



Electric  
Gas  
Water  
Telecom

Annual Report

2016

*Public Service Commission of Utah*

For the Period of  
July 1, 2015 to June 30, 2016





2016 Public Service Commission of Utah  
for the Period July 1, 2015 - June 30, 2016

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# STATE OF UTAH

## Public Service Commission



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

It is a pleasure to present to you the Annual Report for fiscal year 2016 of the Public Service Commission of Utah. This report has been prepared in accordance with Utah Code § 54-1-10, which requires the PSC to submit to you a report of its activities during the fiscal year ending June 30, 2016.

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

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

Respectfully submitted,

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

Thad LeVar, Commission Chair

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

David R. Clark, Commissioner

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

Jordan A. White, Commissioner



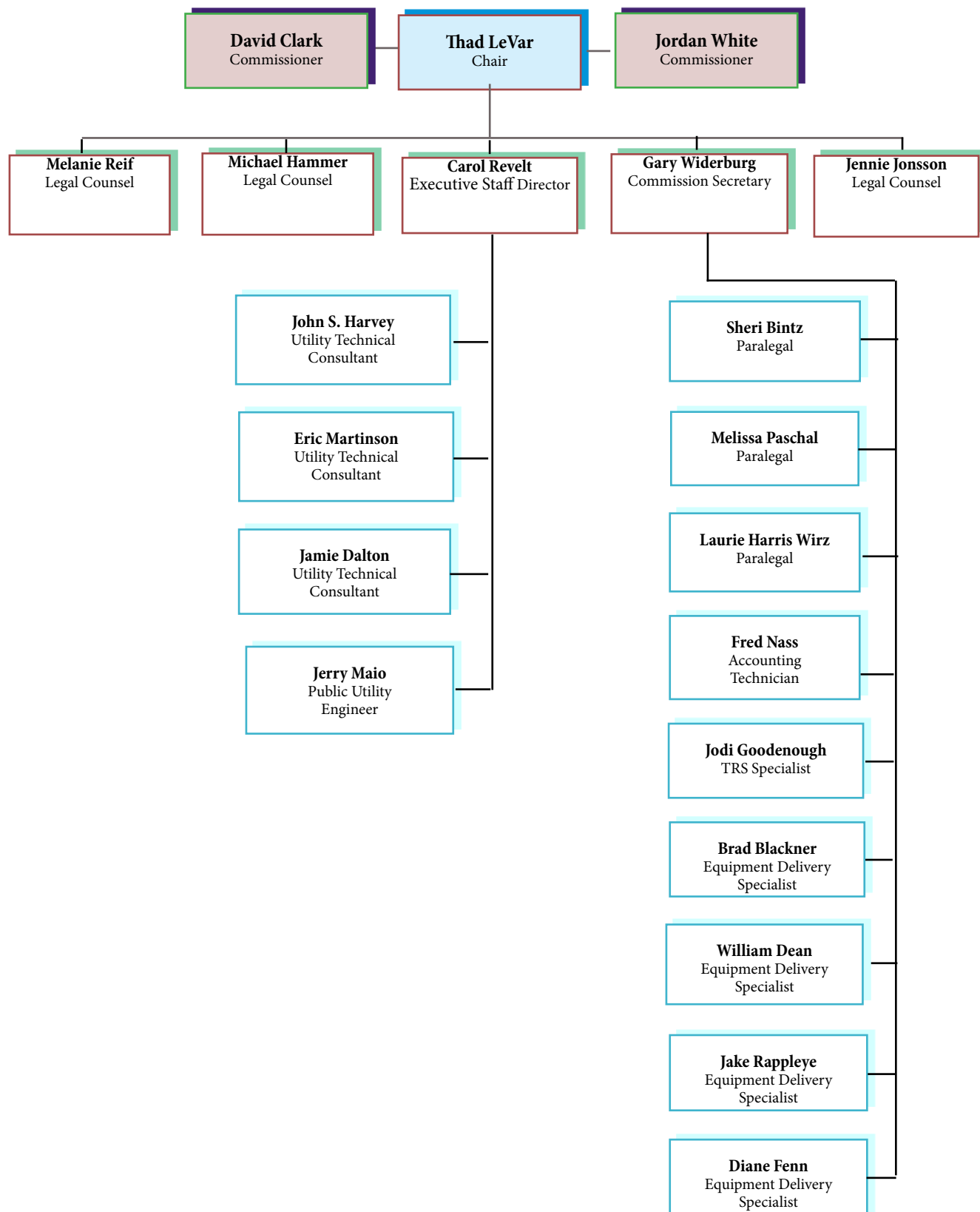
## Personnel

*June 30, 2016*

Chairman . . . . .	Thad LeVar
Commissioner . . . . .	David Clark
Commissioner . . . . .	Jordan White
Commission Secretary . . . . .	Gary Widerburg
Executive Staff Director . . . . .	Carol Revelt
Legal Counsel . . . . .	Melanie Reif
Legal Counsel . . . . .	Michael Hammer
Legal Counsel . . . . .	Jennie Jonsson
Telecommunications Technical Consultant/Economist . . . . .	John Harvey
Utility Technical Consultant . . . . .	Jamie Dalton
Electric and Gas Utility Technical Consultant . . . . .	Eric Martinson
Public Utility Engineer . . . . .	Jerry Maio
Paralegal . . . . .	Sheri Bintz
Paralegal . . . . .	Melissa Paschal
Paralegal . . . . .	Laurie Harris Wirz
Accounting Technician . . . . .	Fred Nass
TRS Specialist . . . . .	Jodi Goodenough
Equipment Delivery Specialist. . . . .	Brad Blackner
Equipment Delivery Specialist. . . . .	William Dean
Equipment Delivery Specialist. . . . .	Jake Rappleye
Equipment Delivery Specialist. . . . .	Diane Fenn

# PSC Organization

June 30, 2016





# COMMISSIONERS



**Thad LeVar**

*Appointed as Chair: June 19, 2015*

**T**had was appointed to the Public Service Commission of Utah by Governor Gary R. Herbert on December 20, 2012, and was appointed Commission Chair by Governor Herbert on June 19, 2015. He had been with the Utah Department of Commerce since 2004, and at the time of his appointment he was the agency's deputy director. In that role Thad had oversight responsibilities related to both the Office of Consumer Services and the Division of Public Utilities, and twice served as interim director of the Division. While working with the Department of Commerce Thad was appointed to be a member of the steering committee for Governor Herbert's 2011 Utah Business Regulation Review, a project that resulted in over 300 changes to Utah state government including streamlining and eliminating a significant number of rules and regulations.

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

Thad has served as a member of the Committee on Energy Resources and the Environment of the National Association of Regulatory Commissioners (NARUC), and currently serves on NARUC's Committee on Gas. He also served as an inaugural member of the Body of State Regulators for the Western Energy Imbalance Market.



