certain compressed air energy storage technology as a renewable energy source under Title 54, Chapter 17, Energy Resource Procurement Act; and makes technical changes.
- **SB137 — Coordination of Removing, Relocating, or Altering Utilities:** This bill defines terms; provides for notification and cooperation concerning utility facilities located in the area of a proposed construction or reconstruction project on a public highway; provides a method for a public agency to identify a utility company with a utility facility in the area of a proposed construction or reconstruction project on a public highway; and makes technical changes.

In accordance with the requirements of the U.S. Energy Independence and Security Act of 2007, the Commission commenced consideration and determination of four new electricity standards added to the Federal Public Utility Regulatory Policies Act ("PURPA"). The standards are: Integrated Resource

Planning, Rate Design Modifications to Promote Energy Efficiency Investments, Consideration of Smart Grid Investments and Smart Grid Information. The Commission hosted several technical conferences and work group meetings to facilitate discussion of the issues presented by these standards.

In August 2009 the Commission determined prior state actions addressing energy efficiency are equal to and comparable with the PURPA Integrated Resource Planning Standard and adoption of the standard is not necessary. In December 2009 the Commission determined Utah Law, existing and ongoing Commission orders on DSM, DSM cost recovery, and DSM education, and Utah Legislature's 2009 House Joint Resolution are equal to and comparable with the intent of the PURPA Rate Design Standard and adoption of the PURPA Rate Design Standard is not necessary. In addition, the

Commission determined it is not appropriate to adopt the PURPA Smart Grid Investments Standard. The Commission adopted the Smart Grid Information Standard.

TECHNICAL CONFERENCES

The Commission sponsored the following technical conferences during fiscal year 2010.

- **July 14, 2009, Docket No. 09-035-T08,** Technical Conference on Modifications to Rocky Mountain Power's Schedule 93 — Demand Side Management Cost Adjustment.
- **June 18, 2009, Docket No. 09-035-03,** Technical Conference on Rocky Mountain Power's Deferred Tax Normalization Method.
- **November 2, 2009, Docket No. 07-035-94,** Technical conference on modeling issues associated with Rocky Mountain Power's solicitation process for a flexible resource.
- **February 24, 2010, Docket No. 09-035-15,** Technical Conference on Rocky Mountain Power's proposed Energy Cost Adjustment Mechanism.
- **June 1, 2010, Docket No. 10-035-38,** Technical Conference on Rocky Mountain Power's proposed Accounting Order Regarding Post-Retirement Prescription Drug Coverage Tax Benefits.





ELECTRIC DOCKETS

GENERAL CASES

07-035-22

In the Matter of the Complaint of Rocky Mountain Power, a division of PacifiCorp, against Heber Light & Power Regarding Unauthorized Service by Heber Light & Power in Areas Certificated to Rocky Mountain Power:

Order of Dismissal issued June 30, 2010. On April 30, 2010, the Utah Supreme Court ruled the Commission does not have jurisdiction over Heber Light and Power (HL&P), an interlocal entity, and that the Commission should have granted HL&P's Motion to Dismiss. See Heber Light & Power Co. v. Utah PSC, 2010 UT 27. The Commission therefore dismisses the complaint with prejudice.

07-035-94

In the Matter of the Application of PacifiCorp, by and through its Rocky Mountain Power Division, for Approval of a Solicitation Process for a Flexible Resource for the 2012-2017 Time Period, and for Approval of a Significant Energy Resource Decision:

Order Approving Request to Resume the All Source Request for Proposals issued October 26, 2009. The Commission grants PacifiCorp's request to resume its All Source Request for Proposals for Resources.

Order on Economic Modeling Issues issued February 24, 2010. The Commission orders PacifiCorp to use its proposed modeling methods with exceptions for comparing portfolios and identifying final shortlist resources.

Procedural Order issued March 18, 2010. The Commission approves PacifiCorp's proposed schedule changes for the bidder and stakeholder meeting and the date for bidders to submit a notice of intent to bid.

Key:

Docket Number
Short Title

Status as of June 30, 2010.

09-028-02

In the Matter of the Formal Complaint of Complainant against Garkane Energy:

Order on Request for Review and Rehearing issued July 2, 2009. The Commission denies Garkane Energy's request for reconsideration and rehearing.

09-035-02

In the Matter: the Formal Complaint of Complainant against Rocky Mountain Power:

Order of Dismissal Issued November 16, 2009. The Commission grants Rocky Mountain Power's Motion to Dismiss and dismisses the formal complaint with prejudice.

09-035-03

In the Matter of the Division of Public Utilities' Review and Audit of Rocky Mountain Power's Deferred Tax Normalization Method:

Report and Order and Notice of Technical Conference issued August 11, 2009. The Commission determines interested parties shall be allowed to raise the issue of tax normalization in this docket, discovery on the tax normalization issue shall be permitted in this docket, and the Division of Public Utilities shall file in this docket a copy of the correspondence from it to the Company, dated July 8, 2008, and filed in Docket No. 08-999-02, regarding deferred tax normalization.

Order Approving Stipulation Regarding Change in Income Tax Treatment of Repair Deductions and Basis Normalization issued December 8, 2009. The Commission approves the Stipulation Regarding Change in Income Tax Treatment of Repair Deductions and Basis Normalization.

09-035-15

In the Matter of the Application of Rocky Mountain Power for Approval of its Proposed Energy Cost Adjustment Mechanism:

Report and Order issued February 8, 2010. The Commission gives notice it will proceed to Phase II of this docket to consider the proposed Energy Cost Adjustment Mechanism and any modifications or alternatives which parties might want to propose.

09-035-20

In the Matter of the Application of US Magnesium LLC, for Determination of Rates and Conditions for Interruptible Service from and QF Sales to Rocky Mountain Power:

Report and Order issued December 23, 2009. The Commission approves the Power Purchase Agreement and orders Rocky Mountain Power to provide the hourly power purchased under the power purchase agreement on a quarterly basis.

09-035-23

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:

Order on Motion to Bifurcate issued August 4, 2009. The Commission orders the rate case proceeding to be bifurcated into two phases.

Order issued October 19, 2009. The Commission orders PacifiCorp to file with the Commission, and serve on other parties, the 2009 Multi-State Process Preliminary Forecast dated August 17, 2009, and all applicable work papers, as soon as possible and no later than October 26, 2009. The Commission also directs the Division of Public Utilities, and invites any other party, to respond to the following in rebuttal testimony: 1) Is the continued use of the 2004 Stipulation terms for the development of the Utah revenue requirement in this case in the public interest?; and 2)



Whether there are alternatives for the development of revenue requirement which would be just and reasonable in this case.

Order Staying October 19, 2009, Order issued November 9, 2009. The Commission stays the October 19, 2009, Order. The Commission determines parties need not address the two questions contained in the October 19, 2009, Order in forthcoming testimony.

Order Denying Request to Strike and Order Extending Filing Date of Rebuttal Testimony issued November 12, 2009.

The Commission denies Rocky Mountain Power's request to strike the testimony filed by the Division of Public Utilities on October 29, 2009, and grants Rocky Mountain Power's request to extend the filing date of responsive testimony.

Order on Request for Clarification or Reconsideration of November 9, 2009, Order issued November 25, 2009. The Commission orders that parties may continue to use the 2004 multi-state process stipulation's mechanism in their preparation and presentation evidence regarding revenue requirement, cost of service and rate design and need not address the questions contained in the October 19, 2009, Order.

Order Approving Stipulation Regarding Change in Income Tax Treatment of Repair Deductions and Basis Normalization issued December 8, 2009. The Commission approves the

Electric Dockets (Continued)

Stipulation Regarding Change in Income Tax Treatment of Repair Deductions and Basis Normalization.

Report and Order on Revenue Requirement, Cost of Service and Spread of Rates issued February 18, 2010. The Commission increases Rocky Mountain Power's annual revenue requirement by \$32.4 million based on a forecasted test period of 12 months ending June 2010 and an allowed rate of return on equity of 10.60 percent. The Commission determines the revenue increase will be collected through a non-uniform percentage increase to the various rate schedules until the final rate design is determined in Phase II of this docket.

Report and Order on Rate Design issued June 2, 2010. The Commission approves a Stipulation on Non-Residential Rate Design and decides rate design issues for residential Schedule Nos. 1, 2 and 3, and mobile homes Schedule No. 25.

09-035-27

In the Matter of the Proposed Revisions to the Utah Demand Side Resource Program Performance Standards:

Order issued October 7, 2009. The Commission approves amending the 1995 demand side management performance standards to include the recommendations contained within the Utah Demand Side Management and Other Resources Benefit and Cost Analysis Guidelines and Recommendations Report subject to comments and additions. The Commission directs the Company to file for approval of the proposed content and format of the required annual demand side management report within 45 days of the date of the order.

Order issued December 21, 2009. The Commission approves the general format and content of the proposed Annual Report with modifications.

Key:

Docket Number
Short Title

Status as of June 30, 2010.

09-035-36

In the Matter of the Application of Rocky Mountain Power for Approval of a Strategic Communications and Outreach Program for Demand Side Management:

Order Approving First Year Budget issued November 9, 2009. The Commission approves the first year budget and action plan for the proposed Strategic Communications and Outreach Program for Demand Side Management and directs Rocky Mountain Power to include a variance report in all future demand side management reports and budgets.

Order Approving Second Year Budget with Conditions issued May 20, 2010. The Commission conditionally approves the second year budget and action plan of the Strategic Communications and Outreach Program for Demand Side Management.

09-035-52

In the Matter of the Application of Rocky Mountain Power for Approval of Pole Attachment Agreement between PacifiCorp and TCG Utah:

Report and Order issued August 11, 2009. The Commission approves Rocky Mountain Power's Pole Attachment Agreement with TCG Utah and directs Rocky Mountain Power to ensure that future negotiated pole attachment agreements are submitted to the Commission in a timely manner and before any pole attachments are installed.

Report and Order issued October 5, 2009. The Commission amends its August 11, 2009, Report and Order by incorporating an exception to the requirement that Rocky Mountain Power shall ensure that no pole attachments are permitted prior to the execution and commission approval of a pole attachment contract. The exception pertains to certain classes of existing customers.

Order of Clarification issued November 3, 2009. The Commission corrects the first paragraph of the October 5, 2009, Report and Order.

09-035-54

In the Matter of the Pending Application of Rocky Mountain Power for a Certificate of Public Convenience and Necessity Authorizing Construction of Mona — Oquirrh new 500 kV double circuit line:

Report and Order issued July 22, 2009. The Commission authorizes the Rocky Mountain Power, the Division of Public Utilities, and the Office of Consumer Services to immediately commence discovery. Interveners may participate in discovery once granted intervention.

Report and Order issued June 16, 2010. The Commission grants, subject to conditions, a certificate of public convenience and necessity authorizing Rocky Mountain Power to construct a 500/345 kV transmission line and related facilities between its existing Mona and Oquirrh substations.

09-035-55

In the Matter of the Application of PacifiCorp for Approval of an Electric Service Agreement for Milford Wind Corridor Phase I:

Report and Order Approving Electric Service Agreement issued August 27, 2009. The Commission approves the Electric Service Agreement specifying rates, terms and conditions between PacifiCorp and Milford Wind Corridor Phase I, LLC.

09-035-59

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:

Order Approving Power Purchase Agreement issued November 25, 2009. The Commission approves the Electric Service Agreement between Rocky Mountain Power and Kennecott.

09-035-62

In the Matter of the Application of Rocky Mountain Power for Approval of a Power Purchase Agreement between PacifiCorp and Kennecott Utah Copper LLC:

Order Approving Power Purchase Agreement issued November 10, 2009. The Commission approves the Power Purchase Agreement between Rocky Mountain Power and Kennecott.

**09-035-101**

In the Matter of the Application of Rocky Mountain Power for Approval of an Electric Service Agreement between Rocky Mountain Power and Praxair, Inc.:

Order Approving Electric Service Agreement issued December 10, 2009. The Commission approves the Electric Service Agreement between the Rocky Mountain Power and Praxair.

09-035-102

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

Order Approving Power Purchase Agreement issued December 10, 2009. The Commission approves the Power Purchase Agreement between PacifiCorp and Tesoro.

09-035-104

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

Order Approving Partial Requirement Master Electric Service Agreement issued December 10, 2009. The Commission approves the Partial Requirement Electric Service Agreement between Rocky Mountain Power and Tesoro.

Electric Dockets (Continued)

09-2035-01***In the Matter of the Acknowledgment of PacifiCorp's Integrated Resource Plan:***

Report and Order issued April 1, 2010. The Commission acknowledges PacifiCorp's 2008 Integrated Resource Plan concluding it generally adheres to the Standards and Guidelines. The Commission provides guidance to assist in the development of the next integrated resource plan.

09-2508-01***In the Matter of the Application of Garfield County, Utah of Behalf of the Ticaboo Electric Improvement District for a Certificate of Convenience and Necessity to Operate as a Public Utility Rendering Electric Power Service:***

Report and Order Granting Certificate of Public Convenience and Necessity issued November 30, 2009. The Commission grants Ticaboo Electric Improvement District's application for a Certificate of Public Convenience and Necessity authorizing the provision of electrical power services within the District's boundaries.

10-035-01***In the Matter of the Application of Rocky Mountain Power for Approval of Pole Attachment Agreement between PacifiCorp and Leavitt Group Enterprises, Inc.:***

Order Approving Pole Attachment Agreement issued February 23, 2010. The Commission approves the Pole Attachment Agreement between Rocky Mountain Power and Leavitt Group Enterprises.

Key:

Docket Number
Short Title

Status as of June 30, 2010.

10-035-13***In the Matter of the Application of Rocky Mountain Power for Alternative Cost Recovery for Major Plant Additions of the Ben Lomond to Terminal Transmission Line and the Dave Johnston Generation Unit 3 Emissions Control Measure:***

Report and Order issued June 15, 2010. The Commission approves the Settlement Stipulation providing for the recovery of costs associated with two major plant additions, the Ben Lomond to Terminal transmission line and the Dave Johnston Unit 3 emissions control measure. The Settlement Stipulation projects a \$30.8 million increase in revenue requirement for Utah customers.

10-035-15***In the Matter of the Complaint of Cottonwood Hydro, LLC vs. Rocky Mountain Power:***

Report and Order issued May 27, 2010. The Commission determines: the environmental attributes (Renewable Energy Certificates or RECs) and the power output of a renewable energy generator can be severed; that unless provided for otherwise in a contract, the RECs remain with the generator of renewable energy, and may be sold and valued separately from the energy produced or retained by the generator of the REC; and Cottonwood Hydro owns its RECs.

10-035-39***In the Matter of the Petition for Review between Rocky Mountain Power and Tooele County for Consideration by the Utility Facility Review Board:***

Order issued on June 21, 2010. The Utility Facility Review Board unanimously finds Rocky Mountain Power's proposed transmission project is needed to provide safe, reliable, adequate and efficient service to its customers. The Utility Facility Review Board directs Tooele County to issue the conditional use permit within 60 days of the Order.

10-035-43***In the Matter of the Application of Rocky Mountain Power for Approval of Standard Non-reciprocal Pole Attachment Agreement:***

Order issued May 17, 2010. The Commission directs any interested party desiring to submit comments on the application to do so no later than May 25, 2010.

TARIFF CHANGES**09-022-T01*****In the Matter of: The Bridger Valley Electric Board of Directors authorized a five percent rate increase:***

Tariff Acknowledgment Letter issued August 20, 2009. The Commission acknowledges the proposed tariff revision with an effective date of August 1, 2009.

