## Public Service Commission of Utah

ELECTRICITY • NATURAL GAS • TELECOMMUNICATIONS • WATER

## 2006 Annual Report

for the period July 1, 2005 to June 30 2006



## CONTENTS

Letter to the Governor, Members of the Senate and Members of the House of Representatives...IFC

**Public Service Commission Personnel** and Organization Chart.....1

Commissioners.....2

History of the Public Service Commission of Utah & the Regulatory Process......3

Overview of Electric Utilities......6

Electric Dockets ......8 Electric Utility Companies ......10

Overview of Natural Gas Utilities ... 11

Natural Gas Dockets.....13

Natural Gas Companies.....13

Overview of

Telecommunications Utilities......14

Telecommunication Dockets ......16

**Telecommunications Relay** Services and Equipment

Distribution Program ......21

**Competitive Local** 

Exchange Carriers ......24

**Incumbent Local** 

Exchange Carriers ......27

Overview of Water Utilities......28

Water Dockets.....30

Water Utility Companies......31

Complaint Resolution ......32

Price Changes of Utah's Utilities...33









TED BOYER

RIC CAMPBELL Chairman RON ALLEN

State of Utah

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

November 6, 2006

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

It is a pleasure to present you the Annual Report for fiscal year 2006 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, 2006.

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,

Ric Campbell, Commission Chairman

Ted Boyer, Commissioner

Ron Allen, Commissioner

Herbert M Wells Building, 160 East 300 South, Box 45585, Salt Lake City, UT 84145-0585 neluell of wells duffung, 1907 last 300 south, bux 43353, 341 lake (10), CF (11) telephone (801) 530-6716 • facsimile (801) 530-6796 • www.psc.state.ut.us

Utah!

# 2006 PUBLIC SERVICE COMMISSION OF UTAH

Annual Report for the period July 1, 2005 to June 30, 2006

#### **PSC Organization** Personnel Chairman June 30, 2006 June 30, 2006 Ric Campbell Chairman .....Ric Campbell Commissioner .....Ted Boyer Commissioner Commissioner Commissioner ......Ron Allen Ted Boyer Ron Allen Commission Secretary .....Julie P. Orchard Executive Commission Administrative Executive Legal Counsel Staff Director Secretary Law Judge Staff Director.....Rebecca Wilson Sander J. Mooy Rebecca Wilson Julie P. Orchard Steven F. Goodwill Legal Counsel.....Sander J. Mooy Administrative Law Judge ......Steven F. Goodwill **Chief Utility Paralegal Economist** Chief Utility Barbara Stroud James A. Logan Economist ......James A. Logan Electrical and **Electrical and Gas** TRS Specialist Utility Technical Consultant Gas Utility Mary Beth Green Technical Consultant......Carol Revelt Carol Revelt Telecommunications Accounting Technical Technician **Telecommunications** Technical Consultant/Economist .....John S. Harvey Consultant/ Kim Harrison **Economist** Paralegal ......Barbara Stroud Office Technician John S. Harvey TRS Specialist ...... Mary Beth Green Trixie Behr Accounting Technician .....Kim Harrison Office Office Technician ......Trixie Behr Technician Merilee Livingston Office Technician .....Merilee Livingston

#### 2006 COMMISSIONERS



Richard Campbell

Original Term: March 1, 2001 - March 1, 2007 Designated Chairman: June 1, 2003

ic Campbell was appointed to the Public Service Commission (PSC) on March 1, 2001, and was designated chairman of the Commission on June 1, 2003. Chairman 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.

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.



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

ed Boyer was appointed as a Commissioner of the Public Service Commission on June 20, 2003.

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

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



COMMISSIONER

Ron Allen

Original Term:

March 18, 2005 - March 1, 2011

on Allen was appointed to his first term as a Commissioner of the Public Service Commission of Utah by Governor Jon M. Huntsman on March 18, 2005. His term expires March 1, 2011. Commissioner Allen is a member of the National Association of Regulatory Utility Commissioners (NARUC) and serves on the Gas Committee.

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

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

## HISTORY

#### ORIGINS OF THE PSC

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

delivered to Utah households and businesses.

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

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

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

## Organization of the Regulatory Function in Utah Today

Since 1983, when the legislature last reorganized Utah's public utility regulatory function, the Commission has been an independent entity with a small clerical, legal, and technical advisory staff. The Office of the Commission consists of a three-member commission, each commissioner

appointed by the Governor to a sixyear term; an administrative secretary and clerical staff; an executive staff director and technical staff; a legal counsel and paralegal staff; and an administrative law judge. Currently the Commission employs 15 persons.





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

#### **How the Commission Works**

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

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

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

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

During fiscal year 2006, 279 cases were docketed. Of these, 211 were resolved by written Commission order, following hearing and deliberation on the evidentiary record. Many of the remaining cases were handled informally. The more important cases, whether for regulatory policy or financial implications, are highlighted in the following discussions of electricity, natural gas, telecommunications, and water.



#### **Public Service Commission of Utah**

#### Commissioners

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

#### **Appointment Dates of Commissioners**

<ul> <li>Appointment Years</li> </ul>	<b>D</b> — Democrat	R — Republican	I — Independent
Year Commissioner 1	Commiss	ioner 2	Commissioner 3

1973 • Bennett - <i>R</i> (49-73)	)
1975	
1976 Bernard - <i>D</i> (76-82) Folley - <i>D</i> (76-77)  1977 • Rigtrup - <i>I</i> (77-80)  1978  1979 • Irvine - <i>R</i> (79-85)  1980	
1977 • Rigtrup - <i>I</i> (77-80) 1978  1979 • Irvine - <i>R</i> (79-85) 1980 • Cameron - <i>D</i> (80-8) 1981 • 1982 • Bryne - <i>D</i> (82-95) 1983 • 1984	
1978  1979 • Irvine - <i>R</i> (79-85)  1980	
1979 • Irvine - <i>R</i> (79-85)  1980	
1980 Cameron - <i>D</i> (80-8) 1981 • 1982 Bryne - <i>D</i> (82-95) 1983 • 1984	
1981 • Bryne - <i>D</i> (82-95) 1983 • 1984	
1982 Bryne - <i>D</i> (82-95) 1983 • 1984	9)
1983 • 1984	
1984	
1985 • Stewart - <i>R</i> (85-92)	
1986	
1987	
1988	
1989 • Mecham - R (89-91	)
1990	
1991 • Hewlett - <i>R</i> (91-95)	
1992 Mecham - <i>R</i> (92-03)	
1993	
1994	
1995 White - <i>I (95-05)</i> • Jones - <i>R (95-01)</i>	
1996	
1997 •	
1998	
1999	
2000	
2001 • Campbell - <i>R</i> (01-	)
2002	
2003 ● Boyer - <i>R</i> (03- )	
2004	
2005 • Allen - D (05- )	
2006	
2007	

#### **Secretaries**

Yrs. of Service	Name	Home Town	Yrs. of Service	Name	Home Town
1917–23	Thomas E. Banning	Salt Lake City	1959–60	Frank A. Yeamans	Salt Lake City
1923-35	Frank L. Ostler	Salt Lake City	1960–70	C.R. Openshaw, Jr.	Salt Lake City
1935–36	Theodore E. Thain	Logan	1970–71	Maurice P. Greffoz*	Salt Lake City
1936–38	Wendell D. Larson	Salt Lake City	1971–72	Eugene S. Lambert	Salt Lake City
1938–40	J. Allan Crockett	Salt Lake City	1972–77	Ronald E. Casper	Salt Lake City
1941–43	Charles A. Esser	Salt Lake City	1977–79	Victor N. Gibb	Orem
1943–44	Theodore E. Thain	Logan	1979–81	David L. Stott	Salt Lake City
1945–48	Royal Whitlock	Gunnison	1981–83	Jean Mowrey	Salt Lake City
1949–49	C.J. Stringham	Salt Lake City	1983–86	Georgia Peterson	Salt Lake City
1949–56	Frank A. Yeamans	Salt Lake City	1986–91	Stephen C. Hewlett	Salt Lake City
1956–59	C.R. Openshaw, Jr.	Salt Lake City	1991–Present	Julie Orchard	Bountiful

<sup>\*</sup> Acting Secretary



## ELECTRICITY

U T I L I T Y O V E R V I E W

he principal electric utility regulated by the Commission is PacifiCorp, an investor-owned utility doing business in the state as Utah Power and Light Company. PacifiCorp also serves retail customers in five other western states and wholesale customers throughout the west. PacifiCorp provides more than 80 percent of the electricity consumed by Utah's households

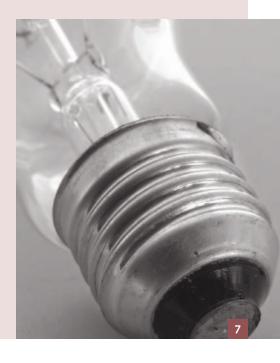
and businesses. Other Utah customers are served either by municipal utilities, which are not regulated by the Commission, or by rural electric cooperatives, which are subject to minimal state regulation. Thus, most of the Commission's work in the electric industry arises from regulation of PacifiCorp.

#### MidAmerican Energy Holdings Company Acquires PacifiCorp

On July 15, 2005, MidAmerican Energy Holdings Company ("MEHC") and PacifiCorp filed an application requesting the Commission authorize a proposed transaction whereby MEHC would acquire all of the common stock of PacifiCorp from ScottishPower. On January 27, 2006, the Commission approved a stipulation

by parties supporting the transaction. The stipulation contains 50 general commitments and 28 Utah-specific commitments agreed to by MEHC and parties to the case as conditions for approval of the transaction. In its approval order the Commission states the tangible benefits articulated by the parties in the case, though very small in comparison to Utah's revenue requirement, provide net positive benefits to Utah customers, and are sufficient to meet the standard for approval of the transaction. The Commission also found the risks regarding the affiliate relationship of the utility within the corporate structure of a holding company to be appropriately addressed by the ring-fencing provisions. Finally, the Commission stated the intangible benefits also support approval of the transaction,

particularly the willingness to make the long-term capital investments necessary to provide adequate, reliable and reasonably priced service for Utah customers, as well as the increase in local presence and decision-making authority.





## Planning for Least Cost and Reliable Power Supply

On July 21, 2005, the Commission acknowledged PacifiCorp's biennial Integrated Resource Plan 2004 ("2004 IRP") final report stating it generally conforms to applicable standards and guidelines. Through the IRP, PacifiCorp evaluates additional power supply options and energy efficiency programs to determine the least cost way to providing adequate and reliable service. The 2004 IRP presents PacifiCorp's plan to supply and manage growing demand for electricity throughout its six state service territory over a 20-year planning horizon. The report identifies as its least cost plan, its "Preferred Portfolio," of investment in a diversified portfolio of power plants and power purchases, coupled with customer efficiency programs and direct-control load management. The type, timing and magnitude of resource additions are noted and an action plan provided. The action plan identified the need to procure a natural gas-fired, flexible generating resource in 2009. The Commission declined to acknowledge the IRP action plan and stated it would be further considered in the approval process for PacifiCorp's solicitation for new significant energy resources.

On November 4, 2005, PacifiCorp filed an update report to the 2004 IRP to reflect changes in resource assumptions. The net effect of the changes was a decrease in resource deficit relative to that projected in the 2004 IRP. The update included a significantly revised action plan, including the elimination of a need for the 2009 natural gas-fired, flexible generating resource. The updated action plan identified a need for a 575 megawatt coal-fired, base load generating resource in Utah in 2012.

#### **Additional Power Supply**

During fiscal year 2006, the Commission approved a method for pricing power from electric generating plants designated as "Qualifying Facilities" or "QFs" by federal law. QFs are renewable or cogeneration generating resources of certain sizes. The development of an approved method for pricing QF power was requested by stakeholders as a way to remove regulatory barriers to the development of clean and efficient QF resources. The Commission approved two QF contracts based on the new pricing method. The projects are two cogeneration projects totaling 57 megawatts of generating capacity.

#### **Utah Power Rates**

In March 2006, PacifiCorp filed a request for a \$197 million rate increase based on a future test period beginning October 2006 and ending September 2007. The increase, if approved, would raise tariff rates by about 17.1 percent. PacifiCorp requested the increase to ensure adequate supply for Utah's growing population and associated economic activity. The rate case is pending investigation and Commission decision. The process is expected to be completed by December 2006.

#### Electric Utility Dockets

#### 05-2035-01

In the Matter of the Acknowledgment of PacifiCorp's Integrated Resource Plan 2004

Report and Order issued July 21, 2005. PacifiCorp's Integrated Resource Plan 2004 generally conforms to applicable Standards and Guidelines and is acknowledged. The Action Plan is not acknowledged, but will be further considered in the approval process for PacifiCorp's solicitation for new significant energy resources.

#### 05-035-08

In The Matter of the Petition of Spring Canyon LLC for Approval of a Contract for the Sale of Capacity and Energy from its Proposed of Facilities Report and Order Issued August 19, 2005

Pursuant to discussion, findings and conclusions, any Qualifying Facility contract between PacifiCorp and Spring Canyon submitted to the Commission for approval shall contain the provisions accepted in this Report and Order.

#### 03-035-14

In the Matter of the Application of PacifiCorp for Approval of an IRP-Based Avoided Cost Methodology for QF Projects Larger than One Megawatt

Report and Order issued October 31, 2005. The Commission approves an avoided cost method for pricing contracts for power purchases from Qualifying Facility projects larger than one megawatt for cogeneration facilities and three megawatts for small power production facilities.