**David Clark**

*Appointed: January 1, 2013*

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

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

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



**Jordan White**

*Appointed: June 5, 2015*

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

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

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

# HISTORY

## OF THE PUBLIC SERVICE COMMISSION & REGULATORY PROCESS

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

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

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

Because there is no competition, federal and state law obligates the PSC 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 PSC'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 PSC has been an independent entity with a small clerical, legal, and technical advisory staff. The PSC consists of a three-member commission, each commissioner appointed by the Governor to a six-year term, an administrative secretary and clerical staff, an executive staff director and technical staff, a legal counsel and paralegal staff, and an administrative law judge. Currently the PSC employs seventeen full-time and four part-time employees.

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

Utah's utility consumer advocate was first established as the Committee of Consumer Services in 1977 by the Utah Legislature. In 2009 the Utah Legislature reorganized the Committee into the Office of Consumer Services. The Office is staffed with five full-time professionals led by a Director who is appointed by the Governor, with the concurrence of the Committee and consent of the Senate, for a term of six years. The Director, on

behalf of the Office, represents the interests of residential and small commercial consumers. The Committee of Consumer Services now exists as a nine-member layperson board as part of the Office to advise it regarding utility rate changes and other regulatory actions on residential, small commercial and irrigator customers and to help establish policy objectives.

### *How the PSC Works*

As a regulatory decision-making body, the PSC 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 PSC, govern their timing.

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

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

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

During fiscal year 2016, there were 304 active and opened dockets. PSC regulated 175 utility companies including gas, electric, telecommunications, water, sewer, and railroads and nearly \$3.7 billion intrastate revenue was reported in 2016.





**Public Service Commission of Utah**  
**Commissioners**

<u>Years of Service</u>	<u>Name</u>	<u>Home Town</u>
1917-21	Henry H. Blood	Kaysville
1917-23	Joshua Greenwood	Nephi
1917-25	Warren Stoutner	Salt Lake City
1921-23	Abbot R. Heywood	Ogden
1923-37	Elmer E. Corfman	Salt Lake City
1923-37	Thomas E. McKay	Huntsville
1925-33	George F. McGonagle	Salt Lake City
1933-35	Thomas H. Humphreys	Logan
1935-37	Joseph S. Snow	St. George
1937-41	Ward C. Holbrook	Clearfield
1937-41	Otto A. Wiesley	Salt Lake City
1937-40	Walter K. Granger	Cedar City
1941-43	George S. Ballif	Provo
1941-49	Oscar W. Carlson	Salt Lake City
1941-51	Donald Hacking	Price
1943-52	W.R. McEntire	Huntsville
1949-73	Hal S. Bennett	Salt Lake City
1951-56	Stewart M. Hanson	Salt Lake City
1952-72	Donald Hacking	Price
1956-57	Rue L. Clegg	Salt Lake City
1957-63	Jesse R. Budge	Salt Lake City
1963-65	Raymond W. Gee	Salt Lake City
1965-67	D. Frank Wilkins	Salt Lake City
1967-69	Donald T. Adams	Monticello
1969-72	John T. Vernieu	Richfield
1972-75	Eugene S. Lambert	Salt Lake City
1972-76	Frank S. Warner	Ogden
1973-79	Olof E. Zundel	Brigham City
1975-76	James N. Kimball	Salt Lake City
1976-77	Joseph C. Folley	Ogden
1976-82	Milly O. Bernard	Salt Lake City
1977-80	Kenneth Rigtrup	Salt Lake City
1979-85	David R. Irvine	Bountiful
1980-89	Brent H. Cameron	Salt Lake City
1982-95	James M. Byrne	Salt Lake City
1985-92	Brian T. Stewart	Farmington
1989-91	Stephen F. Mecham	Salt Lake City
1991-92	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
2001-2012	Richard M. Campbell	Riverton
2003-2012	Theodore Boyer	Salt Lake City
2005-2015	Ronald Allen	Stansbury Park
2013-Present	Thad LeVar	Tooele
2013-Present	David Clark	Draper
2015-Present	Jordan White	Bountiful

\*Commissioner Pro Tempore 1991 - 1992

**Public Service Commission of Utah**  
**Secretaries**

<u>Years of Service</u>	<u>Name</u>	<u>Home Town</u>
1917-23	Thomas E. Banning	Salt Lake City
1923-35	Frank L. Ostler	Salt Lake City
1935-36	Theodore E. Thain	Logan
1936-38	Wendell D. Larson	Salt Lake City
1938-40	J. Allan Crockett	Salt Lake City
1941-43	Charles A. Esser	Salt Lake City
1943-44	Theodore E. Thain	Logan
1945-48	Royal Whitlock	Gunnison
1949-49	C.J. Stringham	Salt Lake City
1949-56	Frank A. Yeamans	Salt Lake City
1956-59	C.R. Openshaw, Jr.	Salt Lake City
1959-60	Frank A. Yeamans	Salt Lake City
1960-70	C.R. Openshaw, Jr.	Salt Lake City
1970-71	Maurice P. Greffoz*	Salt Lake City
1971-72	Eugene S. Lambert	Salt Lake City
1972-77	Ronald E. Casper	Salt Lake City
1977-79	Victor N. Gibb	Orem
1979-81	David L. Stott	Salt Lake City
1981-83	Jean Mowrey	Salt Lake City
1983-86	Georgia Peterson	Salt Lake City
1986-91	Stephen C. Hewlett	Salt Lake City
1991-2011	Julie P. Orchard	Bountiful
2012-Present	Gary L. Widerburg	Ogden

\*Acting Secretary





## ***ELECTRIC UTILITIES OVERVIEW***

The principal electric utility regulated by the PSC is PacifiCorp, who does business in Utah as Rocky Mountain Power. PacifiCorp is an investor-owned utility serving approximately 835,000 residential, commercial and industrial customers in Utah. PacifiCorp also serves retail customers in five other western states and wholesale customers throughout the west. PacifiCorp provides approximately 80 percent of the electricity to Utah homes and businesses. Other Utah customers are served either by municipal utilities, which are not regulated by the PSC, or by rural electric cooperatives or electric service districts, which are subject to minimal state regulation.

### ***Rate Changes***

Under Utah Code Annotated § 54-4-4, the PSC is responsible for determining just and reasonable rates for PacifiCorp. Utah law enables the PSC to approve rate changes reflecting the outcome of a general rate case (GRC) in which costs associated with the generation, transmission and distribution of electricity are evaluated. In addition, the PSC has the authority to approve rate adjustments reflecting costs associated with the installation of major facilities in between GRCs, the implementation of approved demand-side management/energy efficiency programs, energy balancing accounts, and the funding of low income assistance programs. In fiscal year 2016, the PSC approved four rate changes, which resulted in an approximate 0.56 percent increase in the annual bill of a typical residential customer. An average residential customer uses 700 kilowatt-hours of electricity per month.

### ***2014 General Rate Case Step 2 Rate Increase***

In August 2015, the PSC approved a \$19.2 million increase of PacifiCorp's annual revenue requirement effective September 1, 2015. This rate change, representing the second step of a multi-year, uncontested settlement stipulation in PacifiCorp's 2014 GRC, was conditionally approved by the PSC on August 29, 2014. The increase became effective on September 1, 2015, and resulted in an approximate 0.94 percent increase in a typical residential customer's annual bill.