09-028-T01***In the Matter of Garkane's new Rate Schedules:***

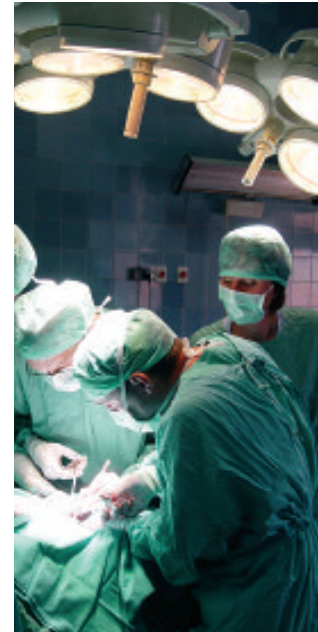
Tariff Acknowledgment Letter issued August 11, 2009. The Commission acknowledges the proposed tariff revision with an effective date of July 1, 2009.

09-035-T04***In the Matter of: The purpose of this filing is to propose changes to the Company's Home Energy Savings program offered through Schedule 111:***

Tariff approval letter issued July 20, 2009. The Commission approves the proposed tariff revisions with an effective date of June 1, 2009.

09-035-T08***In the Matter of the Approval of Rocky Mountain Power's Advice No. 09-08 Schedule 193 — Demand Side Management (DSM) Cost Adjustment:***

Order Suspending Tariff, Granting Intervention, and Notice of a Technical Conference issued July 7, 2009. The Commission suspends the proposed change to Schedule 193 — Demand Side Management (DSM) Cost Adjustment. The Commission schedules a Technical Conference on these matters on Tuesday, July 14, 2009.



Order Granting Approval of Phase I Stipulation issued August 25, 2009. The Commission approves the Stipulation with modifications.

09-035-T09***In the Matter of: This filing is submitted in compliance with the Commission's Bench Order issued on June 15, 2009 on the Stipulation in Cost of Service, Rate Spread and Rate Design — Phase II in Docket No. 08-035-38:***

Tariff approval letter issued July 16, 2009. The Commission approves the tariff revisions with an effective date of June 16, 2009.

09-035-T10***In the Matter of the Advice Filing 09-09 of PacifiCorp d/b/a Rocky Mountain Power for Changes to Schedule 110 — Energy Star New Homes Program:***

Order Approving Tariff Modification issued August 6, 2009. The Commission approves the Company's proposed changes to Schedule No. 110, with modifications, effective July 24, 2009.

Tariff Approval Letter issued November 9, 2009. The Commission approves the proposed tariff revisions.

Electric Dockets (Continued)

09-035-10

In the Matter of: This filing proposes modifications to the 2008 Energy Star New Homes program for the 2009 program year:

Order Approving Tariff Modification issued August 6, 2009. The Commission approves the proposed tariff revisions with modification effective July 24, 2009.

Tariff Approval Letter issued November 9, 2009. The Commission approves the proposed tariff revisions with an effective date of July 24, 2009.

09-035-T11

In the Matter of: The purpose of this filing is to request a tariff language modification in the Company's Cool Cash program tariff (Schedule 113):

Tariff Approval Letter issued August 20, 2009. The Commission approves the proposed tariff revisions with an effective date of August 22, 2009.

09-035-T12

In the Matter of: The purpose of this filing is to consolidate tariff language to Electric Service Regulation No. 12 that was approved previously in two separate dockets, Docket 08-035-T05 and Docket 07-035-93:

Tariff Approval Letter issued August 31, 2009. The Commission approves the proposed tariff revisions with an effective date of August 31, 2009.

09-035-T13

In the Matter of the Advice Filing 09-13 of PacifiCorp d/b/a Rocky Mountain Power for Proposed Flexible Tariff Format for Schedule 111 — Home Energy Savings Program:

Order Approving Tariff with Modification issued August 27, 2009. The Commission approves Rocky Mountain Power's proposed changes to Schedule No. 111 with modifications effective September 1, 2009.

Tariff Approval Letter issued December 31, 2009. The Commission approves the proposed tariff revisions effective September 1, 2009.

Key:

Docket Number
Short Title

Status as of June 30, 2010.

09-035-T14

In the Matter of the Advice Filing No. 09-12 — Annual update for Schedule 37 Avoided Cost Purchases From Qualifying Facilities (QF):

Order Suspending Tariff issued August 31, 2009. The Commission suspends Rocky Mountain Power's proposed tariff filing.

Order issued September 30, 2009. The Commission does not approve the rates as filed. Rocky Mountain Power is directed to refile Schedule No. 37 rates and tariff sheets with the modifications and explanations.

Report and Order Approving Rates with Modifications issued December 14, 2009. The Commission approves Schedule No. 37 rates with modifications.

09-035-T15

In the Matter of the rate design stipulation in Docket 08-035-38 related to the Low Income Lifeline Program. Proposed Schedule 3 and 91 of P.S.C.U. No. 47:

Tariff Approval Letter issued October 29, 2009. The Commission approves the proposed tariff revision effective November 1, 2009.

10-031-T01

In the Matter of: In May, 2010, Mt. Wheeler Power Inc. revised its Net Metering (Rate Code NM) to reflect a deduction in the customer charge:

Tariff Acknowledgment Letter issued June 24, 2010. The Commission acknowledges the proposed tariff revision with an effective date of May 11, 2010.

10-032-T01

In the Matter of: Raft River Electric increased rates for the Utah area that they serve:

Tariff Acknowledgment Letter issued January 27, 2010. The Commission acknowledges the proposed tariff revision with an effective date of November 1, 2009.



10-035-T04

In the Matter of: Pursuant to page 24 of the Commission order received on February 12, 2009 in Docket 08-035-78, the Company submits the average retail rates for the previous year's Federal Energy Regulation Commission Form No. 1 for the valuation of net excess generation credits for large non-residential customers and submits further changes to its Schedule 135 in accordance with recent interconnection rules adopted in R746-312 clarifying aggregation and when a disconnect switch is required:

Tariff Approval Letter issued June 30, 2010. The Commission approves the proposed tariff revisions with modifications effective July 1, 2010.

10-035-T01

In the Matter of the Advice Filing 10-01 of PacifiCorp d/b/a Rocky Mountain Power for Schedules No.70 — Renewable Energy Rider — Optional (Blue Sky Block Program) and No. 72 — Renewable Energy Rider — Optional Bulk Purchase Option (Blue Sky Bulk Program):

Order Approving Tariff Modifications issued May 13, 2010. The Commission approves the proposed tariff revisions, effective February 8, 2010.

10-035-T02

In the Matter of: This filing is submitted in compliance with the Commission's Phase I Order on Revenue Requirement issued February 18, 2010, in Docket No. 09-035-23 implementing a \$32.4 million increase in annual revenue requirement:

Tariff Approval Letter issued February 25, 2010. The Commission approves the proposed tariff revisions effective February 18, 2010.

10-035-T03

In the Matter of the Advice Filing 10-03 of PacifiCorp d/b/a Rocky Mountain Power for Schedule No. 192 — Self-Direction Credit:

Order Approving Tariff issued April 22, 2010. The Commission approves the proposed tariff.

OTHER ISSUES

08-999-05

In the Matter of the Consideration of the Amendment of Title 16 U.S.C. 2621(d) and the Addition of Title 42 U.S.C. 6344 by the U.S. Energy Independence and Security Act of 2007:

Determination Concerning the Public Utility Regulatory Policies Act (PURPA) Integrated Resource Planning (IRP) Standard issued August 25, 2009. The Commission determines the June 18, 1992, Report and Order on Standards and Guidelines in Docket 90-2035-01 "In the Matter of Analysis of an Integrated Resource Plan for PacifiCorp," existing and ongoing Commission orders on performance standards, demand side management, cost recovery, and guidance on integrated resource planning, and House Joint Resolution 9 are equal to and comparable with the intent of the PURPA IRP Standard and adoption of the PURPA IRP Standard is not necessary.

Determination Concerning the PURPA Rate Design Standard issued December 16, 2009. The Commission determines prior state actions addressing energy efficiency are equal to or comparable with the PURPA Rate Design Standard and adoption of the standard is not necessary.

Determination Concerning the PURPA Smart Grid Investment and Smart Grid Information Standards issued December 17, 2009. The

Electric Dockets (Continued)

Commission determines it is not appropriate to adopt the PURPA Smart Grid Investments Standard. The Commission adopts the Smart Grid Information Standard.

09-R312-01

In the Matter of: the Notice of Proposed New Rule 746-312, Standards for Interconnection of Electrical Generating Facilities to Public Jurisdiction under the Public Service Commission:

On August 13, 2009, the Commission filed a proposed new rule for electrical interconnection with the Division of Administrative Rules.

On December 12, 2009, the Commission filed a modified proposed new rule for electrical interconnection with the Division of Administrative Rules.

The Electrical Interconnection Rule R746-312 became effective April 30, 2010.

09-R700-01

In the Matter of: the Rule 746-700, Complete filings for general rate case and major plant additions:

Pursuant to state law and comments received in Docket No. 09-999-08, In the Matter of: of the Rule-Making for Provisions Delineating "Complete" Application Requirements for Rate Case and Major Plant Addition Applications Pursuant to Utah Code Sections 54-7-12 and 54-7-13.4, on July 30, 2009, the Commission filed a proposed new rule for complete filings for general rate case and major plant addition applications with the Division of Administrative Rules.

The Complete Filings for General Rate Case and Major Plant Addition Applications rule, R746-700, became effective September 23, 2009.

09-999-12

In the Matter of: of an Investigation Regarding Third-Party Arrangements for Renewable Energy Generation:

On October 12, 2009, the Commission on its own motion initiated a docket to investigate whether, and the extent to which, certain third-party arrangements for renewable energy generation are subject to the Commission's jurisdiction. Interested parties filed legal briefs in November 2009.



ELECTRIC UTILITY COMPANIES

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

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

Deseret Generation & Transmission Cooperative
10714 South Jordan Gtwy.
Suite 300
South Jordan, UT 84095-3921
Tel: (801) 619-6500
(800) 756-3428
Fax: (801) 619-6599
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
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
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
www.garkaneenergy.com

Moon Lake Electric Association
188 W. 200 N.
PO Box 278
Roosevelt, UT 84066-0278
Tel: (435) 722-5428
Fax: (435) 722-5433
www.mleainc.com

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

PacifiCorp
d/b/a Rocky Mountain Power
One Utah Center
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Salt Lake City, UT 84140
Tel: (801) 220-2000
Fax: (801) 220-2798
www.rockymtnpower.net

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
www.rrelectric.com

South Utah Valley Electric Service District
803 N. 500 E.
PO Box 349
Payson, UT 84651-0349
Tel: (801) 465-8020
Fax: (801) 465-8017
www.strawberryelectric.com

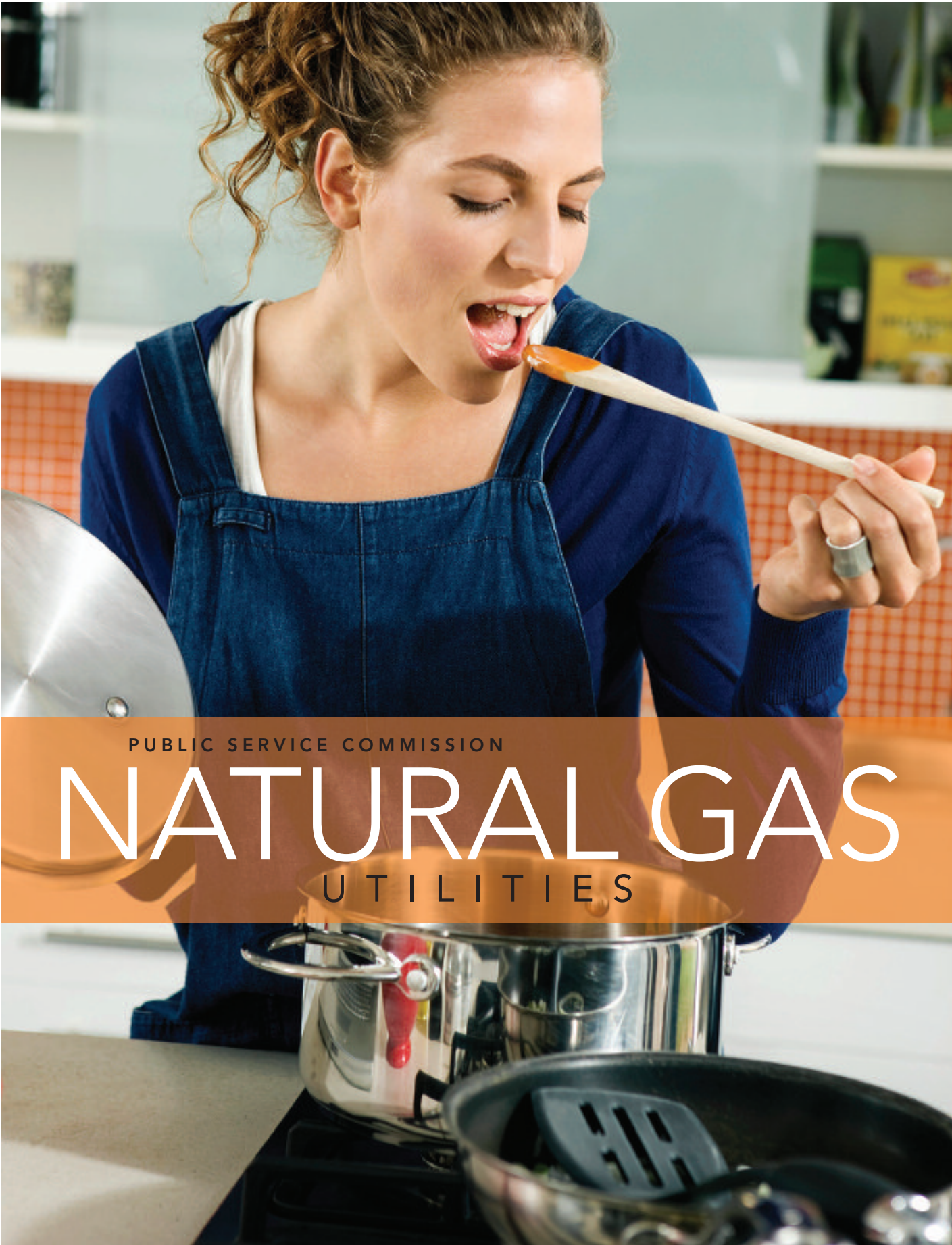
Strawberry Water Users Association
745 N. 500 E.
PO Box 70
Payson, UT 84651-0070
Tel: (801) 465-9273
Fax: (801) 465-4580
www.strawberrywater.com

Ticaboo Electric Service District
Highway 276
Ticaboo, UT 84533
Tel: (435) 788-2115
Fax: (801) 465-4580

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

Key:
Docket Number
Short Title

Status as of June 30, 2010.



PUBLIC SERVICE COMMISSION

NATURAL GAS

UTILITIES



NATURAL GAS UTILITIES OVERVIEW

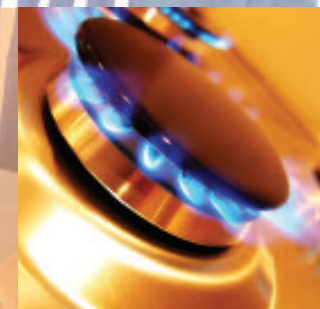
Questar Gas Company is the primary natural gas utility regulated by the Utah Public Service Commission for rate making purposes. Questar Gas currently provides natural gas distribution services to over 875,000 customers in Utah and, unlike other natural gas utilities, also owns natural gas production resources which provide about 55 percent of its supply needs.