#### 05-035-86

In the Matter of the Petition of ExxonMobil Production Company for Expedited Approval of a Contract for the Sale of Capacity and Energy from its Shute Creek QF Facility

Order Denying and Dismissing Petition issued November 14, 2005.

ExxonMobil's September 15, 2005, petition is denied and the matter is dismissed.

Key:

Docket Number Short Title

Status as of June 30, 2006

#### Electric Utility Dockets (cont.)

#### 04-035-21

In the Matter of HELP, Electric Lifeline Program Evaluation

Report and Order issued November 23, 2005. The Commission approves the continuation of the Home Electric Lifeline Program (HELP), reduces customer surcharge rates and refunds to customers the excess account balance.

#### 05-506-01

In the Matter of the Application of Deseret Generation & Transmission Co-operative for Authority to Issue Security to National Rural Utilities Cooperative Finance Corporation

Report and Order issued December 14, 2005. Deseret is hereby authorized to participate in the Note Purchase Transaction as generally described in this Report and Order, or on other terms and conditions substantially consistent with the Report and Order.

#### 05-035-54

In the Matter of the Application of MidAmerican Energy Holdings Company and PacifiCorp dba Utah Power & Light Company for an Order Authorizing Proposed Transaction

Report and Order issued January 27, 2006. The Commission approves a Stipulation by parties supporting the acquisition of PacifiCorp from Scottish Power by MidAmerican Energy Holdings Company. The Commission orders MidAmerican Energy Holdings Company and PacifiCorp to comply with the commitments appended to the Stipulation.

#### 04-999-03

In the Matter of an Investigation into Pole Attachments

Order Granting Temporary Exemption issued February 8, 2006. For the application of Rule 746-345-3.C.8., the Commission will not require the pole owner to allow the applicant to self build the portion of the make ready work which would require the movement or replacement of poles or working with the electric utility's facilities located on a pole.

#### 06-035-10

In the Matter of the Application of PacifiCorp for Approval of a Power Purchase Agreement with Tesoro Refining and Marketing Company

Report and Order issued February 10, 2006. The Commission approves the 2006 Purchase Power Agreement between PacifiCorp and Tesoro Refining and Marketing Company.

#### 06-035-21

In the Matter of the Application of PacifiCorp for Approval of its Proposed Electric Service Schedules & Electric Service Regulations

Order Approving Stipulation with Modification issued May 25, 2006. The Commission approves, with modification, a Stipulation on filing requirements, discovery, and timing of a test period hearing.

#### 05-035-112

In the Matter of the Application of PacifiCorp for Approval of a Power Purchase Agreement with Kennecott Utah Copper Corporation

Report and Order issued February 22, 2006. The Commission approves the Purchase Power Agreement between PacifiCorp and Kennecott Utah Copper Corporation for January through December, 2006.

#### 05-035-54

In the Matter of the Application of MidAmerican Energy Holdings Company and PacifiCorp dba Utah Power & Light Company for an Order Authorizing Proposed Transaction

Report and Order issued March 14, 2006. The Amendment to Stipulation executed on March 3, 2006, by MidAmerican Energy Holdings Company, PacifiCorp, the Division, the Committee, UAE Intervention Group, UIEC, Utah Clean Energy and Western Resource Advocates is adopted by the Commission and incorporated by reference in this Order.

#### 06-035-T03

In the Matter of the Proposed Revisions of PacifiCorp, dba Utah Power & Light Company, to Regulation 9 and Schedule 300 to eliminate the \$150 ceiling on residential security deposits per Advice Filing 06-04

Order Suspending Tariff issued March 16, 2006. The proposed PacifiCorp tariff filing is suspended pending further Order of the Commission.

#### 06-035-27

In the Matter of the Application of PacifiCorp for Authority to (1) issue its promissory notes to and borrow from commercial banks for (a) not more than \$1.5 billion under revolving credit agreements, and (b) not more than \$1.5 billion under other borrowing arrangements; and (2) issue and sell its commercial paper in principal amounts not to exceed \$1.5 billion outstanding at any one time

Report and Order issued March 17, 2006. The application of the Company is approved.

#### 06-035-28

In the Matter of the Application of PacifiCorp for Authority to Enter into an Umbrella Loan Agreement with its Wholly Owned Subsidiaries and to Issue Promissory Notes to Evidence the Short-term Indebtedness

Order Approving Amendment to Umbrella Loan Agreement issued March 23, 2006. The Commission approves the March 25, 2006, request for approval of the proposed amendment and for authority to enter into an Amended Agreement with the Subsidiaries.

#### 05-035-98

In the Matter of the Excess PacifiCorp Income Tax Cost Monies Collected in Rates

Report and Order issued April 10, 2006. The Commission approves a Settlement Agreement which resolves all issues in this docket and dismisses the Committee of Consumer Services' Request for Agency Action without prejudice.

#### 03-035-14

In the Matter of the Application of PacifiCorp for Approval of an IRPbased Avoided Cost Methodology for QF Projects Larger than One Megawatt

Order issued April 19, 2006. The Commission approves a method to determine avoided transmission costs for indicative pricing pursuant to Schedule 38, for OFs integrating as a firm Network Resource, regardless of fuel type

#### 06-035-43

In the Matter of the Application of PacifiCorp for authority to (1) issue and sell or exchange not more than \$700,000,000 of debt, (2) enter into credit support arrangements, (3) enter into currency swaps, and (4) contribute or sell additional debt to special purpose entities Report and Order issued May 3, 2006.

The Commission approves the application.

#### 03-035-04

In the Matter of the Formal Complaint of Dammeron Valley Water Works vs. Utah Power and Light

Third Report and Order issued May 18, 2006. The Commission dismissed the complaint, having concluded the evidence does not support the complaint of Dammeron Valley Water Works that its equipment failures and protective equipment faults are the result of substandard power supplied by Utah Power and Light.

#### 06-035-43

In the Matter of the Application of PacifiCorp for authority to (1) issue and sell or exchange not more than \$700,000,000 of debt, (2) enter into credit support arrangements, (3) enter into currency swaps, and (4) contribute or sell additional debt to special purpose entities

Order Amending May 3, 2006, Report and Order issued May 18, 2006. The Commission amends the May 3, 2006, Report and Order by ordering PacifiCorp to continue filing Quarterly Financing Activity Reports and providing the Division of Public Utilities with copies of such reports as filed.



#### Electric Utility Dockets (cont.)

#### 05-035-09

In the Matter of the Petition of Pioneer Ridge LLC & Mountain Wind for Approval of a Contract for the Sale of Capacity and Energy for its Existing and Proposed of Facilities

Report and Order issued May 19, 2006. The Commission approves the method proposed by the Company for adjusting wind proxy prices to account for wind QF profile differences.

#### 04-035-70

In the Matter of the Complaint of Georgia B. Peterson, Janet B. Ward, William Van Cleaf, David Hiller, GP Studio, Inc., Truck Insurance Exchange on Behalf of Themselves and All Other Members of the Class Described Below Against Scottishpower Plc and PacifiCorp, dba Utah Power & Light Co, Requesting an Investigation, and Enforcement of the Commission's Orders in Docket Nos. 87-035-27 and 98-2035-04, and Compensation for Losses

Report and Order Approving Stipulation and Dismissing Petitions issued May 22, 2006. The Commission approves the May 5, 2006, Stipulation and dismisses the first and second petitions without prejudice.

#### 05-035-54

In the Matter of the Application of MidAmerican Energy Holdings Company And PacifiCorp dba Utah Power & Light Company for an Order Authorizing Proposed Transaction

Report and Order issued June 5, 2006. The Commission approves the Second Amendment to Stipulation by parties supporting the acquisition of PacifiCorp from ScottishPower by MidAmerican Energy Holdings Company.

#### 06-035-41

In the Matter of the Application of PacifiCorp dba Utah Power for a Deferred Accounting Order

Report and Order issued June 23, 2006. The Application is approved, and PacifiCorp is authorized to defer the rate credits associated with fulfillment of its obligations under commitment U 46 beginning April 1, 2006, as proposed.

## **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 399 Mountain View WY 82939-0399 Tel: (307) 786-2800 (800) 276-3481

(800) 276-3481 Fax: (307) 786-4362 Web: www.bvea.net

## Deseret Generation & Transmission Cooperative

10714 South Jordan Gtwy Suite 300 South Jordan UT 84095-3921

Tel: (801) 619-6500 (800) 756-3428 Fax: (801) 619-6599 Web: www.deseretgt.com

#### Dixie Escalante Rural Electric

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

#### Empire Electric Association

801 N Broadway PO Drawer K Cortez CO 81321-0676

Tel: (970) 565-4444 (800) 709-3726

Fax: (970) 564-4404 Web: www.empireelectric.org Web: www.eea.coop

Flowell Electric
Association

495 North 3200 West Fillmore UT 84631

Tel: (435) 743-6214 Fax: (435) 743-5722

#### **Garkane Energy**

120 West 300 South PO Box 465 Loa UT 84747-0465 Tel: (435) 836-2795

(800) 747-5403 Fax: (435) 836-2497

Web: www.garkaneenergy.com

#### Moon Lake Electric Association

188 West 200 North PO Box 278 Roosevelt UT 84066-2302 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 Web: www.mwpower.net

#### **North Creek Ranch HOA**

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

#### **PacifiCorp**

Regulatory Reporting 825 NE Multnomah St Suite 1900 Portland OR 97232

Tel: (503) 813-5000 Fax: (503) 813-5900 Web: www.pacificorp.com

#### **Raft River Rural Electric**

155 N Main Malta ID 83342-0617 Tel: (208) 645-2211 (800) 342-7732

(800) 342-7732 Fax: (208) 645-2300

#### **Rocky Mountain Power**

825 NE Multnomah St Suite 1900 Portland OR 97232 Tel: (888) 221-7070 Fax: (887) 548-3768

#### Strawberry Electric Service

803 North 500 East P0 Box 349 Payson UT 84651-0349 Tel: (801) 465-8020 Fax: (801) 465-8017 Web:

www.strawberryelectric.com

#### Strawberry Water Users Association 745 North 500 East

PO Box 70 Payson UT 84651-0070 Tel: (801) 465-9273 Fax: (801) 465-4580

#### Wells Rural Electric Company

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

## NATURAL GAS

UTILITY OVERVIEW

uestar Gas Company is the only operating natural gas utility regulated by the Public Service Commission of Utah. Questar Gas currently serves over 745,000 customers in Utah. Questar Gas is a local natural gas distribution company, which also owns natural gas production property providing about half of its supply needs.

#### **Questar Gas Rates**

Twice annually, as permitted by law, Questar Gas files a "passthrough" application to adjust the commodity and associated cost portions of its Utah natural gas rates. The remaining costs are recovered in general rate case proceedings. About 77 percent of the total cost of providing natural gas service to customers in Utah, some \$865 million annually, is for the gas itself. Expedited passthrough proceedings allow for the timely recovery of gas costs actually incurred. New rates are established on a projected basis. When actual costs vary from those projected, the difference is maintained in a special balancing account and an appropriate rate adjustment is made in the following pass-through proceeding.

During this fiscal year, rates charged by Questar changed five times. On October 1, 2005, the Commission approved an approximately \$29 million increase when a prior rate refund to customers for gas-processing costs found to be imprudently incurred expired. On November 1, 2005, the Public Service Commission approved a \$196.5 million gas cost pass-through rate increase (20.31%). This rate change was driven by higher wholesale natural gas prices. On February 1, 2006, the Commission approved a \$93.7 million gas cost pass-through rate decrease (8.08%) due to lower wholesale natural gas prices. On April 1, 2006, the Commission approved a \$38.6 million rate decrease (3.7%) due to a balancing account cost adjustment. On June 1, 2006, the Commission approved a stipulated settlement to reduce nongas costs by \$9.7 million (1.16%).





#### **Natural Gas Utility Dockets**

#### 05-057-13

In the Matter of the Verified Application of Questar Gas Company for a Change in the Interest Rate Used in the Extension Area Charge Calculations

Report and Order issued September 30, 2005. The Commission grants Ouestar Gas Company's application for a change in the interest rate applied to the non-refundable contribution being paid by certain communities of the Company's service territory through Extension Area Charges ("EAC") and instructs Questar Gas to use the aftertax rate of return in analyzing the payoff date for each EAC area in accordance with the orders issued by this Commission in each EAC docket.

#### 05-057-11

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

Interim Order issued October 28, 2005. Based upon recent significant increases in the price of purchased gas in the Rocky Mountain region, the Commission approves on an interim basis the Amended Application of Questar Gas Company to implement rates and charges reflecting an increase in Utah gas costs of \$196,481,000 effective November 1, 2005, and authorizes the Company to record system-wide gathering costs in the Supplier Non-Gas portion of the 191 Account.

## 04-057-04, 04-057-11, 04-057-13, 04-057-09, 05-057-01

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

Report and Order issued January 6, 2006. The Commission approves the Gas Management Cost Stipulation of Questar Gas Company, the Utah Division of Public Utilities and the Utah Committee of Consumer Services, authorizing recovery in rates of a portion of the costs incurred by Questar Gas Company in managing the heat content of the gas supplies delivered to its system commencing February 1, 2005

#### 06-057-01

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

Interim Order issued February 1, 2006. Based upon recent changes in the price of purchased gas in the Rocky Mountain region, the Commission approves on an interim basis the Amended Application of Questar Gas Company to implement rates and charges reflecting a decrease in Utah gas costs of \$93,731,000 effective February 1, 2006.