### ***Energy Balancing Account***

In October 2015, the PSC approved an uncontested settlement stipulation authorizing PacifiCorp to recover energy balancing account costs of \$29.8 million through Schedule 94, Energy Balancing Account rates, effective November 1, 2015. This amount is \$15.5 million lower than the prior Energy Balancing Account Cost deferral approved by the PSC in 2014. This rate change, effective November 1, 2015, resulted in an approximate 0.65 percent decrease in a typical residential customer's annual bill.

### ***Electric Energy Conservation***

In 2003, the PSC approved Electric Service Schedule No. 193, the Demand Side Management (DSM) Cost Adjustment, the funding source for cost-effective energy efficiency and load management programs approved by the PSC and managed by PacifiCorp. In 2015, PacifiCorp spent approximately \$61.2 million for 13 energy efficiency and load management programs. These programs help reduce load and improve energy efficiency in new and existing homes and non-residential buildings and processes, encourage the purchase of energy-efficient appliances, and directly control air conditioners and irrigation pumps. During 2015, approximately 176 megawatts of power and 311,000 megawatt hours of energy were saved through these programs.



In December 2015, the PSC approved an increase to the Electric Service Schedule No. 193 DSM Cost Adjustment surcharge rate from 3.62 percent to 4.0 percent, effective January 1, 2016. PacifiCorp requested this as the second step of a DSM surcharge rate increase to align projected DSM program expenditures with DSM surcharge revenues by the end of 2016. This increase helps DSM programs maintain expected performance and cost effectiveness, and will help return the DSM Cost Adjustment balancing account back to a neutral position. This adjustment resulted in an approximate 0.35 percent increase in a typical residential customer's annual bill.

### ***Renewable Energy Credit (REC) Balancing Account***

On May 20, 2016, the PSC approved a \$1.35 million interim rate decrease in PacifiCorp's recovery of revenues from Electric Service Schedule No. 98, REC Revenue Adjustment balancing account, effective June 1, 2016. This rate change resulted in a 0.08 percent decrease in a typical residential customer's annual bill.

## **RENEWABLE RESOURCE ACTIVITIES**

### ***Avoided Cost Pricing***

The Public Utility Regulatory Policies Act of 1978 (PURPA) and the attendant rules promulgated by the Federal Energy Regulatory Commission (FERC) require electric utilities to purchase energy and capacity from qualifying facilities (QF) at the utility's avoided cost. These regulations serve as the foundation of PacifiCorp's obligation to purchase capacity and energy made available from QFs within its service territory.

In September 2015, the PSC approved modifications to PacifiCorp's avoided cost method and the prices for purchases of power under Electric Service Schedule No. 37 applicable to small power production QFs. These modifications help ensure the prices paid to small QFs reflect the costs PacifiCorp will actually avoid.

### ***PacifiCorp's Subscriber Solar Program***

In October 2015, the PSC approved Electric Service Schedule No. 73, Subscriber Solar Program Rider – Optional tariff (Subscriber Solar Program). The Subscriber Solar Program offers PacifiCorp customers the opportunity to purchase electricity from a large-scale solar resource at a fixed price and then use that purchase to offset their energy usage at their home or business. Under the program, customers will be able to subscribe to a specific solar project or group of solar projects that will be owned or contracted by PacifiCorp by purchasing fixed kilowatt-hour blocks of solar energy at a fixed energy price for two, five, seven or ten-year terms.

The solar project PacifiCorp proposes to procure for this program will be a 20 megawatt solar resource acquired through a competitive bid process. The resource must be located in Utah and must either interconnect directly with PacifiCorp's transmission or distribution system or be delivered into PacifiCorp's service territory. PacifiCorp may acquire the resource through Power Purchase Agreements with 15 to 25-year terms, or purchase an existing solar resource, or it may construct a new facility. Alternatively, multiple resources of at least 2 megawatt capacity may be selected to achieve the desired project capacity.

### ***Net Metering Program Cost Benefit Framework***

Utah Code Annotated § 54-15-105.1 requires the PSC to determine whether the costs that PacifiCorp or other customers will incur from a net metering program will exceed the benefits of the net metering program or whether the benefits will exceed the costs. In November 2015, the PSC established an analytical framework in support of its statutory mandate. The PSC analytical framework consists of two separate cost of service studies conducted by PacifiCorp where costs and benefits will be analyzed over a one-year test period. The first study creates a counterfactual scenario where by PacifiCorp estimates what its cost of service would be if net metering customers produced no electricity, drawing their entire load from PacifiCorp and provid-

ing no surplus energy to the system. The second cost of service study reflects PacifiCorp's actual cost of service with net metering customers' participation, meaning PacifiCorp provides net metering customers with energy only when their self-generation is insufficient to meet their load and net metering customers push any surplus energy they produce to the system.

### ***Qualifying Facility Contract Term Modification***

In May 2015, PacifiCorp requested the PSC reduce the maximum term of a QF's Power Purchase Agreement (QF PPA) from 20 years to three years. In January 2016, the PSC determined that the public interest would best be served by adopting a five-year reduction in the maximum contract term, establishing a maximum QF PPA contract term of 15 years. The PSC determined that the 15-year term strikes the appropriate balance by mitigating the fixed price risk ratepayers would otherwise bear while allowing QF developers and their financiers a reasonable opportunity to adjust to a more modest change in business practice.

### ***Qualifying Facility Contracts Approved in FY 2016***

In fiscal year 2016, the PSC approved five renewable energy QF PPAs between PacifiCorp and renewable energy producers under Electric Service Schedule No. 38. The PSC's approval of these agreements authorizes the pricing, terms, and conditions associated with the planned development of the Pavant Solar II, Iron Springs Solar, Granite Mountain Solar East, Granite Mountain Solar West, and Three Peaks Power large-scale solar generation QF projects, all located in southwestern Utah.



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

The PSC requires PacifiCorp to file, on a biennial basis, an integrated resource plan (IRP) describing its plan to supply and manage growing demand for electricity in its six-state service territory for the next 20 years. During the intervening year, PacifiCorp files an update to its most recent IRP. In March 2015, PacifiCorp filed its 2015 IRP which was evaluated by interested parties in mid-2015. In January 2016, the PSC issued an order acknowledging PacifiCorp's 2015 IRP sufficiently complied with the PSC's standards and guidelines for IRP development.

In March 2016, PacifiCorp filed an update to its 2015 IRP. The 2015 IRP Update covers the period 2016 through 2025 and describes resource planning and procurement activities that occurred subsequent to the filing of the 2015 IRP, including an updated resource needs assessment, changes in the planned resource portfolio, and updates to the 2015 IRP Action Plan.

The 2015 IRP Update shows PacifiCorp's most recent coincident system peak load forecast for the period 2016 through 2025 declined, on average, by about 54 megawatts relative to the 2015 IRP. This decline is driven primarily by projections related to industrial class load growth. The 2015 IRP Update forecasts of natural gas and energy prices also decline from 2016 through 2025 from those assumed during the same period in the 2015 IRP.

As a result of reduced loads, lower market prices, and increased costs for gas conversion, the 2015 IRP Update now shows the retirement of PacifiCorp's coal-fired generating units at Naughton (Unit 3) and Cholla

(Unit 4) to be a lower cost alternative than PacifiCorp's plan to convert these units to natural gas-fired resources, as identified in the 2015 IRP. The updated resource portfolio continues to show that customer loads over the 2016 through 2025 planning horizon will be met with the acquisition of cost-effective energy efficiency resources and market purchases.