RATE CHANGES

At least twice annually, as permitted by law, Questar Gas files a “pass-through” application to adjust its rates so as to recover a portion of the cost of producing its own gas, the cost of purchasing gas from others, and the costs associated with gas gathering, storage, and interstate transportation. The remaining non-gas costs are recovered in periodic general rate case proceedings. About 66 percent of the total cost of providing natural gas service to customers in Utah, some \$545 million annually, is recovered by means of these pass-through proceedings. Expedited pass-through proceedings allow timely recovery of gas costs actually incurred. During the proceeding new rates are established on a projected basis. When actual costs vary from those projected, the

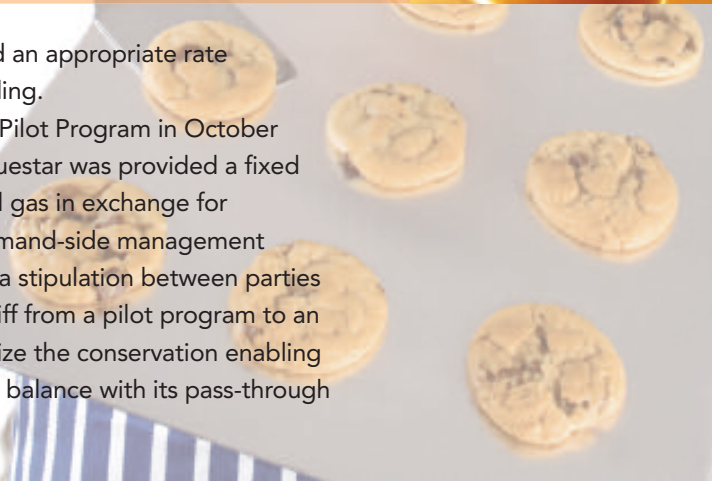


Questar Gas Company is the only natural gas utility regulated by the Utah Public Service Commission for rate making purposes.



difference is maintained in a special balancing account and an appropriate rate adjustment is made in the following pass-through proceeding.

With the approval of the Conservation Enabling Tariff Pilot Program in October 2006, and its two-year continuation in November 2007, Questar was provided a fixed rate per customer to cover the costs of distributing natural gas in exchange for promoting energy efficiency and conservation through demand-side management (DSM) programs. In June 2010 the Commission approved a stipulation between parties which changed the status of the conservation enabling tariff from a pilot program to an ongoing program. Questar Gas files applications to amortize the conservation enabling tariff balance and the demand-side management program balance with its pass-through application.



During fiscal year 2010, Questar Gas Company's rates changed two times. On September 30, 2009, the Public Service Commission approved an approximately \$12 million increase in rates as proposed by Questar, effective October 1, 2009. This increase in rates was composed of a \$32.8 million (3.97 percent) decrease associated with the gas cost pass-through proceeding, a \$1.9 million (0.22 percent) increase in rates associated with the amortization of Questar's conservation enabling tariff, and a \$42.9 million (3.32 percent) increase associated with the amortization of Questar's Demand Side Management (DSM) deferred account balance.

On June 1, 2010, the Commission approved a \$25 million (2.93 percent) increase in rates, effective June 1, 2010, applicable to all firm sales classes. This rate increase was due to the termination of the \$0.24106 per decatherm credit amortization of the commodity portion of rates due to the elimination of the balance in the pass-through account owed to customers.

On June 3, 2010, the Commission approved a general rate case settlement stipulation addressing revenue requirement, rate spread, and rate design. The settlement stipulation increases Questar Gas Company's annual distribution non-gas revenue requirement by \$2.6 million, effective August 1, 2010. The revenue requirement is based upon an average test year ending December 31, 2010, and an allowed rate of return on equity of 10.35 percent. The revenue requirement is allocated to all service schedules except for FT-1L through a uniform increase of 1.03 percent.



stations, one portable CNG station and up to 18 public-station upgrades and is included in the newly-adjusted rates. Once Questar has completed construction of this new NGV refueling infrastructure, not to exceed \$14.7 million, the stipulation requires Questar to apply for Commission approval of any investment in NGV refueling infrastructure requiring an annual capital expenditure exceeding \$1.5 million.

Questar will implement a Low-Income Assistance Program applicable to customers certified by the Utah Department of Community and Culture as eligible for the Utah Home Energy Assistance Target (HEAT) Program. At present, a household earning 150% or less of the federal poverty level is eligible for HEAT. Costs associated with administering the Low-Income Assistance Program and the credits given to the eligible customers will be recovered through a per decatherm surcharge collected from all rate classes on an equal percentage basis, subject to a monthly per customer cap of \$50. The total annual cost for this program will be targeted to be \$1.5 million. A proposed Program was submitted to the Commission on June 15, 2010, for approval with an effective date August 1, 2010.

Metered gas volumes will be adjusted for temperature and elevation to more accurately bill customers for actual usage.

Parties requested and the Commission approved the opening of a new docket to facilitate examination of the updated distribution plant factor study and various cost of service and rate design proposals. This docket was opening in late June 2010.

GENERAL RATE CASE ISSUES

The June 3, 2010, Commission-approved general rate case settlement stipulation mentioned above also included several other noteworthy provisions.

An infrastructure tracker pilot program allowing Questar to track and recover costs that are directly associated with replacement of aging infrastructure will be implemented through an incremental surcharge to all services schedules other than two special contract customers. The surcharge is designed to track and collect costs of replacement infrastructure between general rate cases.

The Company plans to invest up to \$14.7 million in Compressed Natural Gas (CNG) infrastructure as part of its commitment with the State of Utah to reinforce its natural gas vehicle (NGV) refueling infrastructure. This investment includes approximately four new CNG

NATURAL GAS VEHICLES

As a follow-up to the many comments received on Questar's NGV service rate during the 2007 general rate case proceeding, the Commission opened a new docket to investigate Questar Gas Company's services associated with natural gas vehicles. During fiscal year 2010, the Commission hosted three technical conferences to discuss regulatory and public policy issues associated with natural gas vehicles. Participation at these technical conferences represented a broad range of stakeholders including government officials, Questar Gas Company representatives, private industry, and the general public. The first technical conference addressed the State of Utah's long-term vision for natural gas vehicles, including a discussion of infrastructure requirements, and the planning for and cost, operation,

maintenance and safety requirements of this infrastructure. The second technical conference focused on the identification and discussion of the costs and benefits, both public and private, of NGV usage. The third technical conference included a discussion of the role of, and interplay between, regulated and competitive market mechanisms to support the State's long-term vision for natural gas vehicles.

RESOURCE PLANNING

As required by the Commission, Questar Gas prepares and files an annual integrated resource plan (IRP) which it uses as a guide in meeting the natural gas requirements of its customers on both a day-to-day and long term basis. The standards and guidelines on which the IRP is based are intended to ensure Questar's present and future customers are provided natural gas energy services at the lowest costs consistent with safe and reliable service, the fiscal requirements of a financially healthy utility and the long-run public interest.

As part of the IRP process, information on natural gas supply and demand, energy efficiency and conservation, system constraints and capabilities, and gas drilling, gathering, transportation and storage, as well as results from a cost-minimizing stochastic model, are used to develop a resource acquisition plan and strategy for a 20-year planning horizon, focusing on the immediate future. In the 2010 IRP for plan year June 1, 2010, through May 31, 2011, Questar indicates a balanced portfolio of 49.5 million decatherms of purchased gas and 67.7 million decatherms of Company-owned natural gas will be necessary to meet its annual demand. In addition to projecting gas supply requirements and providing information on system upgrade and replacement projects, Questar found that price stabilization measures for purchased gas contracts should be undertaken to mitigate the risk of volatility in the marketplace. In addition, Questar should continue to monitor and manage producer imbalances and implement cost-effective energy efficiency measures.

On March 22, 2010, the Commission issued a Report and Order providing guidance to Questar on its 2009 Integrated Resource Plan and clarifying the requirements of the recently-issued 2009 Integrated Resource Plan Standards and Guidelines. In this Report and Order the Commission directed the Company to include a discussion of the opposing views of the content of the IRP during one of the 2010 IRP public input meetings. The Commission also encouraged open



dialogue between parties with the goal of reaching a consensus, to the extent possible, on the differing views of specific issues identified in the parties' comments.

In conjunction with Questar's IRP process, the Commission held a technical conference addressing Questar's modeling and planning provisions associated with its high pressure and intermediate high pressure systems.

NATURAL GAS CONSERVATION

Since the Commission's approval of Questar's Conservation Enabling Tariff pilot program, Questar, in collaboration with a Commission-established demand-side management advisory group, has actively designed, implemented, evaluated and revised cost-effective programs to encourage residential and commercial

customers to conserve energy through education and the utilization of energy-efficiency products and appliances. The programs currently offered by Questar Gas are: ThermWise Appliance Rebate Program, ThermWise Builder Rebates Program, ThermWise Business

Rebates Program, ThermWise Weatherization Rebates Program, ThermWise Home Energy Audit Program, Low Income Weatherization Assistance Program, ThermWise Multi-Family Rebates Program, ThermWise Business Custom Rebates Program, and a comprehensive Market Transformation initiative. These programs offer rebates, fund training and grants, and provide information to Questar Gas Company's customers with the goal of decreasing energy consumption.

In December 2009 the Commission approved Questar's estimated \$36.1 million 2010 budget for its DSM programs and market transformation initiative. Questar's 2009 budget for DSM programs was \$17.787 million, but the actual amount spent was \$46.254 million due to unanticipated participation in the ThermWise Weatherization Rebates Program. Due to changes and refinements made to the 2009 programs, Questar expects the level of participation, and the overall costs, to be lower in 2010 than was the case in 2009. Questar estimates its 2010 DSM programs will reduce natural gas consumption annually by 978,832 decatherms, which is equivalent to the annual natural gas consumption of approximately 12,000 homes based on an annual average usage of 80 decatherms. Questar also projects approximately 145,000 customers will participate in the program.

In the December 2009 DSM filing, the Company commented on the Utah Legislature’s 2009 House Joint Resolution 9. This resolution promotes cost-effective energy efficiency and utility demand side management. The Company believes that the Application for Approval of the Fourth Year DSM Budget, continuing the efforts of the previous three years, accomplishes the intent of the resolution.

As directed by the Commission, Questar Gas Company also filed and the Commission reviewed several quarterly reports pertaining to the status of DSM activities and a report on regional DSM rebates.

LEGISLATIVE CHANGES AND FEDERAL STANDARDS

During the 2010 Utah legislative session no major bills were passed pertaining to natural gas utilities as contained in Utah Code Title 54 — Public Utilities. The Utah Legislature, however, passed House Joint Resolution 33 (H.J.R. 33) urging the Commission to review, in conjunction with utility companies, methods of marking underground utilities. H.J.R. 33 also urges that the review take into account currently existing products that can provide a uniform system of marking underground utilities.

In accordance with the requirements of the U.S. Energy Independence and Security Act of 2007, in mid-2008 the Commission commenced consideration and determination of two new natural gas standards added to the federal Public Utility Regulatory Policies Act (“PURPA”). The standards are: Energy Efficiency and Rate Design Modifications to Promote Energy Efficiency Investments. In mid-December 2009, subsequent to receiving comments from interested stakeholders, the Commission completed its deliberation on the two standards. The Commission determined prior state actions, state laws and current policies pertaining to energy efficiency and rate design are equal to and comparable with the PURPA Energy Efficiency and Rate Design Standards and adoption of the standards is not necessary.

NATURAL GAS DOCKETS

08-057-22

In the Matter of the Application of Questar Gas for Approval of Third Year Budget for 2009 Demand Side Management Programs and Market Transformation Initiative:

Order for Remainder 2009 DSM Expenditures issued September 21, 2009. The Commission tentatively approves Questar Gas Company’s request to increase its demand side management budget for the remainder of 2009, and requires additional reports to be filed.

09-057-07

In the Matter of Questar Gas Company’s Integrated Resource Plan for Plan Year: May 1, 2009 to April 30, 2010:

Report and Order issued March 22, 2010. The Commission provides guidance on Questar Gas Company’s 2009 Integrated Resource Plan and clarifies requirements of the 2009 Standards and Guidelines.

09-057-11

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

Order of Dismissal issued September 29, 2009. The Commission grants the parties’ joint motion and dismisses the complaint with prejudice.

09-057-12

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:

Report and Order issued September 30, 2009. The Commission approves the application on an interim basis, pending final Division audit. The approval is effective October 1, 2009.

09-057-13

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

Report and Order issued September 30, 2009. The Commission approves the application on an interim basis, pending final Division audit. The approval is effective October 1, 2009.

09-057-14

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

Report and Order issued September 30, 2009. The Commission approves the application on an interim basis, pending final Division audit. The approval is effective October 1, 2009.

09-057-15

In the Matter of the Application for Approval of Fourth Year Budget for 2010 Demand-Side Management Programs and Market Transformation Initiative

Order issued January 12, 2010. The Commission approves Questar Gas Company’s proposed demand-side management and market transformation budget for 2010 with the enhanced reporting requirements proposed by the Division of Public Utilities.

Key:

Docket Number
Short Title

Status as of June 30, 2010.



Natural Gas Dockets (Continued)

09-057-16***In the Matter of the Application of Questar Gas Company to Increase Distribution Non-Gas Rates and Charges and Make Tariff Modifications:***

Report and Order issued June 3, 2010. The Commission approves a settlement stipulation addressing revenue requirement, rate spread, and rate design. The settlement stipulation increases Questar Gas Company's annual distribution non-gas revenue requirement by \$2.6 million, effective August 1, 2010. The revenue requirement is based upon an average test year ending December 31, 2010, and an allowed rate of return on equity of 10.35 percent. The revenue requirement is allocated to all service schedules except for FT-1L through a uniform increase of 1.03 percent. The approved settlement stipulation also includes adjustment of metered volumes for temperature and elevation, implementation of an infrastructure tracker pilot program, movement of the conservation enabling tariff from a pilot to an ongoing program, investment in compressed natural gas vehicle infrastructure, commitment to implement a low-income assistance program, and accounting of costs associated with the new distribution integrity management rule program.

09-057-17***In the Matter of the Formal Complaint of Complainant against Questar Gas Company:***

Order of Dismissal issued April 26, 2010. The Commission dismisses the complaint with prejudice.

09-057-18***In the Matter of the Formal Complaint of Complainant against Questar Gas Company:***

Order of Dismissal issued February 9, 2010. The Commission dismisses the complaint with prejudice.

10-057-01***In the Matter of the Formal Complaint of Complainant vs. Questar Gas Company:***

Report and Order issued May 3, 2010. The Commission denies the Questar Gas Company's Motion to Dismiss and orders Questar Gas Company to reimburse the Complainant the amount Questar Gas Company charged the complainant for unauthorized gas usage.

10-057-02***In the Matter of the Formal Complaint of Complainant against Questar Gas Company:***

Order of Dismissal issued May 26, 2010. The Commission dismisses the complaint with prejudice.

10-057-04***In the Matter of the Formal Complaint of Complainant against Questar Gas Company:***

Order of Dismissal issued June 30, 2010. The Commission dismisses the complaint with prejudice.