#### 06-057-T02

In the Matter of the Proposed Changes to the Questar Gas Company Tariff which can be assigned to four categories; (1) Elimination of I-2, IS-2, I-3 Rate Schedules, (2) Required changes to make the tariff consistent with current company practices, (3) Movement or deletion of sections, (4) Clean-up changes such as rewording, referencing, punctuation, formatting and grammatical corrections that do not affect the meaning or applicability of the Tariff.

Order Suspending Tariff issued March 28, 2006. The proposed tariff filing is suspended pending further order of the Commission.

#### 06-057-T03

In the Matter of the Proposal to Remove the \$0.38094 Debit Amortization from the Commodity Portion of Rates for all Firm Sales Classes

Order Granting Reduction in Rates issued April 7, 2006. The Commission grants Questar Gas Company's request to reduce its rates.

#### 05-057-T01

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

Order Approving Rate Reduction Stipulation issued May 26, 2006. The Commission approves the rate reduction stipulation submitted May 10, 2006.

## Key: Docket Number Short Title

Status as of June 30, 2006

#### Natural Gas Utility Companies in the State of Utah

under the Jurisdiction of the Public Service Commission

#### **Questar Gas Company**

180 East 100 South PO Box 45360 Salt Lake City UT 84145-0433 Tel: (801) 324-5555 (800) 541-2824 — Emergency Web: www.questar.com

### Wendover Gas Company Propane of Wendover Inc.

City of West Wendover 801 Alpine St. PO Box 2825 West Wendover, UT 89883 Tel: (775) 664-3081 Fax: (775) 664-3720



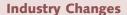
## TELECOMMUNICAT

#### UTILITY OVERVIEW

he 1995 Utah Telecommunications Reform Act and the 1996 Federal Telecommunications Act substantially altered the purposes and practices of telecommunications regulation in Utah and set in motion the process of developing competition for local phone service along the Wasatch Front. Various telecommunications companies now provide service over

1.2 million phone lines in Utah. The Commission's regulatory authority varies depending upon the extent to which competitive alternatives are available. The Commission regulates complaints regarding the service quality of the largest telecommunications

company in Utah, Qwest, and adjudicates interconnection agreements between Qwest and the 108 competitive local exchange companies ("competitors"), which have been granted permission by the Commission to provide telecommunications service along the Wasatch Front and the I-15 corridor from Logan to St. George. The Commission also fully regulates the rates, terms and conditions of service for 15 incumbent local exchange companies ("independents") serving rural areas of Utah.

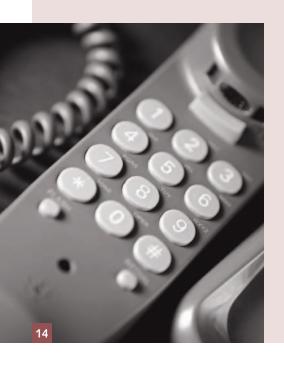


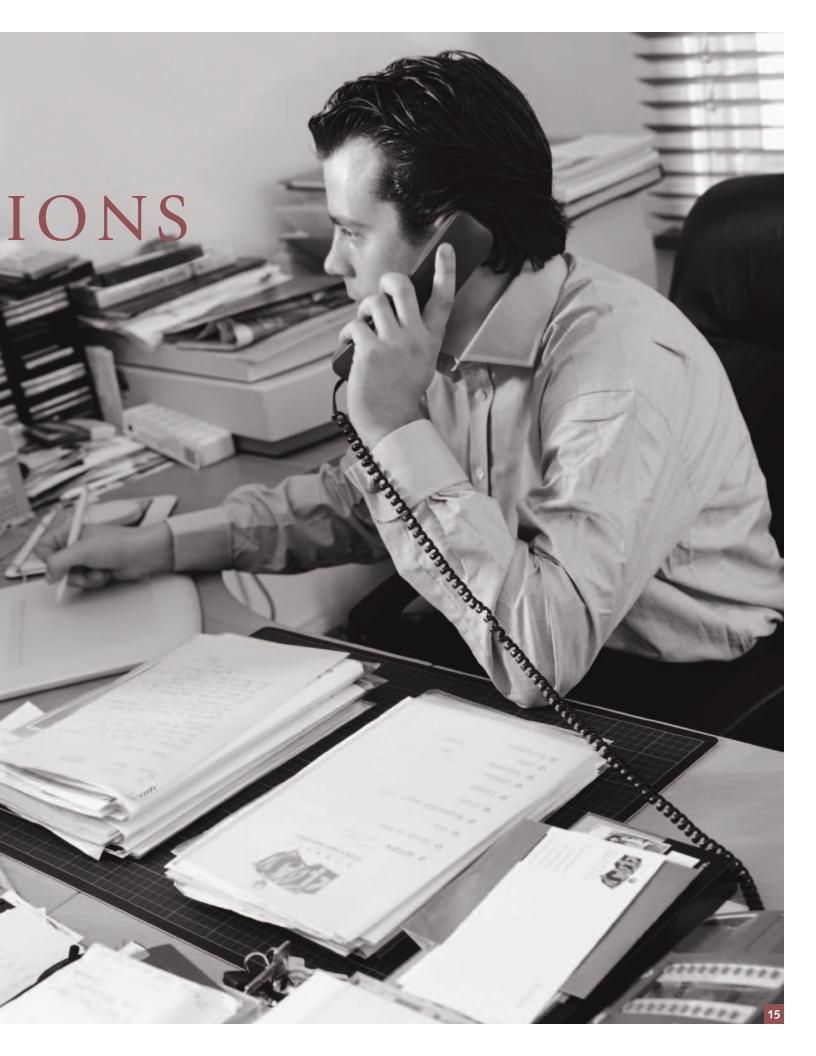
During fiscal year 2006, Utah continued to see interest from companies requesting to qualify to compete with Qwest. The Commission also received three requests from companies to compete with the independents in the rural areas of the state. Several competitive local exchange companies also

left the state. Since receiving federal approval in 2001 to enter long-distance markets in Utah, Qwest is now offering new options to its existing and potential customers. Qwest is now competing "head-to-head" with competitors by offering bundled services, including local, long-distance, wireless, and Internet services, at various unregulated rates.

In January of 2005, the State Legislature amended the 1995 Utah Telecommunications Reform Act. This legislation removed most of Qwest's tariff obligations to place it on a more equal footing with its competitors. With the exception of being required to offer a basic residential phone line at existing tariff rates, Qwest received pricing flexibility for all other residential and business services.

In the past three fiscal years, most of the Federal Communication Commission's ("FCC") rules governing





Qwest's basic obligations to make portions of its network available to competitors were overturned in federal court. The FCC has issued new rules dramatically reducing Qwest's obligations to lease portions of its network to competitors. As a result, Qwest could face reduced competition from competitors unless the competitors are capable of building networks of their own, or the competitors are willing to enter into commercial agreements, at higher prices, with Qwest. The Commission will continue to review the level of competition to ensure that consumers are protected.

An additional change in the marketplace is the practice of real estate developers and property owners/managers transacting exclusive agreements with a single telecommunications or other service provider, to offer voice, video and data services within their developments or properties. Such transactions can restrict access rights-of-way or easements making it impossible for any competing service provider to install network facilities thereby precluding competition among companies to directly serve land purchasers or tenants. While the Commission considers these types of arrangements to be contradictory to the legislative intent to promote competition, the transactions comply with existing law.

#### **Regulatory Activity**

Of the hundreds of telecommunications dockets the Commission addressed this year, a significant portion of them dealt with either the entry or exit of competitors, or the interaction between Qwest and competitors as the marketplace adjusted to, and implemented, the new FCC rules regarding inter-carrier relationships. These dockets addressed topics such as certificate applications and

cancellations, mergers and acquisitions, approval and enforcement of interconnection agreements, resolution of inter-carrier complaints, approvals of special contracts for regulated services, and other service issues.

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

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

#### **Price or Rate Regulation**

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

## Telecommunications Utility Dockets

#### **General Interest Orders**

#### 03-049-62

In the Matter of Owest Corporation's Land Development Agreements (LDA) Tariff Provisions

Order on Clear Wave Petition for Temporary Restraining Order and Preliminary Injunction and Owest Request for Expedited Relief issued August 3, 2005. The Commission denies Clear Wave's petition for a temporary restraining order and preliminary injunction and Owest's request for expedited relief. The Commission orders Owest and Clear Wave to negotiate and attempt to resolve what may be reasonable completion dates for the additional Option 2 projects anticipated under the March 9, 2004, Joint Stipulation, and which have been identified in this Order.

#### 05-052-02

In the Matter of the Request of Qwest Corporation ("Qwest") and South Central Utah Telephone Association, Inc. ("South Central"), for Approval of the Transfer of Service Territory between the Qwest Cedar City Exchange and the South Central Beryl Exchange

Order on Joint Petition to Transfer Service Territory issued November 28, 2005. The Commission amends the certificate of convenience and necessity of Owest by deleting the following described area in Iron County, Utah: Sections 15, 16, 17, 18, 19, 20, 21, 22, 28, 29, 30, 31, 32, 33, and 34 in Township 36 South, Range 14, West and Sections 3, 4, 5, 6, 7, 8, 9, and 10 in Township 37 South, Range 14 West, State of Utah.

#### 04-049-102

In the Matter of Owest's Request to Discontinue JR Accounting

Order Allowing Discontinuance of JR Accounting issued November 14, 2005. The Commission orders that Owest is no longer required to maintain Utah jurisdictionally specific (JR) accounting standards.

#### 06-2302-02

In the Matter of the Consolidation of the Local Calling Area and Elimination of the Existing EAS within the Carbon/Emery Telecom, Inc. Service Territory

Report and Order issued June 27, 2006. The commission approves the request of Carbon/Emery Telecom, Inc. to eliminate extended area service ("EAS") and EAS charges for residential and business lines within its service territory.

#### Key:

Docket Number Short Title

Status as of June 30, 2006

#### 00-049-80

In the Matter of the Request for EAS of the Citizens of Leeds, Utah

Report and Order issued December 6, 2005. The Commission, having concluded it lacks jurisdiction to require Qwest Communications to establish new Extended Area Service Calling plans, closes all of the outstanding Qwest Extended Area Service Dockets, as well as, Docket No. 00-2354-01, which would incorporate a Qwest exchange as part of the proposed area.

#### 00-2354-01

In the Matter of the EAS Request for Box Elder County

Report and Order issued December 6, 2005. The Commission, having concluded it lacks jurisdiction to require Qwest Communications to establish new Extended Area Service Calling plans, closes all of the outstanding Qwest Extended Area Service Dockets, as well as, Docket No. 00-2354-01, which would incorporate a Qwest exchange as part of the proposed area.

#### 05-046-01

In the Matter of Extended Area Services (EAS) for Sanpete County

Order approving proposed EAS Rates issued February 24, 2006. The Commission approves the proposed EAS rates submitted by Manti Telephone Company, Gunnison Telephone Company and Central Utah Telephone.

#### 91-049-15

In The Matter of the Petitions Received by the Committee for Extended Area Services, from Residential Telephone Consumers from Alta/Snowbird Exchange.

Report and Order issued December 6, 2005. The Commission, having concluded it lacks jurisdiction to require Qwest Communications to establish new Extended Area Service Calling plans, closes all of the outstanding Qwest Extended Area Service Dockets, as well as, Docket No. 00-2354-01, which would incorporate a Qwest exchange as part of the proposed area.

#### 96-049-02

In the Matter of the Petition for EAS from Lehi to Salt Lake City

Report and Order issued December 6, 2005. The Commission, having concluded it lacks jurisdiction to require Owest Communications to establish new Extended Area Service Calling plans, closes all of the outstanding Owest Extended Area Service Dockets, as well as, Docket No. 00-2354-01, which would incorporate a Owest exchange as part of the proposed area.

#### 96-049-09

In the Matter of the EAS Petition between Blanding, Bluff, Lake Powell, and Mexican Hat

Report and Order issued December 6, 2005. The Commission, having concluded it lacks jurisdiction to require Qwest Communications to establish new Extended Area Service Calling plans, closes all of the outstanding Owest Extended Area Service Dockets, as well as, Docket No. 00-2354-01, which would incorporate a Owest exchange as part of the proposed area.

#### 96-049-21

In the Matter of the EAS Petition between Alta and Salt Lake City

Report and Order issued December 6, 2005. The Commission, having concluded it lacks jurisdiction to require Qwest Communications to establish new Extended Area Service Calling plans, closes all of the outstanding Qwest Extended Area Service Dockets, as well as, Docket No. 00-2354-01, which would incorporate a Qwest exchange as part of the proposed area.

#### 96-049-22

In the Matter of the Petition for EAS from Brigham City to Ogden, Clearfield, and Kaysville

Report and Order issued December 6, 2005. The Commission, having concluded it lacks jurisdiction to require Qwest Communications to establish new Extended Area Service Calling plans, closes all of the outstanding Qwest Extended Area Service Dockets, as well as, Docket No. 00-2354-01, which would incorporate a Qwest exchange as part of the proposed area.

#### 96-049-26

In the Matter of the EAS Petition between Leeds and Hurricane

Report and Order issued December 6, 2005. The Commission, having concluded it lacks jurisdiction to require Qwest Communications to establish new Extended Area Service Calling plans, closes all of the outstanding Qwest Extended Area Service Dockets, as well as, Docket No. 00-2354-01, which would incorporate a Qwest exchange as part of the proposed area.