### **CHANGES TO CARRYING CHARGES APPLIED TO VARIOUS PACIFICORP ACCOUNT BALANCES**

At the request of the Utah Division of Public Utilities (Division), the PSC opened a docket to examine the annual carrying charge interest rates applied to various PacifiCorp accounts. Interest is charged on PacifiCorp's Demand-Side Management Balancing Account, the Energy Balancing Account, the Renewable Energy Credit Balancing Account, as well as accounts associated with the Home Energy Lifeline Program, the Solar Incentive Program, the Blue Sky Program, customer security deposits, and customer overpayments. The interest rates for these accounts ranged from 5.20 percent to 7.76 percent.

The PSC found that there should be consistency in carrying charge interest rates and that rates should be simple to determine, understandable to regulators and customers, easy to administer, equitable to both PacifiCorp and ratepayers, and should reflect current market conditions. Based on the Division's recommendation, the carrying charge interest rate applied to these accounts was lowered to 4.45 percent, effective March 1, 2016 through February 29, 2017. This new rate is based on the average of the annual Aaa and Baa Corporate Bond interest rates for the previous year as published by the Federal Reserve Board of Governors. The annual interest rate for these accounts will be updated each March.

### **2016 LEGISLATIVE ACTIONS**

#### ***Senate Bill 115 -- Sustainable Transportation and Energy Plan***

In 2016, the Utah Legislature passed Senate Bill 115S4 (SB 115), the Sustainable Transportation and Energy Plan (STEP) Act. STEP includes an electric vehicle incentive program, a clean coal technology program, and other innovative technology programs, approved by the PSC and undertaken by PacifiCorp, during a five-year period beginning January 1, 2017.

SB 115 directs the PSC to authorize PacifiCorp to annually allocate \$10,000,000 to STEP during the pilot period, to end PacifiCorp's solar incentive program by December 31, 2016, and to submit periodic reports. In addition, SB 115 authorizes the PSC: to enable PacifiCorp to establish a regulatory liability fund to depreciate a generation plant; and to approve implementation of new programs, tariffs, and accounting and cost recovery mechanisms in support of the STEP.

SB 115 allows PacifiCorp to recover 100 percent of prudently incurred costs relating to its energy balancing account beginning June 1, 2016, and to establish a STEP balancing account. Correspondingly, SB 115 identifies specific accounting provisions applicable to the STEP balancing account and the regulatory liability fund for thermal depreciation.

In May 2016, the PSC approved revisions to PacifiCorp's Electric Service Schedule No. 94, Energy Balancing Account (EBA) pursuant to the requirements of SB 115. Many of the other provisions of SB 115 will be addressed in FY 2017.





## ***House Bill 244 - Independent Power Producer Amendments***

Also in 2016, the Utah legislature passed House Bill 244 (HB 244) – Independent Energy Producer Amendments. The legislation exempts independent energy producers from PSC regulation as a public utility under certain conditions relating to the production or supply of energy to specific customers. HB 244 also identifies specific requirements for the electric service agreement between the independent energy producer that supplies energy and eligible residential customers, and provides that a public utility is obligated to serve a customer in the public utility's service area that is partially served by an independent energy producer.

## ***TRANSFER OF PACIFICORP FACILITIES AND SERVICE TERRITORY TO THE NAVAJO NATION***

In May 2016, the PSC approved a Settlement Stipulation addressing PacifiCorp's application requesting the PSC: approve the Purchase and Transfer Agreement (PTA) between PacifiCorp and the Navajo Tribal Utility Authority (NTUA), as amended; approve the Power Supply Agreement (PSA) between PacifiCorp and NTUA, as amended; find the entire proposed transaction, including the PTA and PSA, prudent; and amend PacifiCorp's Certificate of Public Convenience and Necessity No. 1118 (Certificate) to remove the geographic area in San Juan County, Utah, within the boundaries of the Navajo Nation in which NTUA is responsible to provide electric service.

Under the Agreements, PacifiCorp will sell facilities it owns within the Navajo Nation (Nation) to NTUA and, after a specified time period, will cease provision of service to Nation customers. NTUA will provide service to approximately 14 customers located within PacifiCorp's existing service territory adjacent to the Nation. PacifiCorp will also provide a firm supply of power to NTUA sufficient to serve the customers transferred to NTUA.

Among other things, the Agreements and the PSC's final order approving the stipulation address the provision of power to Resolute Natural Resources Company, LLC (Resolute). Resolute is a commercial customer within the Nation that constitutes a significant portion of the demand PacifiCorp presently satisfies within the Nation. The Agreements outline the process by which Resolute will become a customer of NTUA after the expiration of existing Master Electric Service Agreements between PacifiCorp and Resolute.

## ***PACIFICORP'S 2017 PROTOCOL FOR COST AND REVENUE ALLOCATION***

The PSC recognizes that PacifiCorp, a multi-jurisdictional utility operating in Utah, Wyoming, Idaho, Washington, Oregon, and California, must recover its costs in a manner sufficient to viably operate as a fully merged and integrated system. However, disagreement exists among the multiple jurisdictions in which PacifiCorp operates as to how system costs should be allocated. Additionally, PacifiCorp is concerned that differing state policies might deny it a reasonable opportunity to recover its prudently incurred costs.

To address these ongoing issues, in June 2016 the PSC approved an Agreement by parties supporting the use of the 2017 Protocol method (2017 Protocol) for apportioning PacifiCorp's costs and revenues among its various jurisdictions and for determining PacifiCorp's Utah revenue requirement. The 2017 Protocol was developed primarily as a short-term strategy to facilitate cost recovery in light of the imminent expiration of the 2010 Protocol and to allow parties more time to fully understand how emerging federal and state policies may ultimately impact interjurisdictional allocation of costs and revenues. The 2017 Protocol will be used in all of PacifiCorp's Utah rate proceedings filed after December 31, 2016, and will expire on December 31, 2018, unless all state commissions that approve the 2017 Protocol determine that the term of the 2017 Protocol should be extended through December 31, 2019.

## **UTILITY FACILITY REVIEW BOARD**

The Utility Facility Review Board Act (Act), as defined by Utah Code Annotated § 54-14, provides for a Utility Facility Review Board (Board) to resolve disputes between local governments and public utilities regarding the siting and construction of facilities. The Act allows a public utility to seek review by the Board if a local government has prohibited construction of a facility that is needed to provide safe, reliable, adequate, and efficient service to the customers of the public utility. The Board is composed of the three members of the PSC and two other individuals appointed by the governor representing, respectively, the Utah League of Cities and Towns and the Utah Association of Counties.

In February 2016, PacifiCorp filed a petition before the Board concerning the denial of a conditional use permit (CUP) by the Wasatch County Board of Adjustment (County). The County's action halted PacifiCorp's proposed construction of a 0.26 mile-long segment of a 74 mile-long double-circuit 138 kV transmission line

upgrade project in Wasatch County. The 0.26 mile-long segment was located entirely on land owned by a private entity which did not object to the construction and operation of the facility on its property. Upon the Division's recommendation, the Board was convened in March 2016 to address PacifiCorp's petition.