10-057-05***In the Matter of the Application of Questar Gas Company for Authority to File a Change in its Existing Tariff:***

Report and Order issued June 1, 2010. The Commission approves the application and authorizes Questar Gas Company to remove the credit amortization rate as filed. The effective date is June 1, 2010.

10-057-07***In the Matter of the Formal Complaint of Complainant against Questar Gas Company:***

Order of Dismissal issued June 30, 2010. The Commission dismisses the complaint with prejudice. The Commission also authorizes Questar Gas Company to: terminate complainant's service at any time with proper notice; pursue any and all means of collection available to it for delinquent amounts; and offer a payment arrangement if it desires.

09-057-T05***In the Matter of this filing is to comply with the Commission order dated September 30, 2009, in Docket Nos. 09-057-12, Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah; 09-057-13, Application of Questar Gas Company to Amortize the Conservation Enabling Tariff Balancing Account; and 09-057-14, Application of Questar Gas Company to Amortize the Demand Side Management Deferred Account Balance:***

Tariff Approval Letter issued November 4, 2009. The Commission approves the proposed tariff revisions with an effective date of October 1, 2009.

10-057-T01***In the Matter of this filing is to comply with the Commission order dated January 12, 2010, in Docket No. 09-057-15, Application of Questar Gas Company for Approval of Fourth Year Budget for 2010 Demand-Side Management Programs and Market Transformation Initiative in Utah:***

Tariff Approval Letter issued April 26, 2010. The Commission approves the proposed tariff revisions with an effective date of January 12, 2010.

10-057-T02***In the Matter of this filing is to comply with the Commission order dated June 1, 2010, in Docket No. 10-057-05, Application of Questar Gas Company for Authority to File a Change in its Existing Tariff:***

Tariff Approval Letter issued June 24, 2010. The Commission approves the proposed tariff revisions with an effective date of June 1, 2010.

08-999-06***In the Matter of the Consideration of the Amendment of Title 15 U.S.C. 303(b) by the U.S. Energy Independence and Security Act of 2007:***

Determination Concerning the PURPA Natural Gas Energy Efficiency and Rate Design Standards issued December 15, 2009. The Commission determines prior State actions, State laws and current policies pertaining to energy efficiency and rate design are equal to and comparable with the PURPA Energy Efficiency and Rate Design Standards and adoption of the standards is not necessary.

Key:

Docket Number
Short Title

Status as of June 30, 2010.



NATURAL GAS UTILITY COMPANIES

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

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PUBLIC SERVICE COMMISSION

TELECOM UTILITIES

TELECOMMUNICATIONS UTILITIES OVERVIEW



In fiscal year 2010 there were approximately 1 million traditional “land line” telephones operating in Utah. There were about 2 million wireless phones, and an unknown, but increasing number of voice over internet protocol (VoIP) accounts within the state. Overall the telecommunications

industry in Utah is characterized by intra-industry competition through competitive local exchange companies, and inter-modal competition through wireless and VoIP companies. As a result, the total number of traditional land line phone accounts in Utah has been declining for several years, even as the population and the number of businesses have been increasing.

The regulation of telecommunications companies providing telephone service in Utah has changed significantly over the past 15 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, the largest telecommunications company in Utah, operates under state pricing flexibility rules and is subject to competition. Qwest primarily offers service to customers located along the Wasatch Front and much of the I-15 corridor from Logan to St. George. Qwest’s service territory includes about 90 percent of the state’s population. The Commission subjects Qwest to the same service quality regulation as its competitors.

Since 1995 there have been 266 applications for Certificates of Public Convenience and Necessity (certificates) and the Commission has issued



In fiscal year 2010 there were approximately 1 million traditional “landline” telephones and 2 million wireless phones operating in Utah.

204 certificates to competitive local exchange companies (CLECs) in Qwest’s service territory. In fiscal year 2010, there were 96 certificate holders, 61 of whom are active, meaning they produced intra-state revenue during the year. Most of those active CLECs provide service only to business customers. Most CLECs provide services over Qwest’s public telephone network but Comcast offers VoIP over its own cable network and interconnects with Qwest’s public telephone network.

Currently the Commission sets rates through traditional rate of return regulation for the 16 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 Qwest, face competition from wireless and VoIP service providers. The Commission does not directly regulate wireless providers, toll resellers, and VoIP providers.

RECENT ACTIVITY

During the 2010 fiscal year, Utah continued to see interest from potential competitors to Qwest through the addition of 12 applications for certification to compete in the state. Two competitive local exchange carriers also left the state. Additionally a few companies expressed interest in competing in the rural areas of the state. In the past several years the Commission addressed requests from companies desiring to either compete in the service territories of incumbent providers or to provide service in un-served rural areas of the state.

In one request, an affiliate of Beehive Telephone Company, Inc., All American Telephone Company, Inc. ("All American"), petitioned the Commission for a certificate to provide service in both Qwest's service territory and un-served areas. In Docket No. 08-2469-01, the Commission determined All American did not intend to provide service in either of these areas, but rather desired to serve only as a destination point for billable inter-state traffic. The Commission rescinded this certificate based on deficiencies in the application and the inappropriate practices of the company.

In another request, a cable company, Bresnan Broadband of Utah, LLC (Bresnan), applied to compete with the local incumbent exchange company, UBTA-UBET Communications, Inc. (UBTA-UBET), in the Vernal area. The Commission granted Bresnan a certificate in Docket No. 07-2476-01, however, UBTA-UBET would not allow Bresnan to interconnect with its facilities. The Commission ordered UBTA-UBET to interconnect with the cable company and resolved several interconnection disputes in subsequent proceedings. UBTA-UBET eventually purchased the assets of Bresnan in the Vernal area, thereby eliminating this competitive alternative for customers in the area.

PRICING FLEXIBILITY

In 2005 and 2009 the Utah Legislature enacted amendments to the 1995 Utah Telecommunications Reform Act (1995 Act). These amendments removed the incumbent tariff obligations from Qwest and generally placed the company on an equal footing with its competitors. In 2005 Qwest was required to offer a basic residential phone line at the existing tariff rate but was granted pricing flexibility for all other residential and business services. In 2009 the requirement to offer a

tariffed residential service was removed as well. [U.C.A. Title 54-8b-2.3 (1) (b) (iii)]. As a result Qwest now has pricing flexibility for all retail services. The law allows all local exchange companies in Qwest's service area to implement new prices five days after filing them with the Commission. The law also allows the Commission to review whether the new prices are just and reasonable either during the five days after filing, or after the pricing change is implemented.

In 2001, Qwest received federal approval to move into long-distance markets in Utah, and subsequently offered new options to customers. Qwest is now competing "head-to-head" with competitors by offering bundled services, including local, long-distance, wireless, internet, and some limited video services at market determined rates.



IMPLEMENTATION OF COMPETITION

In implementing the federal 1996 Telecommunications Act (Act), the Federal Communications Commission (FCC) and the courts have disagreed on the obligations the Act imposes on the major telecommunications carriers. Initially the FCC required the major carriers to lease, at rates determined by state commissions, most of the unbundled network elements a CLEC might need to provide service. In subsequent years, this requirement has been scaled back in various ways. The current rules embody a dramatically reduced obligation for Qwest to lease portions of its network to CLECs. Under the current rules, CLECs generally must either build their own networks or enter into commercial agreements with Qwest, at higher than prior prices. As a result, Qwest faces less competition from CLECs. However, the market for telecommunications services has evolved and now Qwest faces greater competition primarily from wireless and VoIP providers. Potential competitors have emerged in the form of cable, internet, or wireless providers who are bundling "voice services" with other product offerings. The Commission will continue to review the level of competition in the market place to ascertain if sufficient competition remains to protect consumers' general interests.

The Commission observes an additional change in the marketplace which is occurring with more frequency. This is the practice wherein real estate developers and property owners or managers enter into exclusive arrangements with telecommunications or other types of audio and video service providers in order to offer voice,

video and data services within their developments to the exclusion of all other providers. Typically these arrangements preclude competition among service providers because potential competitors are not granted access to rights-of-way or easements, and the selected provider will only lease portions of its network at prices other local exchange companies find uneconomic. Since the developers can restrict access to rights-of-way and easements it is not possible for a competing service provider to place network facilities. As a result the residents or commercial tenants in such developments have no choice of service providers. While the Commission views these arrangements as contrary to the state and federal legislative intent to promote competition, it lacks legal authority to require access for competing providers.

CERTIFICATES OF PUBLIC CONVENIENCE AND NECESSITY AND INTERCONNECTION AGREEMENTS

As explained above the Commission continues to grant and revoke certificates and in fiscal year 2010 there were 96 CLECs, 61 of whom are actively serving customers in the state. In order to serve customers, a CLEC must interconnect its facilities with other carriers and the Commission continues to arbitrate and review "interconnection agreements" and "commercial agreements," i.e. terms by which the incumbent and competitors interconnect facilities to provide effective and efficient service. These agreements facilitate competition by providing a means for competitor's and Qwest's networks to communicate.

TELECOMMUNICATION DOCKETS

Of the hundreds of telecommunications dockets the Commission addressed this year, most concern the entry or exit of competitors, and the interaction between Qwest and competitors as the marketplace adjusts to, and implements 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, resolution of inter-carrier complaints, approval of special contracts for regulated services, and other service issues. In addition there were three general rate cases for the independent incumbent providers in rural areas which included setting universal service fund receipt levels, one stand alone universal service fund eligibility determination, and 14 dockets addressing formal customer complaints.

TELECOMMUNICATIONS DOCKETS

RATE CASES

09-2270-01

In the Matter of the All West Communications, Inc.'s Application for an Increase in Rates and Charges and in USF Eligibility:

Report and Order: The Commission, having considered the testimony presented at the hearing, and having reviewed the stipulation, does hereby approve the stipulation.

09-2419-01

In the Matter of the Petition of Direct Communications Cedar Valley, LLC for a Review of Rates and Support from the State Universal Service Support Fund:

Report and Order Approving Stipulation: Having found the Stipulation between Direct Communications Cedar Valley, LLC and the Division of Public Utilities is just and reasonable in result and is in the public interest, the Commission approves the same and thereby approves the Company's rates and charges for telecommunications services and support from the state Universal Service Support Fund as contained in the Stipulation.

USF ELIGIBILITY

09-2302-01

In the Matter of the Increase in USF Eligibility for Carbon/Emery Telcom, Inc.:

Report and Order: The Stipulation of the parties is approved.

Key:

Docket Number
Short Title

Status as of June 30, 2010.

CERTIFICATE APPLICATIONS

09-051-02

In the Matter of the Application of Beehive Telecom, Inc. for an Amended Certificate of Public Convenience and Necessity to Provide Local Exchange Services within the State of Utah:

Order of Dismissal: Therefore, finding good cause appearing, and finding that Beehive does not oppose the Division's Motion, we hereby dismiss the Application without prejudice.

09-2507-01

In the Matter of the Application of NextGen Communications, Inc., for a Certificate of Public Convenience and Necessity:

Report and Order: By this Report and Order, the Public Service Commission of Utah (Commission) grants the request (Application) of NextGen Communications, Inc. (NextGen or Applicant) for a Certificate of Public Convenience and Necessity (CPCN or certificate) authorizing Applicant to provide public telecommunications services within Utah.

09-2509-01

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

Report and Order: By this Report and Order, the Public Service Commission of Utah (Commission) grants the request (Application) of Liberty-Bell Telecom, LLC (Applicant) for a Certificate of Public Convenience and Necessity (Certificate) authorizing Applicant to provide public telecommunications services within Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

Telecommunications Dockets (Continued)

09-2510-01

In the Matter of the Petition of Velocity The Greatest Phone Company Ever, Inc. for Authority to offer Public Local Exchange and Interexchange Telecommunications Services:

Report and Order: By this Report and Order, the Public Service Commission of Utah (Commission) grants the request (Application) of Velocity, The Greatest Phone Company Ever, Inc. (Applicant) for a Certificate of Public Convenience and Necessity (Certificate) authorizing Applicant to provide public telecommunications services within Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

09-2505-01

In the Matter of the Application of Entelegent Solutions, Inc., for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Local Exchange Telecommunications within The State of Utah:

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

09-2513-01

In the Matter of the Petition of Lifeconnex Telecom, LLC for Authority to Compete as a Telecommunications Corporation and to Offer Public Local Exchange Telecommunications Services:

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

09-2512-01

In the Matter of the Application of NewPath Networks, LLC for a Certificate of Public Convenience and Necessity to Compete as a Competitive Access Provider within the State of Utah:

Order: Therefore, the Commission directs the Division to assume NewPath will be providing a service that may be considered a local exchange service and/or a public telecommunications service and review NewPath's technical, managerial, and financial abilities to determine if it has the qualifications to allow NewPath a CPCN.

09-2512-01

In the Matter of the Application of NewPath Networks, LLC for a Certificate of Public Convenience and Necessity to Compete as a Competitive Access Provider within the State of Utah:

Report and Order: By this Report and Order, the Public Service Commission of Utah (Commission) grants the request (Application) of NewPath Networks, LLC (Applicant) for a Certificate of Public Convenience and Necessity (Certificate or CPCN) authorizing it to operate a distributed antenna (DAS) system in Utah.

09-2514-01

In the Matter of the Application of Broadview Networks, Inc. for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Local Exchange Services in the State of Utah:

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

Key:

Docket Number
Short Title

Status as of June 30, 2010.

09-2517-01

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

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

09-2519-01

In the Matter of the Application of Greenfly Networks, Inc., d/b/a Clearly Communications, for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Local Exchange Telecommunications Service within Utah:

Report and Order: By this Report and Order, the Public Service Commission of Utah (Commission) grants the request (Application) of Greenfly Networks, Inc. d/b/a Clearly Communications (Applicant) for a Certificate of Public Convenience and Necessity (Certificate) authorizing Applicant to provide public telecommunications services within Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.



09-2515-0

In the Matter of the Petition of Broadvox-CLEC, LLC for Authority to Compete as a Telecommunications Corporation and to Offer Public Local Exchange and Interexchange Telecommunications Services:

Report and Order: By this Report and Order, the Public Service Commission of Utah (Commission) grants the request (Application) of Broadvox-CLEC, LLC (Applicant) for a Certificate of Public Convenience and Necessity (Certificate) authorizing Applicant to provide public telecommunications services within Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

10-2520-01

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

Report and Order: By this Report and Order, the Public Service Commission of Utah (Commission) converts this matter to an informally adjudicated matter. Additionally, the Commission grants the request (Application) of InTTec, Inc. (Applicant) for a Certificate of Public Convenience and Necessity (Certificate) authorizing Applicant to provide public telecommunications services within Utah, excluding those local exchanges having

Telecommunications Dockets (Continued)

fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

09-2518-01

In the Matter of the Application of IntelPeer, Inc. for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Local Exchange Services in the State of Utah:

Report and Order: By this Report and Order, the Public Service Commission of Utah (Commission) converts this matter to an informally adjudicated matter. Additionally, the Commission grants the request (Application) of IntelPeer, Inc (Applicant) for a Certificate of Public Convenience and Necessity (Certificate) authorizing Applicant to provide public telecommunications services within Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

CERTIFICATE CANCELLATIONS

09-2224-01

In the Matter of the 1-800-Reconex Application for Decertification:

Report and Order: Certificate of public convenience and necessity number 2224 is hereby cancelled.