#### 97-049-03

In the Matter of EAS between Brian Head-Cedar City/Parowan

Report and Order issued December 6, 2005. The Commission, having concluded it lacks jurisdiction to require Qwest Communications to establish new Extended Area Service Calling plans, closes all of the outstanding Qwest Extended Area Service Dockets, as well as, Docket No. 00-2354-01, which would incorporate a Qwest exchange as part of the proposed area.

#### 97-049-07

In the Matter of EAS for Tooele

Report and Order issued December 6, 2005. The Commission, having concluded it lacks jurisdiction to require Qwest Communications to establish new Extended Area Service Calling plans, closes all of the outstanding Qwest Extended Area Service Dockets, as well as, Docket No. 00-2354-01, which would incorporate a Owest exchange as part of the proposed area.

#### 97-049-19

In the Matter of the Petition for EAS from Richfield and the Junction Utah area to Salt Lake City

Report and Order issued December 6, 2005. The Commission, having concluded it lacks jurisdiction to require Qwest Communications to establish new Extended Area Service Calling plans, closes all of the outstanding Qwest Extended Area Service Dockets, as well as, Docket No. 00-2354-01, which would incorporate a Qwest exchange as part of the proposed area.

#### 97-049-28

In the Matter of EAS for Nephi to Goshen, Payson, Provo, Orem, Salem, Santaquin, Spanish Fork, and Springville Exchanges

Report and Order issued December 6, 2005. The Commission, having concluded it lacks jurisdiction to require Owest Communications to establish new Extended Area Service Calling plans, closes all of the outstanding Owest Extended Area Service Dockets, as well as, Docket No. 00-2354-01, which would incorporate a Owest exchange as part of the proposed area.

#### 99-049-02

In the Matter of the Petition for Extended Area Service (EAS) for the Coalville-Henefer Area

Report and Order issued December 6, 2005. The Commission, having concluded it lacks jurisdiction to require Qwest Communications to establish new Extended Area Service Calling plans, closes all of the outstanding Qwest Extended Area Service Dockets, as well as, Docket No. 00-2354-01, which would incorporate a Qwest exchange as part of the proposed area.

#### 99-049-03

In the Matter of the petition for Extended Area Service (EAS) for the Roosevelt Area Filed by Shar Benson

Report and Order issued December 6, 2005. The Commission, having concluded it lacks jurisdiction to require Qwest Communications to establish new Extended Area Service Calling plans, closes all of the outstanding Qwest Extended Area Service Dockets, as well as, Docket No. 00-2354-01, which would incorporate a Qwest exchange as part of the proposed area.

## Rural Incumbent Exchange Carriers and Universal Service Fund Orders

#### 06-052-01

In the Matter of the Division of Public Utilities' Compliance Audit of South Central Utah Telephone Association, Inc.

Report and Order Terminating State Universal Service Fund ("USF") Payments issued May 3, 2006. The Commission terminates State USF payments to South Central Utah Telephone as requested by South Central and recommended by the Division.

#### 06-2218-01

In the Matter of the Request of Michael and Laverne Coseo for One-Time Distribution from the State Universal Public Telecommunications Support Fund

Report and Order issued June 12, 2006. The Commission grants a one-time distribution from the state universal public telecommunications service fund to facilitate the provision of telecommunications service by Frontier Communications to customers in Monticello, Utah serving area.

#### 01-052-02

In the Matter of the Request One-Time USF Distribution for Facility Placement in the Navajo Lake Area

Report and Order issued January 12, 1006. The Commission grants a one-time distribution from the State Universal Public Telecommunications Service Support Fund to facilitate the provision of telecommunications service by South Central Utah Telephone association to customers in the Navajo Lake area.

#### 05-053-01

In the Matter of the Application for Increase in USF Eligibility for Uintah Basin Telecommunications Association, Inc. and UBET Telecom, Inc.

Report and Order issued November 4, 2005. The Commission approves the Stipulation between Uintah Basin Telecommunications Association, Inc., UBET Telecom, Inc., the Division of Public Utilities and the Committee of Consumer Services, increasing Applicants' intrastate revenue requirement and annual Universal Service Support Fund disbursement.

#### 06-042-01

In the Matter of the Division of Public Utilities' Compliance Audit Emery Telephone

Report and Order Terminating State USF Payments issued June 13, 2006. The Commission terminates Universal Service Fund payments to Emery Telephone as requested by Emery Telephone and recommended by the Division.

#### 05-2302-01

In the Matter of the Application for Increase of Rates and Charges and USF Eligibility for Carbon/Emery Telecom. Inc.

Report and Order issued January 3, 2006. The Commission approves the stipulation and amendment of stipulation of Carbon/Emery Telecom, Inc. ("applicant"), the Utah Division of Public Utilities intrastate revenue requirement and base affordable rate, and approving disbursement from the Universal Service Support Fund.

#### **Arbitration Orders**

#### 03-049-19

In the Matter of the Petition of Autotel for Arbitration of an Interconnection Agreement with Qwest Corporation Pursuant to Section 252(b) of the Telecommunications Act

Order Denying Request for Approval of Proposed Agreement issued August 17, 2005. The Commission orders that the request for approval of proposed agreement is denied.

#### 05-049-95

In the Matter of the Petition of Autotel for Arbitration of an Interconnection Agreement with Qwest Corporation Pursuant to Section 252(b) of the Telecommunications Act

Order Granting Motion to Dismiss issued December 7, 2005. The Commission grants Owest Corporation's motion to dismiss and dismisses Autotel's petition for arbitration.

## Certificate and ETC Applications

#### 05-2446-01

In the Matter of the Petition of VCI Company dba Vilaire for Designation as an Eligible Telecommunications Carrier Providing Service to Customers under the Utah Low-Income Telephone Assistance Plan

Report and Order issued August 17, 2005. The Commission grants VCI Company's request for Federal ETC status for the Owest exchanges in Utah. The Commission limits the designation to eligibility for the Federal Lifeline/Link Up program, thereby limiting withdrawal from the Utah Universal Service Fund to the state contribution for low-income households under the Lifeline program.

#### 05-2449-01

In the Matter of the Application of Vycera Communications, Inc. for a Certificate of Public Convenience and Necessity Allowing Operation as a Competitive Local Exchange Carrier and Provider of Resold Intrastate Inter-Exchange Telecommunication Services

Report and Order issued October 26, 2005. The Commission grants the request of Vycera Communication, Inc. ("Applicant") for a certificate of public convenience and necessity authorizing Applicant to provide public telecommunications services within the state of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

#### Key:

Docket Number

Short Title

Status as of June 30, 2006

#### 05-2451-01

In the Matter of the Application of Ernest Communications, 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 issued October 12, 2005. The Commission grants the request of Ernest Communications, Inc. ("Applicant") for a certificate of public convenience and necessity authorizing Applicant to provide public telecommunications services within the state of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

#### 05-2452-01

In the Matter of the Application of Matrix Telecom, Inc. for a Certificate of Public Convenience and Necessity to Resell Local Exchange Telecommunications Services within the State of Utah

Report and Order issued December 15, 2005. The Commission grants the request of Matrix Telecom, Inc. ("Applicant") for a certificate of public convenience and necessity authorizing Applicant to provide public telecommunications services within the state of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

#### 05-2453-01

In the Matter of the Application of Chase Com for a Certificate of Public Convenience and Necessity to Provide Switched and Dedicated, Resold and Facilities-Based Local Exchange and Facilities-Based Inter-Exchange Services Within the State of Utah

Report and Order issued July 13, 2005. The Commission grants the request of Chase Com ("Applicant") for a certificate of public convenience and necessity authorizing Applicant to provide public telecommunications services within the state of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

#### 05-2457-01

In the Matter of the Petition of Metropolitan Telecommunications of Utah, Inc. for Authority to Compete as a Telecommunications Corporation and to Offer Inter-Exchange and Public Local Exchange Telecommunications Services

Report and Order issued September 21, 2005. The Commission grants the request of Metropolitan telecommunications of Utah, Inc. ("Applicant") for a certificate of public convenience and necessity authorizing Applicant to provide public telecommunications services within the State of Utah, excluding those local exchanges having fewer than 5,000

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

#### 05-2458-01

In the Matter of the Application of LSSi Corp. for a Certificate of Public Convenience and Necessity to Provide Facilities-Based Competitive Local Exchange and Inter-Exchange Services Within the State of Utah

Report and Order issued July 12, 2005. The Commission grants the request of LSSI Corp. ("Applicant") for a certificate of public convenience and necessity authorizing Applicant to provide public telecommunications services within the state of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

#### 05-2460-01

In the Matter of the Application of BellSouth Long Distance, 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 issued September 7, 2005. The Commission grants the request of BellSouth Long Distance, Inc. ("Applicant") for a certificate of public convenience and necessity authorizing Applicant to provide public telecommunications services within the State of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

#### 05-2461-01

In the Matter of the Application of Veracity Communications, Inc. for a Certificate of Public Convenience and Necessity to Provide Facilities-Based Local Exchange Service within the State of Utah

Report and Order and Erratum Report and Order issued September 21, 2005. The Commission grants request of Veracity Communications, Inc. ("Applicant") for a certificate of public convenience and necessity authorizing Applicant to provide public telecommunications services within the state of Utah, excluding those local exchanges having fewer than 5,000 access lines of the incumbent telephone corporation with fewer than 30,000 access lines in the state.

#### 05-2462-01

In the Matter of the Application of OrbitCom, Inc. for a Certificate of Public Convenience and Necessity to Provide Local Exchange Telecommunications Services, and to Provide Emerging Competitive Telecommunications Services in the State of Utah

Report and Order issued October 19, 2005. The Commission grants the request of OrbitCom, Inc. ("Applicant") for a certificate of public convenience and necessity authorizing Applicant to provide public telecommunications services within the state of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

#### 05-2463-01

In the Matter of the Application for a Certificate of Public Convenience and Necessity of Comtel Telecom Assets LP and Joint Notice of Asset Transfer

Report and Order issued January 27, 2006. The Commission grants the request of Comtel Telecom assets LP ("Comtel") for a certificate of public convenience and necessity authorizing Comtel to provide public telecommunications services within the state of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state. The Commission also finds Comtel's proposed acquisition of certain assets of VarTec Telecom, Inc., Excel Telecommunications, Inc., and VarTec Telecom Solutions, Inc. (the "VarTec Companies") to be in the public interest and approves the same.

#### 06-2464-01

In the Matter of the Application of IDT America Corp. for a Certificate of Public Convenience and Necessity to Provide Facilities-Based and Resold Local Exchange Services

Report and Order issued April 3, 2006. The Commission grants the request of IDT America Corp. ("Applicant") for a certificate of public convenience and necessity authorizing Applicant to provide public telecommunications services within the State of Utah, excluding those local exchanges having fewer than 5,000 access lines of an incumbent telephone corporation with fewer than 30,000 access lines in the state.

#### 04-2432-01

In the Matter of the Request for Action of Global Connection, Inc. of America to do Business in the State of Utah as a Reseller of Long Distance Service

Amendatory Order issued July 19, 2005. The Commission amends its order of November 17, 2004, to require Global Connection, Inc. of America ("Global Connection") to post a \$100,000 bond because Global Connection has indicated its intent to begin collecting customer deposits and prepayments. The Commission acknowledges Global Connection has posted the requisite bond.

### Cancellation of Certificates

#### 05-2210-01

In the Matter of the Petition of Winstar Communications, LLC to Voluntarily Surrender its Certificate of Convenience and Necessity

Cancellation of Certificate issued September 14, 2005. Applicant having sought voluntary certificate cancellation, and no detriment to the public interest appearing, the Commission cancelled the certificate.

#### 05-2359-01

In the Matter of the Decertification of NetTronix, Inc.

Report and Order Canceling Certificate issued March 13, 2006. As NetTronix, Inc. failed to appear and show cause why it failed to file its annual report for 2004, and further show cause why it should not be fined and have its Certificate of Public Convenience and Necessity ("Certificate') cancelled for failure to file the annual report, the Commission cancelled the Certificate

#### 05-2391-01

In the Matter of the Petition of U.S. TelePacific Corp. dba TelePacific Communications for Cancellation of Certificate of Public Convenience and Necessity

Order Canceling Certificate issued January 26, 2006. Petitioner having sought voluntary certificate cancellation, and no detriment to the public interest appearing, the Commission cancelled the certificate.

#### 05-2250-01

In the Matter of the Petition of Comm. South Companies, Inc., for Discontinuance of Telecommunications Services and Cancellation of Certificate of Public Convenience and Necessity

Order Canceling Certificate issued December 15, 2005. Petitioner having sought voluntary certificate cancellation, and no detriment to the public interest appearing, the Commission cancelled the certificate.

#### 05-2264-01

In the Matter of the Change of Control of Western CLEC Corporation to AllTec Corporation

Cancellation of Certificate issued September 21, 2005. Applicant having sought voluntary certificate cancellation, and no detriment to the public interest appearing, the Commission cancelled the certificate.

#### 05-2293-01

In the Matter of the Petition of C12, Inc., for Discontinuance of Telecommunications Services and Cancellation of Certificate of Public Convenience and Necessity

Order Canceling Certificate issued December 19, 2005. Petitioner having sought voluntary certificate cancellation, and no detriment to the public interest appearing, the Commission cancelled the certificate.