After public hearings and deliberations, the Board determined the transmission facility, including the route proposed in the conditional use permit application to Wasatch County, is needed by PacifiCorp to provide safe, reliable, adequate, and efficient service to its customers. The Board concluded the transmission facility should be constructed and that Wasatch County's denial of the conditional use permit in effect prohibited the construction of the needed transmission facility. The Board directed Wasatch County to issue a conditional use permit for the facility to be located in the transmission corridor specified in the permit application along with any other permits, authorizations, approvals, exceptions or waivers necessary for construction of the facility.



## *ELECTRIC TECHNICAL CONFERENCES*

The PSC sponsored the following technical conferences during fiscal year 2016:

July 10, 2015

**Docket No. 15-035-61**

Technical Conference to allow PacifiCorp to present information on the proposed Electric Service Schedule No. 73, the Subscriber Solar Program Rider – Optional tariff.

July 17, 2015

**Docket No. 15-035-04**

Technical Conference to allow parties to discuss DSM issues related to the 2015 IRP.

August 11, 2015

**Docket No. 14-035-128**

Technical Conference to discuss PacifiCorp's 2014 Utah Service Quality Review Report and for attendees to ask questions or request clarification on the report or service quality issues in general, including a discussion of the process for revising PacifiCorp's SAIDI and SAIFI performance baselines.

September 29, 2015

**Docket No. 15-035-69**

Technical Conference to allow Rocky Mountain Power to present the status, history, and underlying basis of its carrying charges applied to various account balances.

November 19, 2015

**Docket No. 15-035-72**

Technical Conference to discuss PacifiCorp's Utah Service Quality Review Report for the period of January 1 through June 30, 2015.

February 9, 2016

**Docket No. 15-035-84**

Technical Conference to allow Rocky Mountain Power to present information to PSC staff and interested parties concerning its proposed application for approval of its proposed agreements with the Navajo Tribal Utility Authority.

March 7, 2016

**Docket No. 16-035-T03**

Technical Conference to allow parties to address issues raised in the comments and reply comments submitted in this docket concerning the proposed revisions to Electric Service Schedule No. 140, Non-Residential Energy Efficiency Program, including the operation of the proposed reservation program and the implementation and administration of the "up to" incentive policy proposed for this tariff.

March 29, 2016

**Docket No. 16-035-03**

Technical Conference to allow Rocky Mountain Power to present its procurement policy and procedures update, and to give parties an opportunity to ask questions.



## ***ELECTRIC DOCKETS***

**Docket No. 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

**Docket No. 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 QF Facilities

**Docket No. 05-035-09** – In the Matter of the Petition of Pioneer Ridge, LLC and Mountain Wind, LLC for Approval of a Contract for the Sale of Capacity and Energy from its Proposed QF Facilities

**Docket No. 08-999-05** – In the Matter of the Consideration of the Amendment of Title 16 U.S.C. 2621(d) and the Addition of Title 42 U.S.C. 6344 by the U.S. Energy Independence and Security Act of 2007

**Docket No. 09-035-15** – In the Matter of the Application of Rocky Mountain Power for Approval of its Proposed Energy Cost Adjustment Mechanism

**Docket No. 09-035-T08** – The purpose of this filing is to request an adjustment to the Demand Side Management (DSM) Cost Adjustment tariff rider (appearing on customer bills as a line item entitled “Customer Efficiency Services”) to collect approximately \$85.4 million per year to support the acquisition of cost effective energy efficiency and load management resources.

**Docket No. 11-035-196** – In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Blue Mountain Wind 1, LLC

**Docket No. 12-035-77** – In the Matter of the Request for a Home Energy Report Pilot Program

**Docket No. 13-035-02** – In the Matter of the Application of Rocky Mountain Power for Authority to Change its Depreciation Rates Effective January 1, 2014

**Docket No. 13-035-184** – In the Matter of the Application of Rocky Mountain Power for Authority to Increase its Retail Electric Utility Service Rates in Utah and for Approval of its Proposed Electric Service Schedules and Electric Service Regulations

**Docket No. 14-035-80** – In the Matter of Rocky Mountain Power’s 2014 Smart Grid Monitoring Report

**Docket No. 14-035-114** – In the Matter of the Investigation of the Costs and Benefits of PacifiCorp’s Net Metering Program

**Docket No. 14-035-128** – In the Matter of Rocky Mountain Power’s Service Quality Review Report

**Docket No. 14-035-140** – In the Matter of the Review of Electric Service Schedule No. 38, Qualifying Facilities Procedures, and Other Related Procedural Issues

**Docket No. 14-035-147** – In the Matter of the Voluntary Request of Rocky Mountain Power for Approval of Resource Decision and Request for Accounting Order

**Docket No. 14-035-150** – In the Matter of Rocky Mountain Power’s Report of Exchange of Certain Transmission Assets with Idaho Power Company

**Docket No. 15-025-01** – In the Matter of the Notification from Empire Electric Association, Inc. of its Prepayment of Outstanding Loans from Rural Utilities Service

**Docket No. 15-035-03** – In the Matter of the Application of Rocky Mountain Power to Decrease the Deferred EBA Rate through the Energy Balancing Account Mechanism

**Docket No. 15-035-04** – In the Matter of Rocky Mountain Power’s 2015 Integrated Resource Plan

**Docket No. 15-035-15** – In the Matter of PacifiCorp’s Semi-Annual Hedging Report

**Docket No. 15-035-19** – In the Matter of the Formal Complaint of Kelly Margetts against Rocky Mountain Power

**Docket No. 15-035-27** – In the Matter of the Application of Rocky Mountain Power for Authority to Revise Rates in Tariff Schedule 98, Renewable Energy Credits Balancing Account

[Docket No. 15-035-40](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Pavant Solar II, LLC

[Docket No. 15-035-41](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Iron Springs Solar, LLC

[Docket No. 15-035-42](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Granite Mountain Solar East, LLC

[Docket No. 15-035-43](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Granite Mountain Solar West, LLC

[Docket No. 15-035-47](#) – In the Matter of Low Income Lifeline Program Reports 2015

[Docket No. 15-035-48](#) – In the Matter of Rocky Mountain Power's Semi-Annual Demand-Side Management (DSM) Forecast Reports

[Docket No. 15-035-49](#) – In the Matter of Rocky Mountain Power's Fossil Fuel Energy Efficiency Standard Plan

[Docket No. 15-035-50](#) – In the Matter of Rocky Mountain Power's Demand-Side Management 2014 Annual Energy Efficiency and Peak Load Reduction Report

[Docket No. 15-035-51](#) – In the Matter of PacifiCorp's Financial Reports

[Docket No. 15-035-53](#) – In the Matter of the Application of Rocky Mountain Power for Modification of Contract Term of PURPA Power Purchase Agreements with Qualifying Facilities

[Docket No. 15-035-54](#) – In the Matter of the Request of Rocky Mountain Power for Major Event Exclusion for the Weather-Related Events that Occurred on April 14-16, 2015