INTERCONNECTION

09-2476-02

In the Matter of the Petitions of Bresnan Broadband of Utah, LLC to Resolve Dispute Over Interconnection of Essential Facilities and for Arbitration to Resolve Issues Relating to an Interconnection Agreement with UBTA-UBET Communications, Inc.:

Order on Motion to Stay: Given that the Commission was presented evidence, after the hearing and order in this matter was issued, that UBET may not be able to comply with the Commission's order, we stay that order pending our review and final determination of UBET and the Utah Rural Telecom Associations' petitions for reconsideration, review, or rehearing.

08-2476-02

In the Matter of the Petitions of Bresnan Broadband of Utah, LLC to Resolve Dispute Over Interconnection of Essential Facilities and for Arbitration to Resolve Issues Relating to an Interconnection Agreement with UBTA-UBET Communications, Inc.:

Order on Reconsideration, Review or Rehearing: UBTA-UBET Communications, Inc. petitioned for Reconsideration and Rehearing. The Utah Rural Telecom Association also petitioned for Reconsideration, Review or Rehearing. We affirm our previously entered order resolving interconnection dispute, except that we modify Section 3.1.1 of the Interconnection Agreement.

08-2476-02

In the Matter of the Petitions of Bresnan Broadband of Utah, LLC to Resolve Dispute Over Interconnection of Essential Facilities and for Arbitration to Resolve Issues Relating to an Interconnection Agreement with UBTA-UBET Communications, Inc.:

Report and Order: Motion for Stay is denied.

09-049-47

In the Matter of the Interconnection Agreement between Qwest Corporation and InTTec, Inc.:

Report and Order Rejecting Interconnection Agreement: The interconnection agreement at issue being defective as involving an entity that does not possess a Certificate of Public Convenience and Necessity (CPCN), and therefore against the public interest, convenience, and necessity, the Agreement was rejected.

09-049-44

In the Matter of the Interconnection Agreement between Qwest Corporation and Easton Telecom Services, LLC:

Report and Order Rejecting Interconnection Agreement: The interconnection agreement at issue being defective as involving an entity that does not possess a Certificate of Public Convenience and Necessity (CPCN), and therefore against the public interest, convenience, and necessity, the Agreement was rejected.

09-049-51

In the Matter of the Interconnection Agreement between Qwest Corporation and iNetworks Group, Inc.:

Report and Order Rejecting Interconnection Agreement: The interconnection agreement at issue being defective as involving an entity that does not possess a Certificate of Public Convenience and Necessity (CPCN), and therefore against the public interest, convenience, and necessity, the Agreement was rejected.

09-049-57

In the Matter of the Petition of Qwest Corporation for Arbitration of an Interconnection Agreement with FirstDigital Telecom Pursuant to Section 252 of the Federal Telecommunications Act of 1996:

Order of Dismissal: The Commission hereby orders this Petition dismissed.

10-049-17

In the Matter of the Wireline Adoption Interconnection Agreement between Qwest Corporation and Triarch Marketing, Inc. d/b/a Triarch Communications:

Report and Order Rejecting Interconnection Agreement: The proposed interconnection agreement involved an entity that does not possess a Certificate of Public Convenience and Necessity (CPCN) and therefore defective and against the public interest, convenience, and necessity. It was rejected.

CARRIER TO CARRIER COMPLAINTS

08-2430-01

In the Matter of Verizon's Objection, Protest and Request for Investigation in Response to Qwest's Recent Filing of its Revised Access Service Tariff Sheets 13, 13.1, and 16:

Report and Order: Verizon's Objection, Protest, and Request for Investigation is dismissed with prejudice;

**09-2476-01**

In the Matter of the Complaint of Bresnan Broadband of Utah, LLC against UBTA-UBET Communications, Inc.:

Report and Order: The Commission finds that URTA's intervention in this complaint is not appropriate.

09-2476-01

In the Matter of the Complaint of Bresnan Broadband of Utah, LLC against UBTA-UBET Communications, Inc.:

Order of Dismissal: Therefore, finding good cause appearing for the dismissal of the underlying formal complaint, the Commission hereby dismisses the complaint with prejudice.

CUSTOMER COMPLAINTS

09-049-45

In the Matter of the Formal Complaint of Guillermo Tomas against Qwest Corporation:

Report and Order: Based on Mr. Tomas's request, the Commission hereby dismisses this formal complaint with prejudice.

Key:

Docket Number
Short Title

Status as of June 30, 2010.

Telecommunications Dockets (Continued)

09-049-40

In the Matter of the Formal Complaint of David Young against Qwest Corporation:

Report and Order: The Commission finds that Mr. Young has not established any violation of Utah law, Commission rules, or company tariff by Qwest. His formal complaint is dismissed with prejudice.

09-2299-01

In the Matter of the Formal Complaint of Stephen Baker and Baker Tile, Inc. against Integra Telecom, Inc.:

Report and Order: Based on the terms of the parties' settlement, and finding the dismissal is in the public interest, the Commission orders this formal complaint dismissed with prejudice.

09-049-40

In the Matter of the Formal Complaint of David Young against Qwest Corporation:

Amended Report and Order: Therefore, the Commission finds that Mr. Young has not established any violation of Utah law, Commission rules, or company tariff by Qwest. The Commission also finds that Mr. Young negotiated with both Qwest and Verizon and his service issues were resolved. Mr. Young, therefore, withdrew his complaint.

09-049-42

In the Matter of the Formal Complaint of Dimas Rodarte against Qwest Corporation:

Report and Order: The Commission does not have jurisdiction over the matter and must dismiss the Complaint.

09-049-41

In the Matter of the Formal Complaint of Tamara Houser against Qwest Corporation:

Report and Order: The Commission does not have jurisdiction over the matter and must dismiss the Complaint.

Key:

Docket Number
Short Title

Status as of June 30, 2010.

09-049-39

In the Matter of the Formal Complaint by Mandi & Bryce Jacobson against Qwest Corporation:

Report and Order: Pursuant to the terms of the settlement, the Commission dismisses the complaint with prejudice.

09-049-43

In the Matter of the Formal Complaint of Charles Paxton against Qwest Communications:

Report and Order: Finding good cause appearing for dismissal of the complaint, the Commission hereby dismisses the underlying complaint with prejudice.

09-049-48

In the Matter of the Formal Complaint of Tower Tolleson against Qwest Communications:

Report and Order: Therefore, the Commission dismisses the formal complaint with prejudice.

09-052-01

In the Matter of the Formal Complaint of Russell Riggs against South Central Communications:

Order: The hearing is hereby continued and may be reset by the Commission pending the Company's response.

09-049-54

In the Matter of the Formal Complaint of Daniel Butt against Qwest Corporation:

Order of Dismissal: Therefore, this matter is dismissed with prejudice.

09-052-01

In the Matter of the Formal Complaint of Russell Riggs against South Central Communications:

Order of Dismissal: For these reasons, Mr. Riggs' complaint is dismissed with prejudice.

09-049-59

In the Matter of the Formal Complaint of Diane Barton against Qwest Corporation:

Order of Dismissal: Ms. Barton has not shown that the Company has violated any portion of its Price List, Commission rule or statute by refusing to provide service at her Sandy address so long as their remains an unpaid bill.

10-049-05

In the Matter of the Formal Complaint of Nancy and Gordon Rogers against Qwest Corporation:

Order of Dismissal: This matter is before the Commission on the formal complaint of Nancy and Gordon Rogers against Qwest. Mr. Rogers has informed the Commission that he reached a settlement with Qwest, and agreed this complaint should be dismissed per the terms of their agreement. Accordingly, per the terms of the parties' agreement, this matter is dismissed with prejudice.

VIOLATIONS / INVESTIGATION

08-2496-01

In the Matter of the Consideration of the Rescission, Alteration, or Amendment of the Certificate of Authority of All American to Operate as a Competitive Local Exchange Carrier within the State of Utah:

Report and Order: We have determined that we will grant the Request and Application and will issue our decision on the reconsideration, review, or rehearing pursuant to U.C.A. § 54-7-15 and § 63G-4-301.

08-2469-01

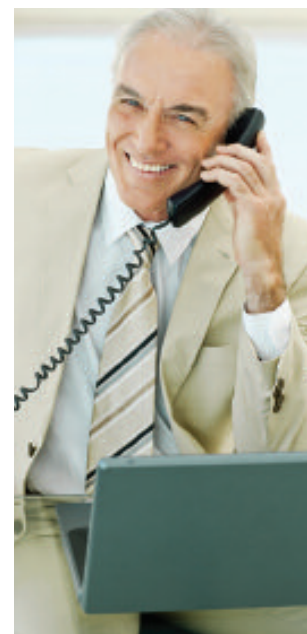
In the Matter of the Consideration of the Rescission, Alteration, or Amendment of the Certificate of Authority of All American to Operate as a Competitive Local Exchange Carrier within the State of Utah:

Report and Order: All American's Motion for extension of time to file its amended petition is granted. All American shall have until Monday, August 31, 2009 to file the amended petition.

08-2469-01

In the Matter of the Consideration of the Rescission, Alteration, or Amendment of the Certificate of Authority of All American to Operate as a Competitive Local Exchange Carrier within the State of Utah:

Report and Order: In our view, a stay would not be proper, because our denying All American and Beehive's motions for summary judgment and motions to strike are not final agency action.



08-2469-01

In the Matter of the Consideration of the Rescission, Alteration, or Amendment of the Certificate of Authority of All American to Operate as a Competitive Local Exchange Carrier within the State of Utah:

Report and Order: This matter is before the Commission on All American's (Company) Motion to Stay filed November 9, 2009. The Company requests the Commission stay these proceedings pending the outcome of the appeal before the Supreme Court. The Commission denies the Motion to Stay in this matter for the reasons previously stated in our August 24, 2009.

08-2469-01

In the Matter of the Consideration of the Rescission, Alteration, or Amendment of the Certificate of Authority of All American to Operate as a Competitive Local Exchange Carrier within the State of Utah:

Order Shortening Time for Discovery Turn-Around: The Commission has reviewed the moving and responding papers and finds the discovery turn-around time should be shortened, thus allowing for the presentation of the most complete evidence before the Commission as it makes a decision in this matter.

Telecommunications Dockets (Continued)

08-2469-01

In the Matter of the Consideration of the Rescission, Alteration, or Amendment of the Certificate of Authority of All American to Operate as a Competitive Local Exchange Carrier within the State of Utah:

Report and Order: All American Telephone Company, Inc. (AATCO) petitioned the Commission for a nunc pro tunc amendment to its CPCN, authorizing it to operate as a competitive local exchange carrier (CLEC) in the territory certificated to Beehive Telephone Co., Inc. (Beehive). The Commission denied the nunc pro tunc aspect of the petition. With this order, the Commission denies the amendment, revokes AATCO's CPCN, and orders AATCO's withdrawal from Utah.

08-2469-01

In the Matter of the Consideration of the Rescission, Alteration, or Amendment of the Certificate of Authority of All American to Operate as a Competitive Local Exchange Carrier within the State of Utah:

Order: We will grant the Application and Request and will issue our decision pursuant to U.C.A. § 54-7-15 and § 63G-4-301.

ADMINISTRATIVE REGULATORY

09-2474-01

In the Matter of the Request of Impact Telecom, LLC for Approval of a Proposed Name Change to New Impact Telecom, Inc.:

Report and Order: Based on the above findings, and finding that the name change is in the public interest, we approve the name change from Impact Telecom, LLC to Impact Telecom, Inc.

09-2509-02

In the Matter of the Application of Liberty-Bell Telecom, LLC for Approval of a Transfer of Customers of Impact Telecom, Inc. to Liberty-Bell Telecom, LLC:

Report and Order: Based on the recommendation of the Division, and finding that the public interest will be served by approving the transfer of the customers, the Commission does approve the transfer of customers from Impact to Liberty. Impact may keep its CPCN.

09-2383-01

In the Matter of the Joint Application for Waiver of Comcast Phone of Utah, LLC and CIMCO Communications, Inc.:

Report and Order: The requirements of Utah Code Ann. §54-8b-18 and Utah Admin. R746-349-5 are waived; The 20-day tentative period in Utah Admin. R746-110-2 is waived and this Order shall constitute a final order, effective as of the date of issuance;

09-2410-01

In the Matter of the Joint Application of Broadweave Networks, Inc. and Veracity Communications, Inc. for Approval of a Transaction to Combine the Companies in Veracity Networks, LLC:

Order Approving Merger (Final Order): The Joint Application is approved, and the transactions described in the Joint Application resulting in the formation of Veracity Networks, LLC are approved;

09-2461-01

In the Matter of the Joint Application of Broadweave Networks, Inc. and Veracity Communications, Inc. for Approval of a Transaction to Combine the Companies in Veracity Networks, LLC:

Order Approving Merger (Final Order): The Joint Application is approved, and the transactions described in the Joint Application resulting in the formation of Veracity Networks, LLC are approved;

09-049-60

In the Matter of the Qwest's Petition for Review and Termination of Qwest's Performance Assurance Plan Termination pursuant to Section 16.3:

Order: Therefore, we direct the parties to meet and discuss these issues to determine if a settlement among the parties is possible. We direct the parties to jointly report the results of these meetings, and file any resulting agreement, within 120 days of this Order.

10-2306-01

In the Matter of the Transfer of Control of American Fiber Network, Inc. to New Earthshell Corporation:

Order: Therefore, it is ordered that the joint application for approval of a transfer of control of AFN to NEC is approved.

10-2275-01

In the Matter of the Joint Application of MegaPath Inc., DSLnet Communications, LLC and CCGI Holding Corporation, Inc. for Approval of the Indirect Transfer of Control of DSLnet Communications, LLC:

Order Approving Indirect Transfer of Control: The Commission approves the transaction that will permit CCGI to acquire indirect control of DSL.

10-2452-01

In the Matter of the Joint Application of Comtel Telecom Assets, LP and Matrix Telecom, Inc. for Waiver of Utah Code Ann. § 54-8b-18 and Commission Rule R746-349-5:

Report and Order: This matter is converted to an informal matter

10-2501-01

In the Matter of the Joint Application of BLC Management LLC d/b/a Angles Communication Solutions, Transfer of Control to BLC Acquisition Group, LLC:

Report and Order: The transfer of control of BLC Management, LLC d/b/a Angles Communication Solutions to BLC Acquisition Group, LLC is approved.

10-049-16

In the Matter of the Joint Application of Qwest Communications International, Inc. and CenturyTel, Inc. for Approval of Indirect Transfer of Control of Qwest Corporation, Qwest Communications Company, LLC, and Qwest LD Corporation:

Order: Based upon the Motion for Admission Pro Hac Vice of Mark A. Davidson and the consent to appear as associate counsel by James A. Holtkamp, it is hereby ordered that Mark A. Davidson be admitted pro hac vice as counsel for tw Telecom of Utah, LLC in the above entitled matter.

**Key:**

Docket Number
Short Title

Status as of June 30, 2010.