#### 06-2259-01

In the Matter of ICG Telecom Group, Inc.'s Request to Abandon Service

Report and Order Canceling Certificate issued May 3, 2006. Petitioner having sought voluntary certificate cancellation, and no detriment to the public interest appearing, the Commission cancelled the certificate.

#### 06-2294-01

In the Matter of the Application for Withdrawal of Certificate of Public Convenience and Necessity

Order Canceling Certificate issued February 23, 2006. Petitioner having sought voluntary certificate cancellation, and no detriment to the public interest appearing, the Commission cancelled the certificate.

#### 06-2355-01

In the Matter of the Application of KMC Telecom V, Inc. to Cancel its Certificate of Public Convenience and Necessity

Report and Order Canceling Certificate issued June 20, 2006. Petitioner having voluntarily sought cancellation of its certificate, and no detriment to the public interest appearing, the Commission \_\_\_\_ cancelled the certificate.

#### 06-2380-01

In the Matter of the Decertification of CeriStar

Report and Order Canceling Certificate issued March 13, 2006. CeriStar having failed to appear and show cause why it has failed to pay its public utilities regulation fee and file its annual report for 2004, and further to show cause why it should not be fined and have its Certificate of Public Convenience and Necessity ("Certificate") cancelled for these failures, and no detriment to the public interest appearing, the Commission cancelled the certificate.

#### 84-095-02

In the Matter of the Application of MCI Telecommunications Corp. (through Verizon Business) to Cancel its Certificate

Order Canceling Certificate issued April 10, 2006. At the petitioner's request and due to corporate reorganization and restructuring the Commission cancelled the Certificate of Public Convenience and Necessity originally given to MCI Telecommunications Corporation, on November 16, 1984, in this docket.

### Interconnection Dockets

#### 05-049-81

In the Matter of the Interconnection Agreement between Qwest Corporation and Prime Time Ventures, LLC

Report and Order issued November 8, 2005. The Commission rejects the Amendments to the Interconnection Agreement filed on July 14, 2005, as being defective involving a noncertificated carrier.

#### 05-049-82

In the Matter of the Interconnection Agreement between Qwest Corporation and Prime Time Ventures, LLC

Report and Order issued November 8, 2005. The Commission rejects the Amendments to the Interconnection Agreement filed on July 14, 2005, as being defective involving a noncertificated carrier.

#### 06-049-13

In the Matter of the Interconnection Agreement between Qwest Corporation and Cordia Communications Corp.

Report and Order issued April 25, 2006. The Commission rejects the Interconnection Agreement at issue being defective as involving a non-certificated carrier.

#### 06-049-20

In the Matter of the Filing Under Protest of the Commercial Agreement between Qwest Corporation and Cordia Communications Corp. for the Provision of Qwest Platform Plus Service

Report and Order issued April 25, 2006. The Commission rejects the Master Services Agreement at issue being defective as involving a non-certificated carrier.

#### 06-049-25

In the Matter of the Interconnection Agreement between Qwest Corporation and Navigator Telecommunications, LLC

Report and Order issued April 24, 2006. The Commission rejects the Interconnection Agreement at issue being defective as involving a non-certificated carrier.

#### 06-049-39

In the Matter of the Filing Under Protest of the Commercial Agreement between Qwest Corporation and Navigator Telecommunications, LLC for the Provision of Qwest Platform Plus<sup>™</sup> Service

Report and Order issued June 20, 2006. The Commission rejects the interconnection agreement at issue being defective as involving a non-certificated carrier.



#### **Customer Complaints**

#### 05-999-10

In the Matter of the Investigation of the Customer Complaints and Compliance with FCC Rules, Commission Administrative Rules and State Statutes by National Access Long Distance

Report and Order issued January 10, 2006. The Commission approves the settlement agreement and motion for adoption of settlement agreement between the Utah Division of Public Utilities, the Utah Division of Consumer Protection and National Access Long Distance ("NALD") requiring NALD to pay a \$250,000.00 fine to the state of Utah to settle allegations of unauthorized switching of customers' long distance provider and failure to respond to complaints in a timely manner.

#### 06-2263-01

In the Matter of National Telecommunication Consultants, Inc. as Agent for Little Caesars Pizza, Utah, LLC vs. Eschelon Telecom of Utah, Inc.

Report and Order Dismissing Complaint issued May 25, 2006. The complaint is dismissed.

#### 05-049-93

In the Matter of the Formal Complaint of Kenneth Jarvi vs. Qwest

Report and Order Dismissing Complaint issued October 19, 2005. The complaint is dismissed.

#### 05-049-108

In the Matter of the Formal Complaint of Geoff Boston vs. Qwest Corporation

Order Granting Extension of Time to File Answer or Other Response issued January 4, 2006. Qwest's motion for extension of time to file answer or other response is granted.

#### 05-049-108

In the Matter of the Formal Complaint of Geoff Boston vs. Qwest

Report and Order issued April 25, 2006. Complainant Geoff Boston shall have thirty days from the date of this order to show cause to the Commission why the Commission should not adopt the settlement agreement offered by Owest Corporation and dismiss the subject complaint.

#### 05-087-43

In the Matter of the Formal Complaint of Hillary and Kyle Thornock vs. AT&T

Report and Order Dismissing Complaint issued July 19, 2005. The complaint is dismissed.

#### 05-049-74

In the Matter of the Formal Complaint of Everett Peck vs. Qwest

Report and Order issued October 24, 2005. The complaint is dismissed.

#### 05-2208-01

In the Matter of the Formal Complaint of Dial Mark LLC vs. XO Communications

Report and Order Dismissing Complaint issued November 9, 2005. The complaint is dismissed.

#### 05-2224-02

In the Matter of the Formal Complaint of Jared Beagley vs. U.S. Tel.

Report and Order issued March 1, 2006. U.S. Tel shall remove the disputed technician dispatch charge from complainant's final bill and account records and terminate any activities undertaken to collect said charge.

#### 05-2249-01

In the Matter of the Formal Complaint of Edgemont Auto Service vs. McLeod USA

Report and Order issued December 28, 2005. The complaint is dismissed.

#### 06-049-45

In the Matter of the Formal Complaint of Dave Holman vs. Qwest

Report and Order issued May 15, 2006. The complaint is dismissed.

#### 06-087-01

In the Matter of the Formal Complaint of Stampin Up vs. AT&T

Report and Order Dismissing Complaint issued June 12, 2006. The complaint is dismissed.

#### 06-2224-0

In the Matter of the Formal Complaint of LaVonne and David Truss vs. U.S. Tel.

Report and Order issued April 10, 2006. U.S. Tel shall refund the \$49.00 reconnection fee to complainants, remove from the \$22.07 monthly service charge from their final bill and account records, and terminate any activities undertaken to collect said charge.

#### 06-2224-02

In the Matter of the Formal Complaint of Robert Finch vs. U.S. Tel.

Report and Order issued June 28, 2006. The complaint is dismissed.

#### Key:

Docket Number

Short Title

Status as of June 30, 2006

## Carrier to Carrier Complaints

#### 05-054-01

In the Matter of the Complaint of Union Telephone Company, a Wyoming Corporation, against Qwest Corporation, fka US West Communications Inc., a Colorado Corporation

Order Granting Motion for a More Definite Statement issued May 4, 2005. The Commission grants Qwest's motion for a more definite statement.

#### 05-054-01

In the Matter of the Complaint of Union Telephone Company, a Wyoming Corporation, against Qwest Corporation, fka US West Communications Inc., a Colorado Corporation

Order Granting Partial Motion to Dismiss issued September 28, 2005. The Commission grants Qwest's partial motion to dismiss second amended complaint. All Union Telephone claims seeking compensation for termination of wireless calls are dismissed.

#### 05-054-01

In the Matter of the Complaint of Union Telephone Company, a Wyoming Corporation, against Qwest Corporation, fka US West Communications Inc., a Colorado Corporation

Order Granting Motion to Voluntarily Dismiss Complaint issued December 28, 2005. The Commission grants Union's motion to voluntarily dismiss complaint. All remaining Union claims against Owest in this docket are dismissed without prejudice.

#### 06-2249-01

In the Matter of the Complaint of McLeod USA Telecommunications Services, Inc., against Qwest Corporation for enforcement of Commission-approved interconnection agreement

Order Denying Motion to Compel Discovery issued May 5, 2006. The Commission denies McLeod's motion to compel.

#### 05-2266-01

In the Matter of the Petition of Level 3 Communications, LLC for Enforcement of the Interconnection Agreement between Qwest and Level 3

Report and Order issued August 18, 2005. The Commission concludes the method of calculation of the relative use factor for direct trunk transport facilities under the parties' previous interconnection agreement for the period in dispute properly excludes internet service provider-bound traffic. The Commission denies the petition of Level 3 Communications, LLC, and grants Owest Corporation's counter-claim while making no finding regarding the amount owed by Level 3 to Owest.

#### 05-2266-01

In the Matter of the Petition of Level 3 Communications, LLC for Enforcement of the Interconnection Agreement between Qwest and Level 3

Order Granting Limited Reconsideration issued October 4, 2005. Limited reconsideration of the August 18 Report and Order is granted for 45 days.

#### 05-2266-01

In the Matter of the Petition of Level 3 Communications, LLC for Enforcement of the Interconnection Agreement between Qwest and Level 3

Order Granting Leave to File Reply Brief and Motion to Extend Schedule issued November 23, 2005. Level 3 shall have ten days fro the date of this order to file a reply to Owest's response.

#### Mergers and Transfers of Controls

#### 05-094-01

In the Matter of the Application of Sprint Communications Company L.P. to Transfer Utah Sprint Complete Sense (sm) and Sprint Complete Sense for Business (sm) Customer Base and Withdraw the Provision of UNE-P

Report and Order issued February 17, 2006. On the recommendation of the Division of Public Utilities, Utah Department of Commerce, and no detriment to the public interest appearing, the Commission approves the application.

#### 06-087-02

In the Matter of the Joint Application of AT&T Inc. and BellSouth Corporation for Approval of Agreement and Plan of Merger

Order Approving Merger issued May 16, 2006. The Commission finds the proposed merger of AT&T Inc., and BellSouth Corporation to be in the public interest and approves the same.

#### 06-2287-01

In the Matter of the Application of EarthLink, Inc. and New Edge Networks, Inc., for Approval of an Indirect Transfer of Control

Order Approving Indirect Transfer of Control issued March 3, 2006. The Commission approves the proposed indirect transfer of control of New Edge Networks to EarthLink, Inc.

#### 06-2299-01

In the Matter of the Joint Application for an Integra Telecom Holdings, Inc., and Electric Lightwave, LLC

Order Approving Transfer of Control issued April 17, 2006. The Commission finds the proposed transfer of control of Electric Lightwave, LLC, to be in the public interest and approves the same.

#### 06-2330-01

In the Matter of the Application for Approval of the Transfer of Control of Ionex Communications North, Inc., Debtor-in-Possession

Order Approving Indirect Transfer of Control issued March 23, 2006. The Commission approves the proposed indirect transfer of control of lonex Communications North, Inc.

#### 05-2266-02

In the Matter of the Joint Application of Level 3 Communications, LLC and WilTel Communications Group, LLC for Approval of an Indirect Transfer of Control of WilTel Communications, LLC

Order Approving Indirect Transfer of Control issued December 8, 2005. The Commission finds the proposed indirect transfer of control of WilTel Communications, LLC to Level 3 Communications, LLC to be in the public interest and approves the same.

#### 05-2430-01

In the Matter of the Proposed Acquisition of MCI, Inc. by Verizon Communications, Inc.

Order Granting Withdrawal of Intervening Party and Approving Merger issued September 16, 2005. The Commission grants the request of Covad Communications Company to withdraw as an intervening party to this docket. The Commission finds the proposed merger of MCI, Inc., and Verizon Communications, Inc., to be in the public interest and approves the same.

#### **Tariffs**

#### 06-2302-T01

In the Matter of the Utah Exchange Tariff, 1st Revised sheet No. 20, Appendix A, Canceling Original Sheet 20, Appendix A, Local Exchange Service, Dial Tone Line

Report and Order issued January 19, 2006. The Commission approves the revised tariff filed by Carbon/Emery Telecom, Inc. ("Carbon/Emery"), and, for good cause shown, grants Carbon/Emery's request that the revised tariff become effective on January 20, 2006.

#### Miscellaneous

#### 04-087-73

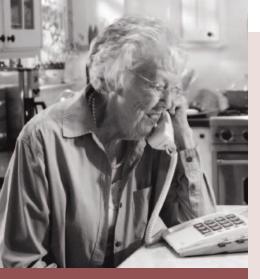
In the Matter of AT&T Corp. vs. Qwest Corporation

Report and Order Granting Joint Motion to Terminate Proceedings With Prejudice issued July 13, 2005. The complaint is dismissed with prejudice

#### 05-2359-01

In the Matter of the Petition of the Division of Public Utilities for an Order to Show Cause Why NetTronix, Inc. Should Not be Penalized for Failure to File its Annual Report and Pay its Public Utilities Regulation Fee

Order to Show Cause issued August 11, 2005. NetTronix Inc., and its officers, shall show cause, if any, why the company should not be fined for failing to file the report, and other remedies imposed on the company and its named officers.