[Docket No. 15-035-56](#) – In the Matter of Rocky Mountain Power's 2015 Avoided Cost Input Changes Quarterly Compliance Filing

[Docket No. 15-035-57](#) – In the Matter of Rocky Mountain Power's Solar Photovoltaic Incentive Program (Schedule 107) 2015 Annual Report

[Docket No. 15-035-58](#) – In the Matter of Rocky Mountain Power's CY 2014 Affiliated Interest Report

[Docket No. 15-035-61](#) – In the Matter of the Application of Rocky Mountain Power for Approval of its Subscriber Solar Program (Schedule 73)

[Docket No. 15-035-63](#) – In the Matter of Rocky Mountain Power's 2015 Smart Grid Monitoring Report

[Docket No. 15-035-64](#) – In the Matter of Rocky Mountain Power's Customer Owned Generation and Net Metering Report and Attachment A for the Period April 1, 2014 through March 31, 2015



## Public Service Commission 2016 Annual Report

[Docket No. 15-035-65](#) – In the Matter of the Application of Rocky Mountain Power for Approval of Amended Agreement for Electric Service with Manti City, Utah

[Docket No. 15-035-66](#) – In the Matter of the Formal Complaint of Robert Yardley against Rocky Mountain Power

[Docket No. 15-035-67](#) – In the Matter of the Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service with Springville City, Utah

[Docket No. 15-035-68](#) – In the Matter of Rocky Mountain Power's Notice of Renewable Resources in 2016

[Docket No. 15-035-69](#) – In the Matter of a Request for Agency Action to Review the Carrying Charges Applied to Various Rocky Mountain Power Account Balances

[Docket No. 15-035-70](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Three Peaks Power, LLC

[Docket No. 15-035-71](#) – In the Matter of the Application of Rocky Mountain Power for Approval of its Amended Agreement for Electric Service with Lehi City, Utah

[Docket No. 15-035-72](#) – In the Matter of Rocky Mountain Power's Service Quality Review Report

[Docket No. 15-035-73](#) – In the Matter of the Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service with City of Blanding, Utah

[Docket No. 15-035-75](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Kennecott Utah Copper LLC (Refinery)

[Docket No. 15-035-76](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Kennecott Utah Copper LLC (Smelter)

[Docket No. 15-035-77](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Tesoro Refining and Marketing Company LLC

[Docket No. 15-035-78](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Sigurd Solar LLC

[Docket No. 15-035-79](#) – In the Matter of Rocky Mountain Power's Notice of IRS Application for Automatic Accounting Change

[Docket No. 15-035-80](#) – In the Matter of the Application of Rocky Mountain Power for Approval of its Amended Agreement for Electric Service with Manti City, Utah

[Docket No. 15-035-81](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the Electric Service Agreement between PacifiCorp and Nucor Corporation

[Docket No. 15-035-82](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the Pole Attachment Agreement between Rocky Mountain Power and TDS Baja Broadband

[Docket No. 15-035-83](#) – In the Matter of the Request of Rocky Mountain Power for Approval of its Seventh-Year Action Plan and Budget for the Strategic Communications and Outreach Plan for Demand Side Management

[Docket No. 15-035-84](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the Purchase and Transfer Agreement and the Power Supply Agreement with Navajo Tribal Utility Authority (NTUA) and Amendment of Certificate of Public Convenience and Necessity

[Docket No. 15-035-85](#) – In the Matter of the Application of Rocky Mountain Power for Approval of its Agreement for Electric Service to Additional Customers with City of Enterprise, Utah

[Docket No. 15-035-86](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the 2017 Protocol



[Docket No. 15-2508-01](#) – In the Matter of the Formal Complaint of Marian Seamons against Ticaboo Utility Improvement District

[Docket No. 15-2582-01](#) – In the Matter of the Utah Public Service Commission Exercising Jurisdiction Over Schedule 38 and, as Adopted, PacifiCorp's OATT Part IV

[Docket No. 15-025-T02](#) – In the Matter of Empire Electric Association, Inc.'s Tariff Revisions

[Docket No. 15-031-T03](#) – In the Matter of Mt. Wheeler Power, Inc.'s Rate Adjustments

[Docket No. 15-031-T04](#) – In the Matter of Mt. Wheeler Power, Inc.'s Revisions to Rule 1

[Docket No. 15-035-T06](#) – In the Matter of Rocky Mountain Power's Proposed Revisions to Electric Service Schedule No. 37, Avoided Cost Purchases from Qualifying Facilities

[Docket No. 15-035-T10](#) – In the Matter of Rocky Mountain Power's Filing to Comply with the Commission's Order Issued on June 9, 2015, in Docket No. 14-035-140, In the Matter of the Review of Electric Service Schedule No. 38, Qualifying Facilities Procedures, and Other Related Procedural Issues

[Docket No. 15-035-T11](#) – In the Matter of Rocky Mountain Power's Proposed Tariff Revisions

[Docket No. 15-035-T12](#) – In the Matter of Rocky Mountain Power's Filing to Comply with the Commission's Order Issued on August 29, 2014 in Docket No. 13-035-184, In the Matter of the Application of Rocky Mountain Power for Authority to Increase its Retail Electric Utility Service Rates in Utah and for Approval of its Proposed Electric Service Schedules and Electric Service Regulations

[Docket No. 15-035-T13](#) – In the Matter of Rocky Mountain Power's Changes to Schedule 111 – Home Energy Savings Program

[Docket No. 15-035-T14](#) – In the Matter of Rocky Mountain Power's Proposed Revisions to Rule 6 – Company's Installation

[Docket No. 15-035-T15](#) – In the Matter of Rocky Mountain Power's Proposed Revisions to Electric Service Schedule No. 193, Demand Side Management (DSM) Cost Adjustment

[Docket No. 15-035-T16](#) – In the Matter of Rocky Mountain Power's Request to Cancel Electric Service Schedule No. 71, Energy Exchange Program Rider

[Docket No. 15-035-T17](#) – In the Matter of Rocky Mountain Power's Proposed Revisions to Electric Service Schedule No. 117, Residential Refrigerator Recycling Program

[Docket No. 15-036-T01](#) – In the Matter of the Revised Tariffs for Wells Rural Electric Company

[Docket No. 15-2508-T01](#) – In the Matter of Revisions to Tariff No. 1 of Ticaboo Utility Improvement District

[Docket No. 16-035-01](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the 2016 Energy Balancing Account

[Docket No. 16-035-02](#) – In the Matter of the Request of Rocky Mountain Power for Major Event Exclusion for the Weather-Related Events that Occurred on December 14-15, 2015

[Docket No. 16-035-03](#) – In the Matter of Rocky Mountain Power's Procurement Policy and Procedures Updates

[Docket No. 16-035-04](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Thayn Hydro, L.L.C.