INCUMBENT LOCAL EXCHANGE CARRIERS (ILECS)

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

Albion Telephone Company
d/b/a ATC Communications
225 W. North St.
PO Box 98
Albion, ID 83311
Tel: (208) 673-5335
(800) 671-5335
Fax: (208) 673-6200
www.atccomm.com
www.atcnet.com

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

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

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

Carbon Emery Telecom
455 E. Hwy. 29
PO Box 421
Orangeville, UT 84537-0421
Tel: (435) 748-2223
Fax: (435) 748-5222
www.emerytelcom.com

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

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

Direct Communications Cedar Valley, LLC
150 South Main
PO Box 324
Rockland, ID 83271-0324
Tel: (208) 548-2345
Fax: (208) 548-9911
www.dcdi.net/eaglemtn

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

Farmers Telephone Company
26077 Hwy. 491
PO Box 369
Pleasant View
CO 81331-0369
Tel: (970) 562-4211
(877) 828-8656
Fax: (970) 562-4214
www.farmerstelcom.com

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

Hanksville Telecom Inc.
455 E. Hwy. 29
PO Box 629
Orangeville, UT 84537-0629
Tel: (435) 748-2223
Fax: (435) 748-5222
www.emerytelcom.net

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

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

Qwest Corporation
250 Bell Plaza, Room 1603
Salt Lake City UT 84111
Tel: (801) 237-7200
(888) 642-9996
(800) 244-1111
Customer service
www.qwest.com

South Central Utah Telephone
45 N. 100 W.
PO Box 555
Escalante, UT 84726
Tel: (435) 826-0225
Fax: (435) 826-0826
www.socen.com

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

Uintah Basin Telecom
d/b/a UBTA Communications
211 E. 200 N.
PO Box 398
Roosevelt, UT 84066-2343
Tel: (435) 646-5007
(888) 546-8282
Fax: (435) 646-5011
www.ubtanet.com

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



COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECS)

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

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

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

Access Point Inc.
1100 Cresent Green
Suite 109
Cary, NC 27511
Tel: (919) 421-7546
(800) 957-6468
Fax: (919) 851-5422
www.accesspointinc.com

ACN Communications Service
32991 Hamilton Court
Farmington Hills, MI 48334
Tel: (248) 699-4000
(877) 226-1010
Fax: (248) 489-5917
www.acninc.com

Baldwin County Internet/DSSI Service, LLC
1240 Commerce Drive, Ste A
Gulf Shores, AL 36542
Tel: (919) 454-4176
(251) 224-7531
www.baldwininternet.com

Affinity Network, Inc.
d/b/a ANI Networks
4380 Boulder Hwy.
Las Vegas, NV 89121
Tel: (702) 547-8485
Fax: (702) 942-5005
www.affinitynetworkinc.com

All American Telephone Company, Inc.
8635 W. Sahara Ave.
Suite 498
Las Vegas, NV 89117
Tel: (702) 499-9889
Fax: (702) 920-8844

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

American Fiber Network Inc.
d/b/a AFN
9401 Indian Creek Pkwy.
Suite 280
Overland Park, KS 66210-2005
Tel: (913) 338-2658
(800) 864-0583
Fax: (913) 661-0538
www.afnlttd.com

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

AT&T Communications of the Mountain States
1875 Lawrence St., Suite 1405
Denver, CO 80202-1847
Tel: (303) 298-6741
Fax: (303) 298-6301
www.att.com

Baldwin County Internet/DSSI Service, LLC
1240 Commerce Dr., Suite A
Gulf Shores, AL 36542
Tel: (919) 454-4176
(251) 224-7531

Bandwidth.com CLEC, LLC
4001 Weston Parkway
Cary, NC 27513
Tel: (919) 439-3571
Tel: (800) 808-5150
Fax: (919) 238-9903
www.bandwidth.com

Beehive Telecom, Inc.
2000 E. Sunset Rd.
Lake Point, UT 84074-9779
Tel: (435) 837-6000
Fax: (435) 837-6109
www.beehive.net

Bell South Long Distance
400 Perimeter Center Terrace
Suite 400
Atlanta, GA 30346-1231
Tel Res: 888-757-6500
Tel Bus: 800-228-6075
www.bellsouth.com

BLC Management LLC
d/b/a Angles Communication Solutions
11121 Highway 70, Suite 202
Arlington, TN 38002
Tel: 901-373-310
Tel: 877-264-537
Fax: 901-758-4511
www.anglescs.com

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8390 E. Crescent Pkwy.
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Greenwood Village
CO 80111
Tel: (303) 290-1601
Fax: (303) 975-5290

Broadband Dynamics, LLC
8757 E. Via De Commercio
1st Floor
Scottsdale, AZ85258
Tel: (408) 941-0444
Tel: (800) 277-1580
Fax: (480) 941-1143

Broadview Networks, Inc.
100 Renaissance Boulevard
King of Prussia, PA 19406
Tel:(610) 775-4877
(800) 276-2384
(267) 537-0074
www.broadviewnet.com

Broadvox Holding Co., LLC
1228 Euclid Ave., Suite 390
Cleveland, OH 44115
Tel: (216) 373-4623
(877) 884-6597
Fax: (216) 373-4699
www.broadvox.com

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

Bullseye Telecom Inc.
25925 Telegraph Road
Suite 210
South Field, MI 48033
Tel: (248) 784-2500
(877) 638-2855
Fax: (248) 784-2501
www.bullseyetelecom.com

Central Telcom Services
d/b/a CentraCom Interactive
35 South State St.
PO Box 7
Fairview, UT 84629
Tel: (435) 427-0656
(800) 427-8449
Fax: (435) 427-0306
www.cutel.com

Chase Com
(Go Conference, Inc.)
1612 State Street
Santa Barbara, CA 93101
Tel: (800) 288-9807
www.powercom.com

Comcast Phone of Utah LLC
f/k/a AT&T Broadband Phone of Utah LLC
440 Yauger Way SW
Olympia WA 98502-8153
Tel: (360) 705-2537 ext 3404
(800) 288-2085
Fax: (360) 754-5811
www.comcast.com

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

Comtech 21 LLC
One Barnes Park South
Wallingford, CT 06492
Tel: (203) 679-7257
Fax: (203) 679-7387

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

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

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

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

DSLNet Communications LLC
545 Long Wharf Dr., 5th Floor
New Haven CT 06511
Tel: (203) 772-1000
(877) 375-6691
Fax: (203) 624-3612
www.dsl.net

Easton Telecom Services LLC
3040 Brecksville Road
Summitt II Suite A
Richfield, OH 44286
Tel: (330) 659-6700
(800) 222-8122
Fax: (330) 659-9379
www.eastontelecom.com

CLECs (Continued)

Emery Telecom and Video Inc.

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

Ernest Communications Inc.

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

Entelegent Solutions, Inc.

3800 Arco Corporate Dr.
Suite 310
Charlotte, NC 28273
Tel: (704) 936-2365
(800) 975-7192
Fax: (866) 295-0471
www.entelegent.com

Eschelon Telecom of Utah Inc.

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

FirstDigital Telecom LLC

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

France Telecom

2300 Corporate Park Drive
Mailstop SPO606
Herndon VA 20171
Tel: (703) 375-4919
Fax: (703) 375-4905

Frontier Communications d/b/a Citizens Long Distance

PO Box 708970
Sandy, UT 84070-8970
Tel: (801) 924-6360
(888) 535-4354
Fax: (801) 924-6363

Global Connection of America

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

Global Crossing Telemanagement

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

Granite Telecommunications

234 Copeland Street
Quincy MA 02169
Tel: (617) 847-1500
Fax: (617) 847-0931
www.granitenet.com

Greenfly

Telecommunications LLC
d/b/a Clearfly
Communications
550 S. 24th St. W. Suite 201
Billings, MT 59102
Tel: (406) 652-7500
(866) 652-7570
Fax: (406) 869-4614
www.clearfly.net

IDT America Corp.

520 Broad Street
Newark, NJ 07102
Tel: (800) 888-9126
Fax: (973) 438-1455
http://www.idt.net

Impact Telecom, LLC

5909 NW Expressway
Suite 101
Oklahoma City, OK 73132
Tel: (405) 755-8177
Fax: (405) 755-8377

InContact, Inc.

f/k/a UCN Inc.
14870 S. Pony Express Rd.
Bluffdale, UT 84065-4801
Tel: (801) 320-3200
(888) 826-2344 or 0002
Fax: (800) 352-8848
www.inContact.com

Industrial Communications

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

iNetworks Group Inc.

125 S. Wacker Dr., Suite 2510
Chicago, IL 60606
Tel: (312) 212-0822
Fax: (312) 422-9201
www.inetworksgroup.com

Integra Telecom of Utah LLC

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

IntelePeer

2855 Campus Drive, Suite 200
San Mateo, CA 94403
Tel: (650) 525-9200
Fax: (650) 287-2628
www.intelepeer.com/
contractus/contactus.php/

Intrado Communications Inc.

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

InTtec Inc.

1001 S. Douglas Hwy
Suite 201
P.O. Box 2799
Gillette, WY 82717-2799
Tel: (307) 685-5536
Fax: (307) 682-2519
http://www.inttec.biz/

Level 3 Communications LLC

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

Liberty Bell Telecom, LLC

2460 W. 26th Avenue
Suite 380-C
Denver, CO 80211
Tel: (720) 855-2444
(866) 664-2355
Fax: (303) 831-1988
www.libertybelltelecom.com

Lifeconnex Telecom, LLC

13700 Perdido Key Drive
Unit B222
Perdido Key, FL 32507
Tel: (850) 308-1616
(866) 744-0946
Fax: (850) 492-5085
www.lifeconnex.net

Lightyear Network Solutions LLC

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

LSSI Corp.

101 Fieldcrest Ave.
Edison, NJ 08837
Tel: (800) 210-9021
Fax: (732) 512-2103
www.lssi.net

Matrix Telecom Inc.

300 N Meridian, Suite 200-N
Oklahoma City, OK 73107
Tel: (888)-411-0111
Fax: (405)-951-6312
www.matrixtele.com

MCI Communications Services, Inc.

d/b/a Verizon Business Services
201 Spear St., 9th Floor
San Francisco CA 94105
Tel: (415) 228-1072
(800) 893-7589
Fax: (415) 228-1094
www.verizon.com

MCI Metro Access Transmission Services LLC

d/b/a Verizon Business Services
201 Spear St., 9th Floor
San Francisco CA 94105
Tel: (415) 228-1072
(800) 893-7589
Fax: (415) 228-1094
www.mci.com

McGraw Communications, Inc.

228 E. 45th St.
New York, NY 10017
Tel: (212) 849-2367
Fax: (646) 619-4734
www.mcgrawcom.net

McLeod USA Telecommunications

6400 C St. SW
PO Box 3177
Cedar Rapids IA 52406-3177
Tel: (319) 790-7055
(800) 500-3453
Fax: (319) 790-7901
www.mcleodusa.com

Metropolitan Telecommunications of Utah

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

Mitel Netsolutions, Inc.

7300 W. Boston St.
Chandler, AZ 85226-3229
Tel: (602) 798-7087
Fax: (602) 798-7067
www.mitel.com

Mobilitie LLC

660 Newport Center Dr.
Suite 200
Newport Beach, CA 92660
Tel: (949) 515-1500
www.mobilities.com

Momentum Telecom, Inc.

2700 Corporate Dr., Suite 200
Birmingham, AL 35242
Tel: (205) 978-4442
(877) 238-3713
Fax: (205) 978-3402
www.momentumtelecom.com

CLECs (Continued)

Nettalk.com, Inc.

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

Neutral Tandem — Utah LLC
Richard Monto, General Counsel

550 W. Adams St., Suite 900
Chicago, IL 60661
Tel: (312) 384-8090
Fax: (312) 346-3276
Email:
rmonto@neutraltandem.com
www.neutraltandem.com

New Edge Network, Inc.

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

New Path Networks, LLC

768 Garfield St.
Seattle, WA 98109
Tel: (206) 632-0931
(888) 632-0931
Fax: (206) 632-9374
www.newpathnetworks.net

Nextg Networks of Calif.

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

Nextgen

Communications, Inc.
275 West St.
Annapolis, MD 21401
Tel: (410) 349-7090
Fax: (410) 295-1884
www.telecomsy.net

North County Communications

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

Orbitcom Inc.

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

Pac-West Telecom Inc.

1776 W March Ln, Suite 250
Stockton CA 95207
Tel: (209) 926-3300
(800) Pac West
Fax: (209) 926-4585
www.pacwest.com

Paetec

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

Preferred Long Distance Inc.

16380 Ventura Blvd.
Suite 350
Encino, CA 91436-1716
Tel: (888)-235-2026
Fax: (818)-380-7054 or 7099
www.pldtel.com

Quantumshift Communications, Inc.

88 Rowland Way, Suite 300
Novato CA 94945
Tel: (415) 893-7180
(888) 800-1490
Fax: (415) 893-0569
www.quantumshift.com

Questar Infocom, Inc.

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

Qwest Communication Corporation

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

Redline Phone, Inc.

Redline Phone Inc.
770 E. Main Street #105
Lehi, UT 84043
Tel: (801) 228-1512
Fax: (801) 990-3977
www.
redlinecommunications.com

Sage Telecom, Inc.

805 Central Expressway South
Suite 100
Allen, TX 75013-2789
Tel: (214) 495-4884
Fax: (214) 495-4795
www.sagetelecom.net

SBC Telecom, Inc.

d/b/a AT&T Long Distance
1010 N. St. Mary's, Rm. 1335
San Antonio, TX 78215
Tel: (210) 246-8041
(877) 430-7228
Fax: (210) 246-8759
www.sbctelecom.com

Sierra Pacific Communications

6100 Neil Road
Reno, NV 89520
Tel: (775) 834-3173
Fax: (775) 834-4920

Sorenson Communications, Inc.
f/k/a Sorenson Media, Inc.

4192 S.Riverboat Rd.
Suite 300
Salt Lake City, UT 84123
Tel: (801) 287-9400
Fax: (801) 287-3294
www.sorenson.com

South Central Communications Telcom Services, LLC

45 N. 100 W.
Escalante, UT 84726
Tel: (435) 826-0225
Fax: (435) 826-0827
www.socen.com

Sprint Communications Company LP

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

TCG Utah

1875 Lawrence St.
Suite 1405
Denver, CO 80202-1847
Tel: (303) 298-6741
Fax: (303) 298-6301
www.att.com

Telequality Communications, Inc.

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

Trans National Communications International, Inc. (TNCI)

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

tw Telecom of Utah, LLC
f/k/a Time Warner Telecom of Utah LLC

10475 Park Meadows Dr.
Littleton, CO. 80124
Tel: (760) 832-6275
(800) 829-0420
Fax: (760) 778-6981
www.twtelecom.com

Velocity The Greatest Phone Company Ever, Inc.

7130 Spring Meadows
West Dr.
Holland, OH 43528
Tel: (419) 868-9983
(866) 983-5624
Fax: (419) 868-9986
www.velocity.org

Veracity Communications

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

Wiltel Communications LLC

(aka) Williams Communications LLC
One Technology Center
Mail Drop TC-7B
Tulsa, OK 74103
Tel: (918) 547-6000
(800) 924-8903
Fax: (918) 547-9446
www.
wiltelcommunications.com

X5 Solutions

1520 4th Ave., Suite 500
Seattle, WA 98101
Tel: (206) 973-5800
(888) 973-5899
www.x5solutions.com

Xmission Networks LLC

51 E. 400 S., Suite 100
Salt Lake City, UT 84111
Tel: (801) 303-0819
www.xmission.com

XO Communications Services, Inc.

8851 S. Sandy Parkway
Sandy, UT 84070
Tel: (801) 983-1600
(888) 575-6398
Fax: (801) 983-1667
www.xo.com

Ymax Comm. Corp.

5700 Georgia Ave
Palm Beach, FL 33405
Tel: (561) 856-3380
(888) 230-0060
Fax: (561) 856-2328
www.ymaxcorp.com

Zayo Metro, Inc.