#### **Relay Utah Presentations**

7/5/05 — 70 attendees Crossroads Senior and Community Center, Roosevelt

> 9/16/05 — 20 seniors Murray Heritage Center

11/2/05 — 80 seniors Smithfield City Senior Citizens Center

11/10/05 — 30 seniors South Sevier Senior Center, Monroe

> 12/5/05 — 30 seniors Park City Senior Citizens Center

> > 12/16/05 — 25 seniors Coalville Senior Center

1/9/06 — 75 attendees Columbus Senior Center, Salt Lake City

1/11/06 — 65 attendees
Tooele County Senior Citizens Center

2/2/06 — 39 attendees Richfield Senior Citizen Center

2/16/06 — 45 attendees South Summit Senior Center

3/22/06 — 80 attendees Provo Eldred Center

3/29/06 — 40 attendees Golden Hours

4/13/06 — 7 attendees Harmon Home Senior Center, West Valley City

> 4/27/06 — 100 attendees Orem Senior Friendship Center

5/3/06 — 40 attendees Harmon Home Senior Center, West Valley City

## TELECOMMUNICATIONS RELAY SERVICE AND EQUIPMENT DISTRIBUTION PROGRAM

iscal Year 2006 has been another year of great change and advances in telecommunications services and equipment for people with hearing loss or speech disabilities. Choices continue to expand for people unable to use a standard telephone now that there are

Video Relay Services, Internet Protocol Relay, captioned telephones in addition to the improvements to equipment such as amplified telephones and text telephones. Traditional Telecommunications Relay Service (TRS) has been available for more than 17 years now, and other more non-traditional uses of TRS are accessible with services in Spanish, Speech-to-Speech, Voice Carry Over/CapTel, and Hearing Carry Over. Equipment distribution has seen enormous growth over the last few years as the Commission continues with advertising and public relations targeted to those people who are hard of hearing, a population whose number is predicted to grow as baby boomers age and health services improve resulting in increased longevity of life.



#### **Outreach Efforts**

The Relay Utah service was initiated in 1988 as one of the first Relay services established in the United States. Housed under the umbrella of the Public Service Commission, Relay Utah provides access to hearing assistive equipment and telephone relay services, through Sprint, to allow Utah citizens who are deaf, hard of hearing or speech disabled more efficient communication. The Public Service Commission has been using the services of an advertising agency, Penna Powers Brian Haynes (PPBH), to help with outreach, marketing, and public relations for Relay Utah and the equipment distribution program. PPBH created a new television spot entitled "Family Portrait" that aired along with three other Relay Utah related commercials that appearing on CBS-Channel 2, ABC-Channel 4, and KJZZ-Channel 14. The television spot emphasizes how the telephone equipment distribution program and specifically the CapTel phone has enhanced a grandmother's life and the lives of her family because of their ability to communicate easily. "Senior Minute," a television program for seniors has run a few different interviews regarding information about Relay Utah and the CapTel phone. This three-minute program aired on KJZZ has been an excellent means of getting out information about Relay Utah and the equipment distribution to the public. Print ads appeared in publications such as Utah Spirit, Prime Times, Shakespearean Festival Play Bills for summer and fall, Best Years magazine, and Salt Lake City Senior Directory. Media placements appeared in the Deseret Morning News and The Enterprise.

Other accomplishments include the creation of a new Relay Utah/Sprint brochure that provides details of the services and equipment options available for the deaf, hard of hearing and speech disabled. The Relay Utah display was also updated showing the new equipment that is available. To round out methods of outreach, a more grassroots means of informing the public has been through speaker's bureau presentations made by the Public Service Commission at senior centers throughout the state. These presentations have led to increases in applications for, and distribution of, specialized telecommunications

Fiscal Year Pieces of Equipment Distributed

2000......53 2001......41 2002.....105 2003.....127 2004.....188 2005.....338

2006.....515 Total...1,367

## **Equipment Distribution**

equipment.

With the number of presentations made across the state in addition to the advertising efforts, requests for applications for specialized telecommunication equipment continue to increase as seen in the following chart. Only one Commission staff member has been handling the

equipment distribution and training, but the Public Service Commission is in the process of hiring additional help to meet the growing demands.

#### House Bill 145

With new technological developments and changes in the telecommunication industry, designed to meet the needs of the deaf and hard of hearing, there has been a decline in use of the traditional text telephone ("TTY") and an increase in other services such as video relay service and Internet protocol relay. As these options for communication have expanded, there has developed an extreme shortage of American Sign

Language interpreters available to meet these growing needs. Besides the need in the video relay service area, the demand for interpreters in the community and in the educational field has also increased. As a result, during the 2005 legislative session, Senator Brent Goodfellow sponsored House Bill 145, "Amendments to Hearing and Speech Impaired Telecommunications Program," which passed unanimously in the Senate. This bill allowed for the PSC to solicit bids through the state procurement process with the goal of increasing the number of Novice, Intermediate, and Advanced American Sign Language interpreters in Utah. Following the process, the PSC was able to award contracts to three separate sign language interpreter training programs: Utah Valley State College (UVSC), the Utah Interpreter Program, and Salt Lake Community. It is a time of great opportunity to be studying sign language interpreting because there are three different training programs available to meet a variety of needs in Orem or the Salt Lake area. These new programs have allowed for the creation of new, paid positions as well as the use of mentors who are deaf to improve the skills and abilities of interpreters in training.

Scholarships or grants are often available to those in training.

Utah Valley State College has 11 students enrolled at this time. UVSC is also trying to expand a Novice Level Program by offering a bachelors degree in American Sign Language and Interpreting. Two levels of approval remain in that process. Eight new courses specifically for interpreting students will be offered which will expand the Novice Level Program.

The Utah Interpreting Program established its Interpreter Certification Advancement Network and has 15 interpreters focusing on both American Sign Language development and interpreting skills with the assistance of seven mentors who are deaf. Only being at the midpoint of the first year, this individualized mentoring approach seems to be highly effective and should see results of all enrolled to become certified.

As a result of PSC funding, a Fast Track program was implemented at Salt Lake Community College, which supplements the regular interpreter-training program already in progress. Nine students are enrolled in the Fast Track, while 55 first year students and 16-second year students round out the more traditional interpreting training program



## Captioned Telephone (CapTel)

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

#### **Video Relay Service (VRS)**

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

first to establish and offer a video relay service in July, 2002 and can be reached at www.utvrs.com.
In 2003, Sorenson
Communications, a local Utah company, entered the VRS arena

and quickly became the largest carrier. At the conclusion of fiscal year 2006 Sorenson has 48 VRS call centers across the US. They have expanded their VRS call center locations in order to not use up too many certified interpreters in the one particular state area. Sorenson created the only equipment solely for the use of people who are deaf rather than retrofitting existing equipment. Sorenson VRS can be accessed at www.sorensonvrs.com.

## Internet Protocol Relay (IP Relay)

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



www.relayutah.gov

Funding for Relay Utah, the equipment distribution program, and the interpreter training programs all come from a monthly surcharge on Utah residential and business telephone lines, with a mandated maximum not to exceed \$.25 per month per land telephone line. This rate is set by the Public Service Commission rule, and the current surcharge is set at \$.10 per line per month. During fiscal year 2006 the total amount received from the local exchange carriers was approximately \$1,355,778. The surcharge collections pay for the Relay Utah services, finances the equipment distribution programs, pays for outreach and education, pays for the amounts awarded to the interpreter training programs, as well as covers the administrative costs related to all the above. During FY 2006, the Commission spent \$1,476,387. The Commission has relied on a surplus to make up the difference between expenditures and revenues.

#### **Community Feedback**

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 06 the Public Service Commission held quarterly meetings with the Relay Utah Consumer Council ("RUCC") which includes representatives of different groups or organizations, and individuals who are deaf, hard of hearing, or speech disabled and also

Local exchange carriers that remitted a surcharge to the State of Utah's **Public Service Commission** in FY 06 include:

**AT&T Communications Albion Telephone** Company, Inc.

All West/World Connect **American Fiber Network Beehive Telephone Company Bear Lake Communications** Carbon/Emery Telecom, Inc. Central Utah Telephone, Inc. **Century Telephone Citizens Telecom Company** 

of Utah **Comcast Phone of Utah** Comm. South Companies

Direct Comm. Cedar Valley, LLC **Electric Lightwave Emery Telecom** 

Farmers Telephone Company,

Frontier Navajo Comm. Co. **Gunnison Telephone Company Hanksville Telecom** Integra Telecom of Utah, Inc. **MCI Worldcom** 

Manti Telephone Company **Qwest Corporation SBC Telecom Skyline Telecom** 

**South Central Utah Telephone** TCG Utah UBTA-UBET

**Communications Union Telephone Company** 

Universal Access, Inc. Vartec Telecom, Inc.

XO Utah, Inc.

Z-Tel, Inc.

## When every word is important



Making it possible for Utah's deaf, hard of hearing. deafblind and speech disabled to connect.

individuals who use the services provided by the PSC.

The RUCC meetings are held in conjunction with Sprint due to its being the Telecommunications Relay Services provider for the State of Utah since 2000. The RUCC members 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 of the equipment distribution program.

The Commission also held four open house meetings across the state in Taylorsville, Orem, Logan, and St. George during FY 06. Open houses provide a great opportunity to educate relay users and equipment distribution recipients about newer technologies and provide an opportunity to receive feedback as well as answer questions.

Another accomplishment this past year was the collection of surveys regarding the Captioned Telephone. Approximately 135 surveys were sent out and 67 were returned, about half, which seems to be a great achievement in and of itself due to typical survey return rates usually are at about 20%. Other states were very interested in Utah's survey itself, as well as the results, due to the CapTel still being a relatively new equipment option. The Commission was pleased to see one statistic that about 81% of the respondents "enjoy" using their CapTel, six said they don't enjoy their CapTel, five said they were neutral, and two did not respond. Most importantly the Commission was able to discover who needed retraining or more information as well as was able to provide feedback to the creator of the device and the provider of the service.

The Public Service Commission is committed to improving and maintaining the quality of Relay Utah services. TRS is experiencing many changes and with the newer services of VRS, CapTel, and IP Relay, the Commis-

sion is trying to be proactive and provide the most functionally equivalent forms of telecommunications available for people who are deaf, hard of hearing, and/or speech disabled. All of the new rules from the Federal Communications Commission and the improved services that have evolved continue to bring Relay Utah closer to what standard telephone users experience and enjoy every day. These new rules and services expand Relay Utah to many new groups who were unable to use Telecommunication Relay Services in the past. The Commission looks forward to the development of new and improved technologies as well as better customer service in order to best serve those in need.

#### **CLECs Operating in** the State of Utah

under the Jurisdiction of the Public Service Commission

#### **Competitive Local Exchange Carriers**

#### 1 800 Reconex Inc

2500 Industrial Ave PO Box 40

Hubbard OR 97032-9558

(503) 982-8000 (800) 732-6639

(503) 982-9000 Web: www.reconex.com

#### 360Networks (USA) Inc

867 Coal Creek Circle

Suite 160

Louisville CO 80027-4670

(303) 854-5000 (800) 576-1959

(303) 854-5100 Web: www.360.net

#### AboveNet Inc

fka MFN of Utah LLC 360 Hamilton Ave

7th Floor

White Plains NY 10601

(914) 421-6700

(888) 636-2778

(914) 421-7688

Web: www.mfn.com

#### **ACN Communications** Services

32991 Hamilton Court Farmington Hills MI 48334

(248) 699-4000

(877) 226-1010

(248) 489-5917 Fax:

Web: www.acninc.com

#### All West Utah Inc dba All West World Connect

50 West 100 North

PO Box 588

Kamas UT 84036-0588

(435) 783-4361

(866) 255-9378

(435) 783-4928

Web: www.allwest.net

#### **American Fiber Network Inc** dba AFN

9401 Indian Creek Pky

Suite 140

Overland Park KS 66210-2005

(913) 338-2658

(800) 864-0583 Fax: (913) 661-0538

Web: www.afnltd.com

#### Competitive Local Exchange Carriers (cont.)



100 Meridian Centre Suite 250 Rochester NY 14618-3979

(716) 340-5400 Tel: Fax: (716) 756-1966

Web:

www.americanfibersystems.com

#### **AT&T Communications** of the Mountain States

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

#### **Bell South Long Distance**

5375 Chamblee Dunwoody Atlanta GA 30338 (770) 391-8594

#### **BT Communications** Sales LLC

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

#### **BullsEye Telecom Inc**

25900 Greenfield Road Suite 330 Oak Park MI 48237-1267 (248) 784-2500 (877) 638-2855 (248) 784-2501 Fax:

#### **Chase Com**

1612 State Street SantaBarbara CA 93101

#### Ciera Network/ **New Access**

c/o New Access Communications 801 Nicollet Mall, Suite 350 Minneapolis MN 55402 (800) 525-9510

#### Citizens Long Distance 4 Triad Center

Suite 200 Salt Lake City UT 84180-1413 (801) 924-6360

(888) 535-4354 (801) 924-6363

#### **Comcast Phone** of Utah LLC

440 Yauger Way SW Olympia WA 98502-8153 (360) 705-2537 ext 3404

(800) 288-2085 (360) 754-5811 Web: www.comcast.com

#### **Computer Network** Technology Corp

11802 Ridge Parkway Broomfield CO 80021

#### ComTech 21 LLC

One Barnes Park South Allingford CT 06492 (877) 312-5560 Tel: (877) 312-5544

#### ComTel Telecom Assets LP

500 Boylston St, 17th Floor Boston, MA 02116 (617) 603-3508 (617) 603-3509 Fax:

#### Comm Partners LLC

3291 N Buffalo Dr, Suite 8 Las Vegas, NV 89129 (702) 367-8647 (702) 365-8647 Fax:

#### Cordia

**Communications Corp** 445 Hamilton Ave, Suite 408 White Plains NY 10601

(914) 948-5550 (814) 948-5999 Fax: (561) 832-8377

#### Cypress Communications

1180 W Peachtree St NE Atlanta GA 30305-1572 (404) 897-1754 (888) 528-1788

(404) 338-8798

#### **DIECA**

Fax:

Communications dba Covad Communications Company 7901 Lowry Blvd Denver CO 80230-6906 (408) 616-6500 (888) 462-6823

(408) 616-6501

Web: www.covad.com

dPi Teleconnect LLC

2997 LBJ Fwy, Suite 225 Dallas TX 75234 972) 488-5500 Tel:

(800) 687-6727 (972) 488-8636 Fax:

Web:

www.dpiteleconnect.com

#### **DSLnet Communications LLC**

545 Long Wharf Dr 5th Floor New Haven CT 06511 (203) 772-1000

(800) 375-6691 203) 624-3612

#### **Electric Lightwave Inc** 4 Triad Center

Suite 200 Salt Lake City UT 84180-1413 (801) 924-3000 (888) 521-3001 (801) 524-0640 Fax: Web: www.eli.net

#### **Emery Telecommunications** & Video Inc

450 E Hwy 29 PO Box 550 Orangeville UT 84537-0550 (435) 748-2223

(435) 748-5222 Fax: Web: www.etv.net

#### e-Pinnacle Communications Inc.

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

#### **Ernest** Communications, Inc.

5275 Triangle Pkwy Suite 150 Norcross GA 30092-6511

#### **Eschelon Telecom** of Utah Inc

730 Second Ave South Suite 900 Minneapolis MN 55402-2489 (612) 376-4400

(888) 372-4356 (612) 376-4411 Web: www.eschelon.com

#### FirstDigital Telecom LLC

90 South 400 West

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

#### France Telecom

13775 McLearen Rd Herndon VA 20171-3402 (703) 375-6100

#### **Global Connection** of America

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

#### **Global Crossing Telemanagement Inc**

1080 Pittsford Victor Rd Pittsford NY 14534 (585) 245-1100 Tel: (800) 414-1973

(585) 381-7592 Fax: Web:

www.globalcrossing.com

#### Granite **Telecommunications** 100 Newport Avenue

Ext. #1 Quincy MA 02171-3402 (617) 745-5000 (617) 847-0931 Web: www.granitenet.com

#### **GTC Telecom**

3151 Airway Ave Suite P-3 Costa Mesa CA 92626-4626 (714) 549-7700 (714) 549-7707

#### Integra Telecom of Utah LLC

1201 NE Lloyd BL Suite 500 Portland OR 97232-6902 (503) 480-0504 Tel:

#### Intrado **Communications Inc**

Regulatory Manager 1601 Dry Creek Dr Longmont CO 80503-6493 (720) 494-5800 (877) 856-7504 (720) 494-6600 Web: www.intrado.com

#### **Ionex Communications** North Inc

Floor 600 Kansas City MO 64108-2415 (816) 300-3000 (888) 472-4724 (816) 300-3350 Fax:

Web: www.birch.com

2300 Main Street

#### Level 3 **Communications LLC**

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

#### **Lightyear Network Solutions LLC**

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

#### LSSI Corp

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

#### **Matrix Telecom Inc**

5835 NW 50th St Oklahoma City OK 73122 (405) 717-9694

#### **MCI Metro Access** Transmission

22001 Loudoun County Pkwy Ashburn VA 20147 (415) 228-1072 (800) 893-7589 (415) 228-1094

#### McLeod USA **Telecommunications**

Web: www.mci.com

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

#### **New Edge Network Inc**

3000 Columbia House Blvd Suite 106 Vancouver WA 98661-2969

(360) 693-9009 Tel: (877) 725-3343 (360) 737-0828

Fax: Weh:

www.newedgenetworks.com

#### Competitive Local Exchange Carriers (cont.)

#### **Nextg Networks** of California

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

#### **North County** Communications

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

#### **Orbitcom Inc**

1701 N Louise Ave Sioux Falls SD 57101 (605) 977-6900

#### **Pac-West Telecom Inc** 1776 W March Ln

Suite 250 Stockton CA 95207 (209) 926-3300 Tel: (800) Pac West (209) 926-4585 Web: www.pacwest.com

#### **Paetec**

600 Willowbrook Office Park One Paetec Plaza Fairport NY 14450-4223 (585) 340-2500

#### **Preferred Carrier** Services Inc

14681 Midway Road Suite 105 Addison TX 75001-3147 (972) 503-3388 (800) 288-0910

(972) 503-3385 Fax: Web: www.phonesforall.com

#### **Preferred Long** Distance Inc

16830 Ventura Blvd Suite 350 Encino, CA 91436-1716

#### **Premiere Network Services Inc**

500 N Akard Street Suite 2980 Dallas TX 75201-6800 (972) 228-8881 (800) 739-4734 Fax: (972) 228-8889

Web: www.rewirit.com

QuantumShift **Communications Inc** 

12657 Alcosta Blvd Suite 418 San Ramon CA 94583-4433 (415) 893-7180 Tel:

(888) 800-1490 (415) 893-0569 Fax:

Web:

www.quantumshift.com

180 East 100 South

#### Questar InfoComm, Inc.

PO Box 45433 Salt Lake City UT 84145-0433 (801) 324-5938 (800) 729-6790

(801) 324-5131 Fax: Web: www.questarinfo.com

#### **Qwest Corporation**

1005 17th Street Suite 200 Denver CO 80202 (303) 965-3524 (303) 992-6433 Fax:

#### Redline Inc

8184 S Highland Dr Suite C Sandy UT 84093 (801) 735-9950

#### (801) 735-9950 Fax:

#### Reliant **Communications Inc**

801 International Parkway 5th Floor Lake Mary FL 32746-4763

(800) 830-5582 Fax: (800) 774-9216 Web: www.reliantrates.com

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

1010 N St Mary's Room 1335 San Antonio TX 78215 (210) 246-8750 (877) 430-7228 (210) 246-8759

Web: www.sbctelecom.com Sierra Pacific

#### Communications

5860 S Pecos Rd Bldg G, Suite 100 Las Vegas NV 89120-5429

(702) 949-7947 Tel: (800) 931-1791 (702) 949-7929 Fax: Web: www.spfiber.com

#### Sorenson Media Inc

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

#### **Sprint Communications** Company LP

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

#### Suburban Access LLC

Web: www.sprint.com

590 Burbank St Suite 225 Broomfield CO 80020 (303) 466-1723 Tel: Fax: (303) 469-9510 Web: www.suburbanaccess.com

#### **Talk America**

2134 W Laburnum Ave Richmond VA 23277 (407) 422-4100 (877) 474-4926

(804) 422-4392 Fax: Web: www.talk.com

#### TCG Utah

c/o AT&T One AT&T Way Room 2B115D Bedminister NJ 07921

#### **Tel West**

Suite 300

#### Communications 12101 Tukwila Int'l Blvd

PO Box 94447 Seattle WA 98168-2569 (206) 933-1119 Tel: (877) 463-9366 ext 302 (206) 933-1117 Fax: Web: www. telwestcommunications.com

#### **Time Warner Telecom** of Utah LLC

2805 Dallas Parkway Suite 140 Plano TX 75093

#### Trans National Communications

133 Federal St. Boston MA 02215-3540 (617) 369-1000

#### Trinsic

#### **Communications Inc**

604 S. Harbour Island Blvd Suite 220 Tampa FL 33602

#### TSI

#### **Telecommunications Network Services Inc**

One Tampa City Center #700 Tampa FL 33602 (813) 273-3307 Tel: (813) 273-3307 Fax:

#### **UCN Inc**

14870 S Pony Express Road Bluffdale UT 84065-4801

#### **Communications Hub**

dba UC Hub Inc

10 Appaloosa Lane Bell Canyon CA 91307-1002 (909) 945-8563 (800) 862-9970 ext 209

(888) 525-5266 Web: www.uchub.net

#### VCI Company

3875 Steilacoom BL SW#A Lakewood WA 98499-4558

#### Veracity

#### Communications

379 North University Ave. Suite 301 Provo UT 84601-2878

#### Vycera

#### Communications Inc 12750 High Bluff Dr

Suite 200 San Diego CA 92130 (858) 792-2400

#### WilTel Communications

fka Williams Communications 171 South 122nd East Ave Mail Drop TC-7B Tulsa OK 74128 (918) 437-2654 Tel:

(800) 924-8903

(918) 547-9446

Web:

www.wiltelcommunications.com

#### WorldCom **Technologies** 201 Spear St

9th Floor San Francisco CA 94105 (415) 228-1072 Tel: (800) 893-7589 (415) 228-1094 Fax: www.intermedia.com Web:

www.mci.com

#### **X5 Solutions**

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

#### **Xmission Networks LLC**

510 East 400 South Suite 100 Salt Lake City UT 84111 (801) 303-0819

#### **XO Utah Inc**

111 E Broadway Suite 1000 Salt Lake City UT 84111 (801) 983-1600

(886) 963-9696 (801) 983-1667 Fax: Web: www.xo.com

#### **Ygnition Networks Inc**

565 Andover Park West #201 Seattle WA 98188

(206) 574-5480 (561) 574-5481 Faz:

#### **Ymax**

#### **Communications Corp** 223 Sunset Ave,

Suite 223 Palm Beach FL 33480 (561) 832-3021 Tel: (561) 832-8377 Faz:

#### **ILECs Operating in the State of Utah**

under the Jurisdiction of the Public Service Commission

#### **Incumbent Local Exchange Carriers**

#### **Albion Telephone** Company Inc

225 W North St PO Box 98

Albion ID 83311 (208) 673-5335 (208) 673-6200 Fax:

Web: www.atccomm.com Web: www.atcnet.net

#### **All West Communications**

50 West 100 North PO Box 588

Kamas UT 84036-0588 (435) 783-4361 (888) 292-1414 (435) 783-4928

Web: www.allwest.net

#### **Bear Lake** Communications

35 S State St PO Box 7 Fairview UT 84629 (435) 427-3331 (800) 427-8449 (435) 427-3200

#### **Beehive Telephone** Company

Web: www.cutel.com

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

#### **Carbon Emery Telecom**

455 E Hwy 29 PO Box 421

Orangeville UT 84537-0421 (435) 748-2223 (435) 748-5222

Web: www.emerytelcom.net

#### **Central Utah Telephone**

35 S State St PO Box 7 Fairview UT 84629

(435) 427-3331 (800) 427-8449 (435) 427-3200 Web: www.cutel.com

#### CenturyTel of Eagle Inc

100 Century Park Dr PO Box 4065 Monroe LA 71203-4065 (318) 388-9000 (800) 562-3956 (318) 388-9602 Web: www.centurytel.com

#### Citizens **TeleCommunications**

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

#### **Direct Communications Cedar Valley**

PO Box 324 Rockland ID 83271-0324

#### **Emery Telephone** 455 E Hwy 29

PO Box 629 Orangeville UT 84537-0629 (435) 748-2223 (435) 748-5222 Web: www.emerytelcom.net

#### **Farmers Telephone** Company

26077 Highway 491 PO Box 369 Pleasant View CO 81331-0369 (970) 562-4211

(877) 828-8656 (970) 562-4214 Web: www.farmerstelcom.com

#### **Gunnison Telephone** Company 29 S Main St

PO Box 850 Manti UT 84642-0850 (435) 528-7236 (435) 528-5558 Web: www.gtelco.net

#### **Hanksville Telecom Inc**

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

#### **Industrial Communications**

c/o General Telephone PO Box 610 Bountiful UT 84011-0610

#### **Manti Telephone** Company

40 W Union St

Manti UT 84642-1356 (435) 835-3391 (877) 835-3391 (435) 835-7192

#### **Navajo Communications** Company

dba Frontier Navajo Communications PO Box 708970 Salt Lake City UT 84180-1201

(801) 924-6360 (800) 373-5627 (801) 924-6363 Web: www.frontieronline.com

#### **Qwest Corporation**

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

#### **Skyline Telecom** 35 S State St

PO Box 7 Fairview UT 84629-0007 (435) 427-3331 (800) 427-8449 (435) 427-3200 Fax: Web: www.cutel.com

#### South Central Utah Telephone

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

#### **UBET Telecom**

211 East 200 North PO Box 398 Roosevelt UT 84066-2343 (435) 646-5007 (888) 546-8282 (435) 646-5011 Web: www.ubtanet.com

#### **Uintah Basin Telecom**

dba UBTA Communications 211 East 200 North PO Box 398 Roosevelt UT 84066-2343 (435) 646-5007 (888) 546-8282 (435) 646-5011 Web: www.ubtanet.com

#### **Union Telephone Company**

PO Box 160 Mountain View WY 82939-0160 (307) 782-6131 (800) 646-2355

(307) 782-6913

Web: www.union-tel.com



## W A T E R

#### U T I L I T Y O V E R V I E W

#### **Water Service**

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

Commission's jurisdiction since its inception

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

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

#### **Water Companies**

Many of the new water companies have been set up as non-profit cooperatives with the intent that control and ownership, with the entire 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 bonafide cooperatives, are issued informal letters of exemption without the formal entry of a Commission Order. Those companies found to be subject to Commission jurisdiction are issued Certificates of Public Convenience and Necessity by formal Commission order. Currently there are 36 certified water companies.