[Docket No. 16-035-06](#) – In the Matter of the Application of Rocky Mountain Power for Approval of its Amended Agreement for Electric Service with Nephi City Corporation

[Docket No. 16-035-07](#) – In the Matter of the Application of Rocky Mountain Power for Approval of its Agreement for Electric Service with Mount Pleasant City, Utah

[Docket No. 16-035-08](#) – In the Matter of PacifiCorp's Semi-Annual Hedging Report

[Docket No. 16-035-09](#) – In the Matter of Rocky Mountain Power’s Petition for Review to the Utah Utility Facility Review Board

[Docket No. 16-035-10](#) – In the Matter of the Application of Rocky Mountain Power for Authority to Revise Rates in Tariff Schedule 98, Renewable Energy Credits Balancing Account

[Docket No. 16-035-11](#) – In the Matter of the Division’s Audit of PacifiCorp’s 2015 Fuel Inventory Policies and Practices

[Docket No. 16-035-12](#) – In the Matter of the Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Manti City, UT

[Docket No. 16-035-13](#) – In the Matter of the Request of Rocky Mountain Power for Major Event Exclusion for the Weather-Related Events that Occurred on February 18-19, 2016

[Docket No. 16-035-14](#) – In the Matter of Rocky Mountain Power’s 2015 Annual Report of the Blue Sky Program

[Docket No. 16-035-15](#) – In the Matter of PacifiCorp’s Financial Reports 2016

[Docket No. 16-035-16](#) – In the Matter of the Application of Rocky Mountain Power for Approval of its Amended Agreement for Electric Service with Ephraim City, UT

[Docket No. 16-035-17](#) – In the Matter of Rocky Mountain Power’s Demand-Side Management 2015 Annual Energy Efficiency and Peak Load Reduction Report

[Docket No. 16-035-18](#) – In the Matter of Low Income Lifeline Program Reports 2016

[Docket No. 16-035-19](#) – In the Matter of Rocky Mountain Power’s Fossil Fuel Energy Efficiency Standard Plan

[Docket No. 16-035-20](#) – In the Matter of Rocky Mountain Power’s CY 2015 Affiliated Interest Report

[Docket No. 16-035-21](#) – In the Matter of Rocky Mountain Power’s Solar Photovoltaic Incentive Program (Schedule 107) 2016 Annual Report

[Docket No. 16-035-22](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the Pole Attachment Agreement between Rocky Mountain Power and Mobilitie, LLC

[Docket No. 16-035-23](#) – In the Matter of the Application of Rocky Mountain Power for Approval of the Pole Attachment Agreement for Small Cell and Wi-Fi Antennas between Rocky Mountain Power and Mobilitie, LLC

[Docket No. 16-035-24](#) – In the Matter of the Request of Rocky Mountain Power for Major Event Exclusion for the Weather-Related Events that Occurred on April 30 – May 1, 2016

[Docket No. 16-035-25](#) – In the Matter of the Application of Rocky Mountain Power for Approval of its Agreement for Electric Service to Additional Customers with Hyrum City, Utah

[Docket No. 16-035-26](#) – In the Matter of the Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Monroe City, Utah

[Docket No. 16-035-27](#) – In the Matter of the Application of Rocky Mountain Power for Approval of a Renewable Energy Services Contract between Rocky Mountain Power and Facebook, Inc. Pursuant to Tariff Electric Service Schedule 34

[Docket No. 16-035-28](#) – In the Matter of Rocky Mountain Power’s Customer Owned Generation and Net Metering Report and Attachment A for the Period April 1, 2015 through March 31, 2016

[Docket No. 16-035-29](#) – In the Matter of Rocky Mountain Power’s 2016 Avoided Cost Input Changes Quarterly Compliance Filing

[Docket No. 16-022-T01](#) – In the Matter of Bridger Valley Electric Association’s Proposed Tariff Revisions

[Docket No. 16-027-T01](#) – In the Matter of the Revisions to Flowell Electric Association, Inc.’s Retail Electric Rates

**Docket No. 16-030-T01** – In the Matter of the Revisions to Moon Lake Electric Association, Inc.’s Retail Electric Rates

**Docket No. 16-031-T01** – In the Matter of Mt. Wheeler Power, Inc.’s Tariff Revisions

**Docket No. 16-035-T01** – In the Matter of Rocky Mountain Power’s Proposed Revisions to Electric Service Schedule No. 118, Low Income Weatherization Program

**Docket No. 16-035-T02** – In the Matter of Rocky Mountain Power’s Request to Cancel Electric Service Schedule No. 117, Residential Refrigerator Recycling Program

**Docket No. 16-035-T03** – In the Matter of Rocky Mountain Power’s Proposed Revisions to Electric Service Schedule No. 140, Non-Residential Energy Efficiency Program

**Docket No. 16-035-T04** – In the Matter of Rocky Mountain Power’s Proposed Revisions to Electric Service Schedule No. 73, Subscriber Solar Program Rider

**Docket No. 16-035-T05** – In the Matter of Rocky Mountain Power’s Proposed Revisions to Electric Service Schedule No. 94, Energy Balancing Account (EBA)

**Docket No. 16-035-T06** – In the Matter of Rocky Mountain Power’s Proposed Revisions to Electric Service Schedule No. 37, Avoided Cost Purchases from Qualifying Facilities

**Docket No. 16-035-T07** – In the Matter of Rocky Mountain Power’s Proposed Revisions to Electric Service Schedule No. 135, Net Metering Service

**Docket No. 16-035-T08** – In the Matter of Rocky Mountain Power’s Proposed Revisions to Electric Service Schedule No. 8, Large General Service – 1,000 kW and Over – Distribution Voltage

**Docket No. 16-035-T09** – In the Matter of Rocky Mountain Power’s Proposed Electric Service Schedule No. 34, Renewable Energy Tariff

**Docket No. 16-066-T01** – In the Matter of the Revisions to Dixie Power’s Retail Electric Rates

**Docket No. 16-2508-T01** – In the Matter of Revisions to Tariff No. 1 of Ticaboo Utility Improvement District





## **ELECTRIC UTILITY COMPANIES**

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

### **Bridger Valley Electric Association**

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

### **Garkane Energy**

120 W. 300 S.  
PO Box 465  
Loa, UT 84747-0465  
Tel: (435) 836-2795  
(800) 747-5403  
Fax: (435) 836-2497  
Web: [www.garkaneenergy.com](http://www.garkaneenergy.com)

### **Raft River Rural Electric**

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

### **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](http://www.deseretgt.com)

### **Moon Lake Electric Association**

188 W. 200 N.  
PO Box 278  
Roosevelt, UT 84066-0278  
Tel: (435) 722-5428  
Fax: (435) 722-5433  
Web: [www.mleainc.com](http://www.mleainc.com)

### **South Utah Valley Electric Service District**

803 N. 500 E.  
PO Box 349  
Payson, UT 84651-0070  
Tel: (801) 465-9273  
Fax: (801) 465-4580  
Web: [www.sesdofutah.com](http://www.sesdofutah.com)

### **Dixie Escalante Rural Electric**

71 E. Highway 56  
HC 76 Box 95  
Beryl, UT 84714-5197  
Tel: (435) 439-5311  
Fax: (435) 439-5352  
Web: [www.dixiepower.com](http://www.dixiepower.com)

### **Mt. Wheeler Power**

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

### **Ticaboo Utility Improvement District**

Highway 276, Mile Marker 27  
PO Box 2140  
Ticaboo, UT 84533-2140  
Tel: (435) 788-8343  
Tel: (435) 788-2115