100 Meridian Centre
Suite 250
Rochester, NY 14618-3979
Tel: (716) 340-5400
Fax: (716) 756-1966
www.
americanfibersystems.com



TELECOMMUNICATIONS RELAY SERVICE & EQUIPMENT DISTRIBUTION PROGRAM

Fiscal Year 2010 meant change for Relay Utah regarding its relay services, the equipment distribution program, and sign language interpreter training programs. After 10 years of service with Sprint, the PSC awarded the telecommunications relay service (TRS) and captioned telephone (CapTel) relay service contracts to Hamilton Relay Service.

That contract became effective on January 28, 2010. Hamilton Relay is known for its exemplary customer service and was able to provide an in-state outreach coordinator as well as supplemental advertising and outreach services. The telecommunication equipment vendor contracts expired as well, so the PSC invited vendors to bid on amplified, text, wireless, and captioned telephones and awarded six contracts.

The Utah Public Service Commission began providing relay services in 1988. According to US statistics, approximately 220,000 Utahns are deaf or hard of hearing. Prior to the relay service, people who were deaf relied on hearing children or hearing neighbors or family in order to make a telephone call. With the advent of the relay service, a person who was deaf had the option to use a text telephone (TTY) and TRS. Now a person who is deaf, hard of hearing, or speech



The hard-of-hearing population continues to grow as predicted as baby boomers age and as health services continue to improve, resulting in increased life expectancy.



disabled has a myriad of service and equipment options available: video relay service, internet protocol relay, wireless pagers, captioned telephones, and amplified telephones — wireless or landline. Now in addition to TRS, relay services include Spanish language, Speech-to-Speech, Voice Carry Over/CapTel, and Hearing Carry Over. The equipment available continues to improve, and the Commission has witnessed enormous growth in the program over the last few years as the Commission continues with education, advertising, and public relations targeted towards people who are deaf or hard-of-hearing. The number of applicants, customers, and users of the programs and services has continued to grow as residents become aware of PSC programs. This is timely as the hard-of-hearing population continues to grow. Many predict as baby boomers age with excellent health services and longevity of life, more people will experience hearing loss.

OUTREACH

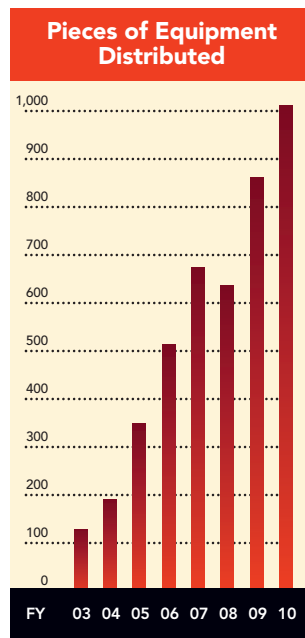
The Commission has continued its working relationship with Penna Powers Brian Haynes (PPBH) over the last 8 years. PPBH assists with education, outreach, public relations, and grassroots activities for relay services and equipment distribution. Each year PPBH and the PSC have used print, television, and radio to raise awareness of what is available through Relay Utah. With respect to print, PPBH advertised in the Shakespearean Festival Playbills, the Fall Stage Arts Programs, in the Senior Blue Book in Utah's Senior Review, and in Utah Prime Times. This past year was the first to run ads in the Obituary section of the Salt Lake Tribune and the Deseret News. On television, Relay Utah was able to run 15 and 30 second spots on KJZZ 14, KSL 5, KTVX 4, and KUTV 2. During the Olympics, PPBH was able to secure banner ads for Relay Utah on KSL. The program was in the 2 minute Senior Spotlights on KJXX, on Good Things Utah Segment on KTVS and Studio 5 segments. Overall Relay Utah was advertised on television for a grand total of 2,269 spots.

Relay Utah included three questions in the Dan Jones & Associates annual omnibus survey conducted among 605 individuals statewide. The survey provides an error tolerance of $\pm 4.0\%$. The marketing efforts appear to be paying off as awareness and recall scores are broadly recognized. Overall awareness was 26% among all respondents with the highest score among the 55-64 year old group at 30%. More than half the participants recalled seeing or hearing advertising for Relay Utah services and products. 3% of those polled who had recalled seeing or hearing advertisements had in fact contacted Relay Utah for equipment and/or services. This research showed that past marketing efforts have been successful in motivating caretakers in the 35-64 year old demographic to take action.

Through grassroots efforts, the Commission reached approximately 2,800 seniors throughout the state by providing information about the equipment program at 11 separate health fairs/expositions. The PSC also did power point presentations at senior centers, senior housing facilities, and area agencies on aging. Some other groups to focus on this past year were groups related to foster grandparents, macular degeneration support groups, and healthcare workers for the homebound. Through these 22 presentations, the Commission was able to reach another 600 potential consumers rounding out the total to 3,400 people in one year.

EQUIPMENT DISTRIBUTION

Due to the statewide presentations by Commission staff as noted above and advertising efforts, applications for specialized telecommunication equipment continue to grow year after year. Statewide distribution rose 17% in FY 2010 with 1,016 pieces of telecommunication equipment such as amplified phones and captioned phones being allocated. Currently one Commission staff member works full time to distribute equipment and provide the necessary educational opportunities and training. Three part-time employees assist the PSC with equipment distribution and training. These four equipment specialists cover the entire state and provide unrivaled one-on-one training to each and every consumer.



Fiscal Year	Pieces of Equipment Distributed	Fiscal Year	Pieces of Equipment Distributed
2003	127	2007	674
2004	188	2008	641
2005	338	2009	865
2006	515	2010	1,016
		Total	4,364

AMERICAN SIGN LANGUAGE INTERPRETER TRAINING PROGRAMS

For four years, the Public Service Commission contracted with three interpreter training programs to meet a shortage in the industry of certified American Sign Language interpreters.

Salt Lake Community College (SLCC), the ICAN Program through the Division of Services for the Deaf and Hard of Hearing, and Utah Valley University were the three programs funded to provide classes, on-the-job training and/or mentoring. It was a fortunate time for those studying sign language interpreting in the State because of the availability of three different training programs able to meet a variety of needs between Orem and Salt Lake, as well as the eventual addition of a mentoring program in St. George. These programs not only raised the number of certified interpreters but also allowed for the creation of new, paid positions for teachers and mentors. Due to dwindling funds, the PSC is currently under contract with the ICAN program because of its unique mentoring program.

According to the Utah Interpreter Program, an entity overseeing the testing and certification of interpreters, states that the number of professionally certified sign language interpreters had remained flat for years at around 74 certifications when the PSC initiated the

procurement process. The following table shows the number of professional certifications for ASL interpreters and the increase by 92% over 5 years.

Fiscal Year	Number of Professional Certifications
2005.....	74
2008.....	107
2009.....	126
2010.....	137



CAPTIONED TELEPHONE (CAPTEL)

Captioned telephones with captioning services are designed for people who are hard of hearing. Individuals able to speak for themselves but cannot hear the speaker over the telephone line can



utilize relay operators using voice recognition technology. Ultratec designed the CapTel phone and ran several trials before distribution became public. The State of Utah was able to participate in one of those trials in the fall of 2003 and has been distributing the CapTel since that time, though the FCC did not mandate the service. A newer generation CapTel phone allows people who are hard of hearing to not only hear, but it also has captioning on a screen that allows users to read the conversation of the other person speaking on the telephone. This technology makes a conversation more natural and enjoyable for everyone involved, and the CapTel is considered to be one of the most functionally equivalent forms of communication to be introduced. The newest generation of CapTel phones, the CapTel 800i connects through high-speed Internet access. Other means of using the CapTel are now available through WebCapTel, 2-line CapTel, and a CapTel with USB device for large-print captions on a computer monitor.

VIDEO RELAY SERVICE AND INTERNET PROTOCOL RELAY

Video Relay Service (VRS) is one of the most exciting developments in the field of telecommunication relay services, and it has experienced tremendous growth in

Utah and nationally. VRS is a method of communication that allows a person who uses sign language to connect with a Video Interpreter (VI) who is certified in American Sign Language. The VI is obtained using a computer or television, a web camera, and a high-speed Internet connection such as DSL, cable modem, or ISDN. The VI works from a remote location and can see the user on a screen. The phone conversation is interpreted real time and allows people who are deaf to clearly express their message in their own language without delay. In 2003, Sorenson Communications, a local Utah company, entered the VRS arena and quickly became the largest carrier. Sorenson has continued to grow and expand the number of VRS call center locations in order to avoid drawing too many certified interpreters away from other employment locations such as schools and community service opportunities. Sorenson is known for creating the

only equipment solely for the use of people who are deaf, the Videophone, rather than retrofitting existing equipment. Sorenson's expanding business development was projected by Governor Gary Herbert in his last State of the State address as being an excellent example of Economic

Development in Utah. They continue to develop new technologies that will assist other users such as the hard of hearing population in Utah because of new equipment that is being placed on the market that will provide excellent functional equivalency for individuals with hearing difficulty.

People who have hearing or speech disabilities may make telephone calls on their computer through the use of an internet connection known as Internet Protocol Relay (IP Relay). This can be used in place of a text telephone (TTY) and a telephone or using VRS. IP Relay can be accessed through providers like Hamilton Relay at www.hiprelay.com and Sorenson at www.siprelay.com. Benefits of IP Relay are its availability to anyone who has access to the Internet via a computer, a personal digital assistant, Web-capable telephone, or some other device. A high-speed connection is not necessary for IP Relay unlike VRS. IP Relay is available when a TTY may not be available, and some users say it is easier than a TTY because typing on a computer keyboard can be faster. More conversation is visible than on a TTY screen and can be printed out or saved. IP Relay is available 24 hours a day, 7 days a week just as traditional TRS is available.

FUNDING

Funding for Relay Utah, the equipment distribution program, and the sign language interpreter training programs derives from a monthly surcharge on Utah residential and business telephone landlines, with a mandated maximum not to exceed \$.25 per month per telephone line. This rate is set by the Public Service Commission, and the current surcharge is presently assessed at \$.10 per line per month. During Fiscal Year 2010, the total amount received from the local exchange carriers was approximately \$1,146,813. The surcharge pays for the Relay Utah services, finances the equipment distribution programs, pays for outreach and education, pays for the amounts awarded to the interpreter training program, as well as covers the related administrative costs. During FY 2010, the Commission spent \$1,667,846.79. The

Commission has relied upon surplus funds to make up the difference between expenditures and revenue. The surplus amount has decreased as the number of telephone landlines also decreased. There is also a looming mandate whereby the FCC may delegate fiscal liability to the Utah PSC for the provision of alternative relay services such as VRS and/or IP Relay for the state. These situations may require action by either the Commission or the Legislature to ensure the stability of the services in the near future either through the increase of the surcharge or to impose a surcharge on wireless and interconnected Voice over Internet Protocol services.



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 also individuals who use the services provided by the Commission.

The RUCC meetings are currently held in conjunction with Hamilton Relay, Utah’s TRS and CTRS provider as of January, 2010. Members of RUCC are active in providing feedback and ideas of how to best meet the needs of relay consumers in Utah. Through these meetings and continued contact with relay consumers, the Commission is able to gather information for better implementation of TRS and CapTel as well as the equipment distribution program.

FUTURE PLANS

More changes are in store for Relay Utah. The office handling TRS and equipment distribution is relocating from the Heber M. Wells Building to 168 North 1950 West in Salt Lake City. This is beneficial to the program because the Outreach Coordinator for Hamilton Relay will be able

to work closely in-office with the Relay Utah program staff. Relay Utah is also proud to announce that Utah will be hosting conferences for the National Association of State Relay Administrators (NASRA) and the Telecommunications Equipment Distribution Program Association (TEDPA) conferences in 2011. The NASRA conference will be held October 19-22, 2011, and the TEDPA conference will be held October 24 – 27, 2011, both will be held at the Salt Lake City Sheraton Hotel.

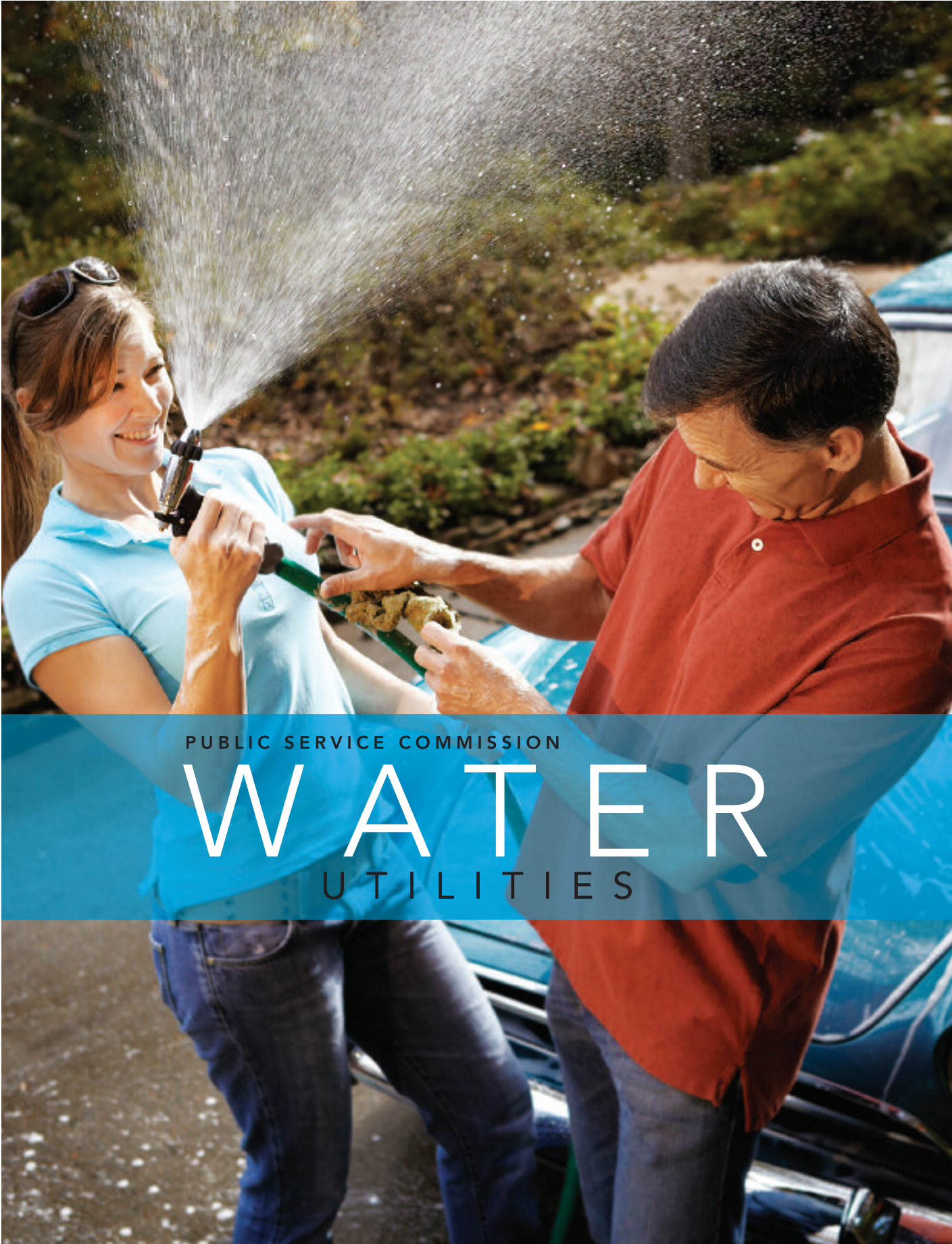
The Public Service Commission is committed to improving and maintaining the quality of Relay Utah services and equipment. The Commission constantly strives to be proactive by providing the most functionally equivalent forms of telecommunications available for people who are deaf, hard of hearing, and/or speech disabled. Equipment continues to change, and the Commission adds more technologically appropriate telecommunications equipment for all disability types. This past year the Commission added the Jitterbug®, a cellular phone designed for people who are hard of hearing. As new services and equipment evolve, and new FCC rules are added, these advancements continue to bring Relay Utah closer to what standard telephone users experience and enjoy every day. The Commission looks forward to the development of new and improved technologies while continuing to provide the best customer service available.