#### **Commission Jurisdiction**

As with other utilities, the Commission exercises regulatory jurisdic-

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

During fiscal 2006, the Commission issued two new Certificates of Public Convenience and Necessity, cancelled the Certificate of one company no longer providing culinary water service, and approved requests to modify the certificated service territories of five water companies.



#### **Water Dockets**

#### 04-2443-01

In the Matter of the Application of Waterpro, Inc. for a Certificate of Convenience and Necessity to Operate as a Public Utility Rendering Culinary Water Services

Order Granting Intervention issued July 7, 2005. Leave to intervene in this docket is granted to D.J. Investments and Concerned Citizens of Draper.

#### 04-2437-01

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

Order Granting Motion to Compel issued July 14, 2005. The Commission grants interveners' Motion to Compel.

#### 05-001-T01

In the Matter of the Proposed Rate Increase for Bridgerland Water Company

Report and Order issued August 26, 2005. The Commission approves Bridgerland Water Company's proposed rates effective the date of the Order.

#### 04-2443-01

In the Matter of the Application of WaterPro, Inc., for a Certificate of Public Convenience and Necessity to Operate as a Public Utility Rendering Culinary Water Service

Report and Order Certificate No. 2443 issued November 7, 2005. The Commission grants the certificate and approves rates as indicated.

#### 05-2265-01

In the Matter of Long Valley Estates Water Company's Change of Service Territory Request

Order Granting Change of Service
Territory issued November 9, 2005. The
Commission grants the request of Long
Valley Estates Water Company to change
its service territory by exchanging two
specified lots currently within the service
territory for two specified lots currently
outside the service territory.

Key:

Docket Number

Short Title

Status as of June 30, 2006

#### 05-071-T01

In the Matter of Wolf Creek Water and Sewer Company Regarding Schedule of Rates, Rules and Regulations

Report and Order issued December 1, 2005. The Commission approves Wolf Creek Water and Sewer Company's proposed rates effective the date of the Order, conditioned upon Wolf Creek Water and Sewer Company's continued cooperation in making available for reasonable inspection all books and records of Wolf Creek Water and Sewer Company and its affiliates.

#### 03-071-T01

In the Matter of Wolf Creek Water and Sewer Company Regarding Schedule of Rates, Rules and Regulations

Report and Order issued December 1, 2005. The Commission approves Wolf Creek Water and Sewer Company's proposed rates effective the date of the Order, conditioned upon Wolf Creek Water and Sewer Company's continued cooperation in making available for reasonable inspection all books and records of Wolf Creek Water and Sewer Company and its affiliates.

#### 05-2417-T01

In the Matter of Wolf Creek Water Conservancy Regarding Schedule of Rates, Rules and Regulations

Report and Order issued December 14, 2005. The Commission approves Wolf Creek Water Conservancy's proposed rates effective the date of the Order, conditioned upon Wolf Creek Water Conservancy ensuring all connections are metered prior to the start of the 2006 irrigation season and upon its continued cooperation in making available for reasonable inspection all books and records of Wolf Creek Water Conservancy and its affiliates.

#### 03-2417-01

In the Matter of the Application of a Certificate of Convenience and Necessity to Operate as a Public Utility Rendering Service, or for an Exemption from PSC Regulation for Wolf Creek Water Conservancy

Report and Order issued December 14, 2005. The Commission approves Wolf Creek Water Conservancy's proposed rates effective the date of the Order, conditioned upon Wolf Creek Water Conservancy ensuring all connections are metered prior to the start of the 2006 irrigation season and upon its continued cooperation in making available for reasonable inspection all books and records of Wolf Creek Water Conservancy and its affiliates.

#### 05-2280-T01

In the Matter of the Tariff Filing of Legacy Sweetwater Water Company Regarding Schedule of Rates, Rules and Regulations

Report and Order of Dismissal issued February 23, 2006. The Commission dismisses Legacy Sweetwater Water Company's tariff filing of proposed rates, rules, and regulations.

#### 06-2178-T01

In the Matter of the Proposed Expansion of Service Area for Apple Valley Water Company

Order Expanding Service Territory issued March 23, 2006. The Commission grants the request of Apple Valley Water Company to expand its service territory to include the provision of one metered connection to a 40 acre parcel adjacent to its previously certificated service territory.

#### 05-001-T02

In the Matter of the Proposed Amended Rate Increase for Bridgerland Water Company

Report and Order issued April 24, 2006. The Commission approves Bridgerland Water Company's proposed late fee effective the date of the Order.

#### 06-2192-01

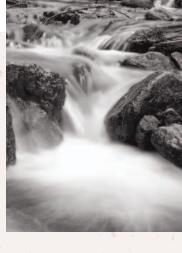
In the Matter of the Proposed Expansion of Service Area for Elk Ridge Estates Water Company

Order Approving Expansion of Service Territory issued May 18, 2006. The Commission grants the request of Elk Ridge Estates Water Company to expand its service territory to include Elk Ridge Estates Unit Nos. 3 and 4 in its certificated service territory.

#### 06-071-01

In the Matter of the Request of Wolf Creek Water and Sewer Company to Change Name to Wolf Creek Water Company, Inc.

Report and Order Approving Name Change issued May 25, 2006. No detriment to the public interest appearing, the Commission approved the proposed name change.



#### 06-2265-01

In the Matter of Long Valley Estates Water Company's Request for Change of Service Territory

Report and Order Granting Change of Service Territory issued June 13, 2006. The Commission grants the request of Long Valley Estates Water Company to change its service territory by exchanging two specified lots currently within the service territory for two specified lots currently outside the service territory.

#### 06-2178-01

In the Matter of the Proposed Expansion of Service Area for Apple Valley Water Company

Order Expanding Service Territory issued June 15, 2006. The Commission grants the request of Apple Valley Water Company to expand its certificated service territory to include three parcels located in Phase I of the Apple Valley Subdivision.

#### 06-2256-01

In the Matter of the Investigation of Lake Mountain Mutual Water Company to Discontinue Certificate of Public Convenience and Necessity

Report and Order Canceling Certificate issued June 26, 2006. Petitioner having notified the Commission that it has been sold to a municipality and having requested to be excused from all future reporting requirements, and no detriment to the public interest appearing, the Commission cancelled Petitioner's certificate.

#### 06-2179-01

In the Matter of the Formal Complaint of Hilda Stucki Investment Company vs. Pine Valley Irrigation Company

Report and Order issued June 27, 2006. The complaint filed is dismissed.

#### 05-2454-01

In the Matter of the Application for a Certificate of Public Convenience and Necessity for North Creek Ranch Homeowners Association

Report and Order Certificate No. 2454 issued July 19, 2005. The Commission grants the certificate and approves rates as indicated.

#### Water Utilities Operating in the State of Utah

under the Jurisdiction of the Public Service Commission

#### Apple Valley Water Company

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

#### Boulder King Ranch Estates Water

30 East Center St Suite 200 Kanab UT 84741 Tel: (435) 335-7441 Fax: (435) 645-3354

#### Bridgerland Water Company Inc

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

#### Cedar Point Water Company

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

#### **Color Country Owners Association**

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

#### **Community Water**

1840 Sunpeak Dr Park City UT 84098 Tel: (435) 615-4840 Fax: (435) 615-4855

#### Dammeron Valley Water Company

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

#### **Duck Creek Pines LLC**

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

#### Durfee Creek Homeowners Association

1941 E 6925 S Liberty UT 84130 Tel: (801) 972-8666 Fax: (801) 974-5653

#### Elk Ridge Estates Water Company

PO Box 723 Cedar City UT 84721-0723 Tel: (435) 682-2515 Fax: (435) 682-2520

#### Falcon Crest Water Company

2333 S Falcon Way Huntsville UT 84317-9735 Tel: (801) 668-6889

#### Harmony Heights Water Company 722 East 200 South

PO Box 487 New Harmony UT 84757 Tel: (435) 586-9208 Fax: (435) 586-9208

#### Harmony Mountain Ranch Water Company

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

#### Hidden Creek Water Company

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

#### Highlands' Water Company Inc

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

#### Homespun Village Water Company 2021 Hideout Circle

Riverton UT 84065 Tel: (801) 254-9050 Fax: (801) 254-1522

#### Horseshoe Mountain Ranch Estates

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

#### Iron Town Property Owners' Association

2568 Elizabeth St, Suite 5 Salt Lake City UT 84106 Tel: (801) 484-4220

#### KWU Inc

dba 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 84759 Tel: (435) 676-2349

#### Lakeview Water Corporation

932 Ški Lake Dr Huntsville UT 84317-9414 Tel: (801) 745-3004 Fax: (801) 745-3131

#### **Legacy Sweetwater Inc** 276 West 100 North

PO Box 201 Springville UT 84663 Tel: (801) 491-9414 Fax: (435) 491-8704

#### Little Plains Water Company

4155 Apple Blossom Lane Apple Valley UT 84737-2864 Tel: (435) 877-1072 Fax: (435) 877-1023

#### Long Valley Estates Water Company

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

#### Mountain Sewer Corporation

932 South 6525 East Huntsville UT 84317 Tel: (801) 745-3004 Fax: (801) 745-3131

#### Mountain Valley Ranches Water Service

North Corporation 2226 W 5875 N Cedar City UT 84720-5917 Tel: (435) 586-2436

#### New Paria Water Company

71 South 7th Ave Page AZ 86040-0340 Tel: (928) 675-9478 Fax: (928) 645-5745

#### Pine Valley Irrigation Company

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

#### Pineview West Water Company

1568 Connecticut Dr Salt Lake City UT 84103 Tel: (801) 521-7330 (Pineview)

#### SCSC

2005 East 2700 South, #180 Salt Lake City UT 89109 Tel: (801) 363-4819

#### Shadow Mountain Estates

2350 North 1250 East Monroe UT 84754 Tel: (435) 896-9096

#### Sheradon Hills Water

1736 Summertree Drive Ceder City UT 84726 Tel: (435) 586-4812

#### Silver Springs Water Company

2252 Lenwood Court SW Rochester MN 55902-1048 Tel: (952) 946-8989

#### 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 Inc

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

#### Wanship Cottage Site Water Company

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

#### WaterPro Inc.

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

#### West Slope Water Company 94 East 2530 North

94 East 2530 North 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

#### Winchester Hills Water Company

1090 West 5830 North St George UT 84770 Tel: (435) 673-9403

#### Wolf Creek Ranch Water System

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

#### Wolf Creek Water Conservancy Inc 3718 N Wolf Creek Dr

PO Box 658 Eden UT 84310-0658 Tel: (801) 745-3435 Fax: (801) 745-3454



## COMPLAINT RESOLUTIONS

#### OPERATING UTILITIES

#### **Monopolies**

f a privately owned company is a monopoly, it is in position to exploit its customers. Since that company will be the sole source of a good or service, its dissatisfied customers have nowhere else to turn to acquire the monopolized service or product at better

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

#### The Role of the 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 lowincome 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 2006. Of these, 23 became formal complaints before the Commission during FY 2006 requiring a hearing by an Administrative Law Judge.

## 2006 Informal Utility Complaints

Utility Complaint	for the year 2006
Electric	232
Natural Gas	520
Telecom - ILEC*	252
Telecom - CLEC*	190
Telecom - Long Distanc	e81
Water and Sewer	7
Total	1,282

<sup>\*</sup>ILEC – Incumbent Local Exchange Carrier

<sup>\*</sup>CLEC - Competitive Local Exchange Carrier

# PRICE CHANGES OF UTAH'S UTILITIES

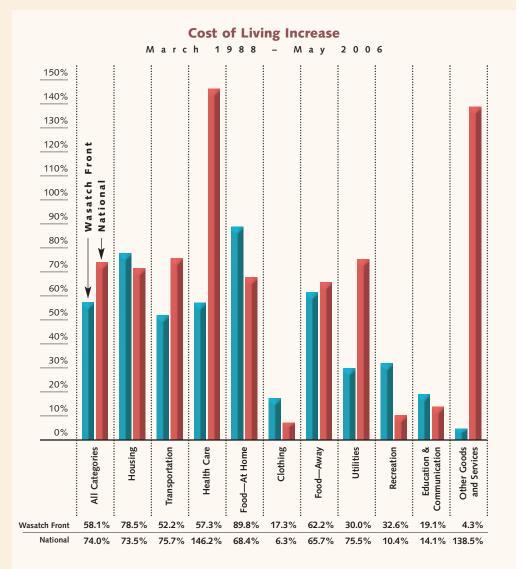


June 15, 2006 *Deseret News* article describes how prices for different goods and services have changed along the Wasatch Front compared to the nation in the past eighteen years. Wells Fargo Bank's analysis looks at ten different categories of goods

and services and shows that utilities is one of only five categories that show percentage increases less for the Wasatch Front than nationally. The percentage increase over the seventeen years for Wasatch Front Utilities was less than half that of the nation.

Looking solely at utility services regulated by the Utah Public Service Commission, the typical residential customer has experienced an 11% decline in Utah Power electric bills since 1988 and a 108% increase in Questar Gas natural gas bills. About half of Questar Gas' rates are determined by the cost of the natural gas commodity, which is passed through to consumers at cost. Questar Gas purchases about half of its natural gas supplies from an open market and market price soared to unprecedented levels in fiscal year 2006.

Index: March 1988 = 0% Source: Deseret News 5-06





THE PUBLIC SERVICE COMMISSION OF UTAH

P.O. Box 45585 • 160 East 300 South • Salt Lake City • Utah 84145-0585

www.psc.utah.gov • (801) 530-6716 • Toll Free (800) 874-0904