Local Exchange Carrier Surcharge Amounts

Fiscal Year	Surcharge Amount Collected by PSC
2005	\$1,312,480
2006	\$1,355,700
2007	\$1,367,500
2008	\$1,364,600
2009	\$1,261,130
2010	\$1,146,813

RELAY UTAH CONSUMER COUNCIL (RUCC)

Utah Code 54-8b-10 (7) states, “The Commission shall solicit the advice, counsel, and physical assistance of severely hearing or speech impaired persons and organizations serving them in the design and implementation of the program.” In order to comply with this rule, in FY 2010 the Public Service Commission held



PUBLIC SERVICE COMMISSION

WATER

UTILITIES




WATER UTILITIES OVERVIEW

There is likely no utility service more crucial to Utah's citizens than that providing clean, safe, culinary water. 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 Utahs, however, receive their culinary water through privately

owned water companies. The legislature has charged the Public Service Commission with regulating those privately owned water companies. The Commission is charged with ensuring that customers of privately owned water companies have access to water at just and reasonable rates. The Commission has no jurisdiction over municipal systems, quasi-governmental special improvement districts, or water districts. Neither does it have jurisdiction over irrigation cooperatives.

Most Utah residents who are customers of private water companies, reside primarily in sparsely populated rural areas. In recent years, relatively few new culinary water companies have been organized. Most privately owned water companies formed recently have been formed more with a view toward serving as a marketing tool for real estate development, than as an economically viable enterprises in their own right.



For the overwhelming majority of Utahns, culinary water is delivered by municipal systems, quasi-governmental special improvement districts, or water districts.

WATER COMPANIES

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

The Commission's policy is to exercise its jurisdiction, which under the law it is required to do, so long as the developer retains effective voting control of the water company. Once the lot owners/water users have attained voting control, the Commission relinquishes jurisdiction again as required by law.

In uncontested cases, the Commission adjudicates the status of a water company informally, and those companies, which appear to be bona-fide cooperatives, are issued informal letters of exemption without the formal entry of a Commission order. Those companies found to be subject to Commission jurisdiction are issued Certificates of Public Convenience and Necessity by formal Commission order. Currently there are 22 investor-owned private water utilities and 21 homeowners' associations operating water utilities that are regulated by the Commission.

COMMISSION JURISDICTION

As with other utilities, the Commission exercises regulatory jurisdiction over 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 Commission also entertains consumer complaints regarding water companies as it does other utilities.

During fiscal year 2010, the Commission issued one letter of exemption, approved rate increases requested by five water utilities, approved a transfer of ownership of a homeowner association's water system to another water company, began an investigation to determine if a water entity was a public utility, dismissed a complaint, and approved tariff terms and language for three water utilities. The Commission also repealed R-746-331-1, dealing with the conditions for finding of exemption of mutual water corporations.

Some of the major issues the Commission dealt with this year were determination of whether an entity was a public utility, water conservation rates, tiered rate structures, and the implementation of capital reserve accounts in water companies applying for a rate increase. One of the trends the Commission has been trying to remedy, per the Division of Public Utilities' recommendations, is the lack of capital reserve accounts by water utilities. Without capital reserves, water utilities face significant exposure to unsafe drinking water, disrepair, and ultimately inability to provide safe, clean culinary water to their customers, when faced with significant repairs costs or emergencies. The Commission 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

R746-331
Repeal of Utah Administrative Code R746-331: Determination of Exemption of Mutual Water Corporations.

This Rule repeal was effective June 30, 2010.

09-2438-01
In the Matter of the Request of Pineview West Water Company for Approval of a Rate Increase:

Report and Order issued July 15, 2009. The Commission had originally disallowed purported loans made by the developer to the Company, to be included in the rate base, and approved the Company's request to increase rates. The Commission then granted the developer's motion for review and reconsideration to review the original order disallowing those purported loans. During this time, the developer filed a civil complaint against the Company, in the Third Judicial District Court of Utah (Case No. 090917357) seeking payment on those purported loans. The Commission stayed this matter pending the outcome in the District Court.

09-010-01
In the Matter of the Request of Highland Water Company for Approval of a Rate Increase, RE: Late Payment Service Charge and Returned Check Fee:

Report and Order issued August 5, 2009. The Commission had approved a rate increase for the Company in Docket No. 08-010-01. Shortly after the Commission approved that rate increase, the Company requested permission to add other items to its tariff — items that it had neglected to add in Docket 08-010-01. The additional items were a late payment service charge, a returned-check fee, and supplementary water fee and supplementary water rate. This docket approved the addition of those items to the tariff.

Key:
Docket Number
Short Title

Status as of June 30, 2010.



86-999-08
In the Matter of the Application of Deepwater Distribution Company, Inc. for Exemption:

Report and Order issued August 11, 2009. After review and reconsideration, and finding it had no jurisdiction over the Company, the Commission granted the exemption.

09-2199-T01
In the Matter of the Request of White Hills Water Co. Inc. for Approval of Rate Increase:

Report and Order issued September 24, 2009. The Commission approved the tariff amendments related to backflow prevention, late payments, decrease of interest rate and deposit amount changes, and implementation of an institutional rate.

09-010-T01
In the Matter of the Request of Highland Water Company, Inc. Compliance Tariff Filing as Amended by Commission Report and Order of August 5:

Report and Order issued September 28, 2009. The Commission had initially disapproved the Company's proposed tariff as being non-compliant with previous Commission orders. The Division of Public Utilities assisted the Company in preparing a tariff that was compliant. That compliant tariff was approved by the Commission.

Water Dockets (Continued)

09-2404-02***In the Matter of the Application of Cedar Point Water Company, for Approval of a Rate Increase:***

Report and Order issued December 16, 2009. The Commission approved the unopposed application for rate increase and also approved additional fees to be included in the tariff.

09-015-01***In the Matter of the Formal Complaint and Request for Agency Action of Bear Hollow Restoration, LLC against Leon H. Saunders; Landmark Plaza Associates; Parley's Creek, Ltd.; Parley's Lane, Ltd.; Parley's Park; Stuart A. Knowles; Trilogy Limited, L.P.; Trilogy Asset Management, Inc.; Land and Water Resources, Inc.; Lawrence R. Knowles Irrevocable Trust; Leon H. Saunders, Stuart A. Knowles and Trilogy Limited, L.P. d/b/a SK Resources, a Utah General Partnership and/or Joint Venture, Summit Water Distribution Company, a Utah Corporation:***

Order on Motion to Dismiss issued February 4, 2010. Respondents made two Motions to Dismiss before the Commission. One made by respondents Leon H. Saunders; Landmark Plaza Associates; Parley's Creek, Ltd.; Parley's Lane, Ltd.; Parley's Park; Stuart A. Knowles; Trilogy Limited, L.P.; Trilogy Asset Management, Inc.; Land and Water Resources, Inc.; Lawrence R. Knowles Irrevocable Trust; Leon H. Saunders, Stuart A. Knowles and Trilogy Limited, L.P. d/b/a SK Resources (collectively Shareholders). A second made by respondent Summit Water Distribution Company (Summit). The respondents contended the Commission lacked jurisdiction over the subject matter of the complaint and also lacked jurisdiction over the respondents. The petitioner, Bear Hollow, LLC contended the Commission did not lack jurisdiction and asked for agency action commencing an investigation into the respondents' practices and ultimately asserting jurisdiction over respondents.

The Commission found that, based on the allegations in the complaint, it did not have jurisdiction over the respondents and granted the Motions. Petitioner moved for rehearing and reconsideration and the Commission denied reconsidering its decision.

09-2440-01***In the Matter of the Request for a Rate Increase of Hidden Creek Water Company:***

Report and Order issued February 9, 2010. The Company's initial request for rate increase was found to be just and reasonable and was approved. Following complaints from ratepayers alleging they had received inadequate notice of the hearing on the rate increase and of the rate increase generally, the Commission stayed the order permitting the rate increase. After a technical conference, public witness comments, and a hearing, the Commission accepted an amended recommendation from the Division of Public Utilities regarding the rate increase and amended its previous order to reflect the amended, lower rates — including the implementation of a capital reserve account, over ratepayer objections.

09-019-01***In the Matter of the Formal Complaint of Nicole McMillian et al vs. Wilkinson Cottonwood Mutual Water Company:***

Order issued February 22, 2010. The Company moved to dismiss the complaint contending the Commission lacked jurisdiction over the Company. Given certain allegations in the complaint, the Commission found that it might have jurisdiction over the Company. The Commission declined to rule on the Motion pending a limited investigation by the Division of Public Utilities. The Division's investigation will determine if the Company serves those who are not shareholders. The investigation is ongoing.

09-2443-01***In the Matter of the Request of WaterPro, Inc., for Approval of a Rate Increase:***

Order of Dismissal issued February 22, 2010. On February 4, 2010, WaterPro, Inc. notified the Commission, via letter, that it was withdrawing its application for rate increase. It stated it would re-file at a later time. The Commission therefore dismissed the application without prejudice.

10-2440-T01***In the Matter of the Tariff Filing of Hidden Creek Water Company:***

Order issued May 3, 2010. This docket was stayed until a final order is issued in Docket No. 09-2440-01 or as otherwise ordered by the Commission. The Order in Docket 09-2440-01 was issued and the Company permitted to submit its new tariff.

09-2179-01***In the Matter of the Request of Pine Valley Irrigation Company for Approval of a Special Assessment and Rate Increase:***

Report and Order issued May 11, 2010. The Company applied for approval of a special assessment and rate increase, as well as an expansion of service area. The Commission held a hearing in Saint George, Utah, where the Commission took public witness testimony over a period of two days. Several witnesses opposed the increase. Having found that the increase was necessary for the continued operation of the Company, the Commission found the increase to be just and reasonable. The Commission approved the rate increase, the addition of fees to the tariff, the implementation of a capital reserve account, the expansion of service area, and change in meter reading schedule. The Commission did not order or approve a special assessment.

09-075-01***In the Matter of the Request of Sherwood Water Company for Approval of a Rate Increase:***

Report and Order issued May 11, 2010. The Commission held a hearing on the proposed increase, where public witness testimony was taken. The Commission approved the proposed rate increase and additional fee implementation, finding they were just and reasonable. It also ordered the implementation of a capital reserve account.

**10-2194-01*****In the Matter of the Notice to Transfer the Water System of Durfee Creek Homeowners Association and All Assets Associated with the Water Systems to Liberty Pipeline:***

Order issued May 26, 2010. The Company transferred all its assets to Liberty Pipeline. Therefore it no longer required a certificate of public convenience and necessity. The Commission canceled certificate number 2728.

Key:

Docket Number
Short Title

Status as of June 30, 2010.

WATER UTILITY COMPANIES

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

Apple Valley Water Company

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

Boulder King Ranch Estates Water

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

Bridge Hollow Water Association

600 Bridge Hollow Dr.
Wanship, UT 84017

Bridgerland Water Company, Inc.

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

Canaan Springs Water Company

PO Box 840-488
Hildale, UT 84784
Tel: (435) 877-1409

Cedar Point Water Company

20 S. 850 W. #1
Hurricane, UT 84737-4867
Tel: (435) 635-3394
Fax: (435) 635-0264

Color Country Owners Association

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

Community Water

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

Coyotes 'N Cowboys' Linecamp Subdivision, LLC

1770 So. SR 22
Antimony, UT 84712
Tel: (435) 624-3216
(435) 624-3215
Fax: (435) 624-3211

Dammeron Valley Water Company

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

Durfee Creek Homeowners Association

1941 E. 6925 N.
Liberty, UT 84310
Tel: (801) 476-2373
(801) 775-2488
Fax: (801) 974-5653

Eagles Landing Water Company, LLC

P.O. Box 970729
Orem, UT 84097-0729
Tel: (801) 705-9910
Fax: (801) 794-9669

Elk Ridge Estates Water Company

PO Box 100013
Alton, UT 84710
Tel: (435) 648-2029
Fax: (435) 648-2641

Falcon Crest Water Company

c/o Lonepeak Realty & Mgt.
4115 S. 430 E. #201
Salt Lake City, UT 84107
Tel: (801) 268-1087
Fax: (801) 262-7937

Harmony Heights Water Company

722 E. 200 S., PO Box 487
New Harmony, UT 84757
Tel: (435) 586-9208
Fax: (435) 586-9208

Harmony Mountain Ranch Water Company

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

Hidden Creek Water Company

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

Highlands' Water Company Inc.

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

Horseshoe Mountain Ranch Estates

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

Kwu Inc.

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

Lake Front Estates Water Users Association

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

Lakeview Water Corporation

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

Legacy Sweetwater Inc.

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

Long Valley Estates Water Co.

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

Mountain Sewer Corporation

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

Mountain Valley Ranches Water Service

2274 W. 5875 N.
Cedar City, UT 84720-5917
Tel: (435) 586-2436

New Paria Water Company

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

North Creek Ranch HOA

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

North Fork Water Company

Zion Mt. Resort
9065 W. Hwy 9
Mt. Carmel, UT 84755
Tel: (435) 632-6310
(866) 648-2555
Fax: (435) 648-3302

Pine Valley Irrigation Co.

132 E. 100 S.
Pine Valley, UT 84781-2112
Tel: (435) 574-2715

Pineview West Water Co.

6084 S. 900 E. #202
Salt Lake City, UT 84121
Tel: (801) 521-7330

Sherwood Water Co.

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

South Duchesne Culinary Water Inc.

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

Storm Haven Water Company

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

Wanship Cottage Site Water Co.

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

WaterPro Inc.

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

West Slope Water Company

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

White Hills Water Company

PO Box 9440
Salt Lake City UT 84109-0440
Tel: (801) 485-5274

Wolf Creek Water Co.

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

Wolf Creek Water Conservancy Inc.

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





PUBLIC SERVICE COMMISSION

RESOLUTIONS

COMPLAINT RESOLUTION OVERVIEW

MONOPOLIES

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

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



The commission is the intermediary between household and business customers and public utility monopolies.

THE ROLE OF THE DIVISION

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

In other instances, after Division contact, the utility itself takes action to correct the problem. At times, a customer facing service difficulty may ask the Committee of Consumer Services for help. Though following the same sort of process the Division does, if the Committee learns that other customers face similar problems, it may petition the Commission for action in

a manner having wider applicability. An example might be changes in late payment arrangements to assist low-income customers or others having difficulty paying their bills.

THE ROLE OF THE COMMISSION

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

FORMAL COMPLAINTS

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

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

The following table shows the number of informal complaints processed by the Division of Public Utilities in FY 2010. Of these, became formal complaints before the Commission during FY 2010 requiring a hearing by an Administrative Law Judge.

Utility Complaint	FY 2010
Electric	209
Natural Gas	193
Telecom – ILEC*	204
Telecom – CLEC*	63
Telecom – Long Distance...43	
Water and Sewer.....	17
Total	729

*ILEC – Incumbent Local Exchange Carrier

**CLEC – Competitive Local Exchange Carrier



Public Service Commission of Utah

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