### **Empire Electric Association**

801 N. Broadway  
PO Box Drawer K  
Cortez, CO 81321-0676  
Tel: (970) 565-4444  
(800) 709-3726  
Fax: (970) 564-4404  
Web: [www.eea.coop](http://www.eea.coop)

### **PacifiCorp dba**

#### **Rocky Mountain Power**

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

### **Wells Rural Electric Company**

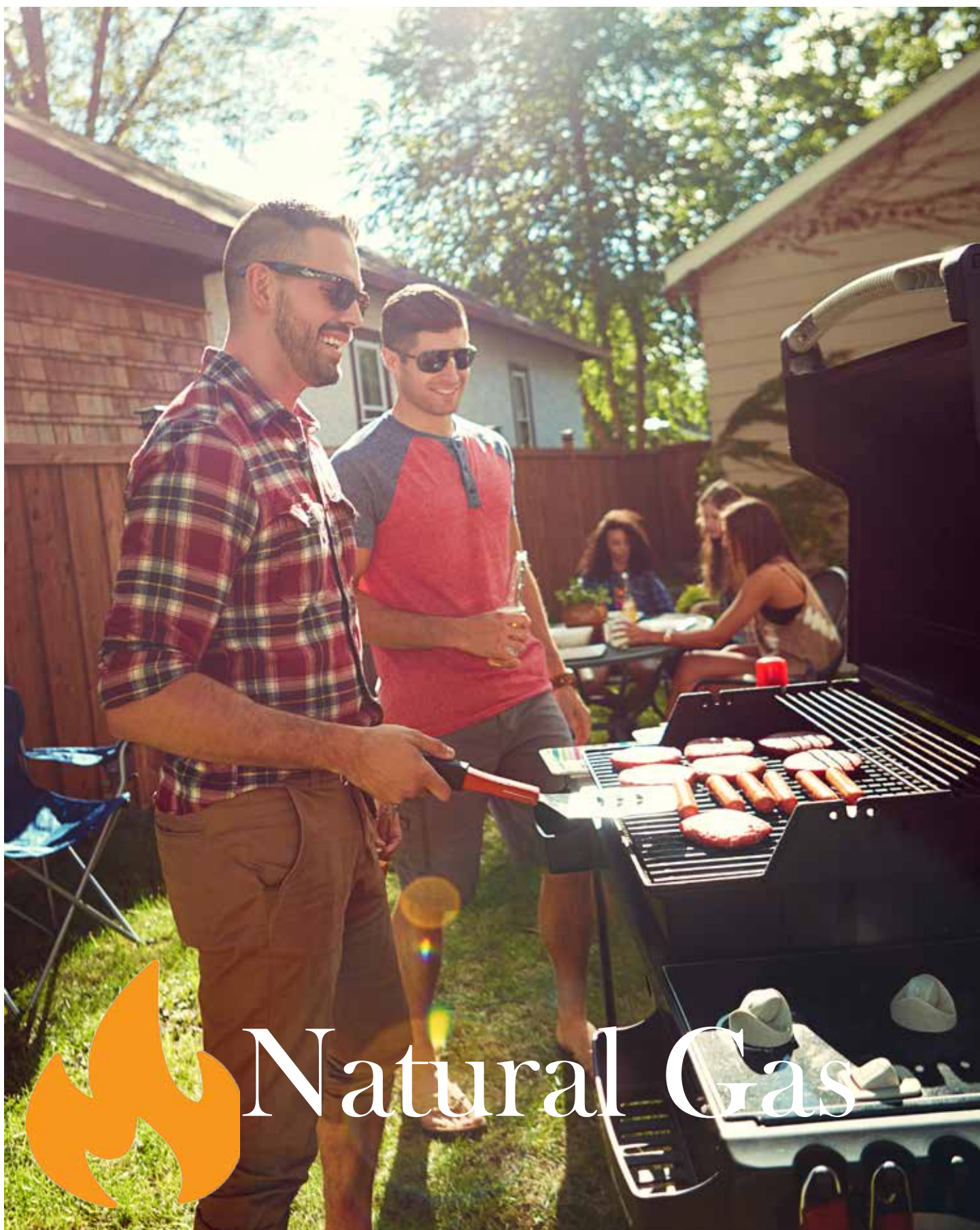
1451 Humboldt Ave.  
PO Box 365  
Wells, NV 89835-0365  
Tel: (775) 752-3328  
Fax: (775) 752-3407  
Web: [www.wrec.coop](http://www.wrec.coop)

### **Flowell Electric Association**

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









# NATURAL GAS UTILITIES OVERVIEW

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

## *Rate Mechanisms*

The PSC is responsible for determining just and reasonable rates for Questar. During general rate case proceedings the PSC evaluates costs, excluding those for gas supply and transportation, to Questar's system incurred by Questar to provide service to its retail customers. At the conclusion of these proceedings the PSC sets distribution non-gas (DNG) rates to cover Questar's costs and provide a fair rate of return on its investments. Questar's most recent general rate case concluded in February of 2014 and pursuant to stipulation, Questar's will file its next general rate between July 1 and December 31 2019.

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

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

to adjust its rates to recover the costs of producing its own gas and purchasing gas from others (collectively referred to in rates as the gas commodity rate element), and the costs associated with gas gathering, storage, and interstate transportation (collectively referred to in rates as the supplier non-gas, or SNG, rate element). When actual costs vary from those projected, the difference is maintained in a special balancing account and an appropriate rate adjustment is made in a pass-through rate proceeding. Most recently, in May 2016, Questar's pass-through filing reflected commodity and SNG costs of \$541.7 million for Utah customers. The rates set in this proceeding reflected an estimated decrease of approximately \$28.6 million when compared with the previous pass-through proceeding. Commodity and SNG costs currently represent the majority of the cost of providing natural gas service to customers in Utah.

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

ing account rate adjustments are only applicable to Questar's GS rate schedule whereas those associated with the energy assistance program are applicable to all sales and transportation, as well as the natural gas vehicle rate schedules.

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

### *Rate Changes*

In FY 2016, Questar filed applications to change its rates seven times in five separate rate proceedings. The following information presents the date the new rates became effective, the PSC-approved revenue change and, in parentheses, the associated percent change in a typical residential customer's annual bill. A typical residential customer is defined as one using 82 decath-erms per year of natural gas. With the exception of the low-income assistance program, these rate changes were approved on an interim basis, pending the review of the results of the Division of Public Utilities' (Division) audit.

On October 1, 2015, Questar implemented a \$12.3 million (1.3 percent) rate decrease reflecting the following elements: 1) a \$17.6 million (1.84 percent) decrease for the gas pass-through account balance; 2) a \$3.9 million (0.43 percent) increase associated with the CET account balance; 3) a \$1.2 million (0.07 percent) increase

associated with the infrastructure tracker program; and 4) a \$0.2 million (0.02 percent) increase associated with the low-income energy assistance program account balance.

Effective December 1, 2015, Questar implemented 1) a \$7.3 million (0.82 percent) increase associated with the Infrastructure Tracker Pilot Program; and 2) no change to Questar's Demand Side Management/Energy Efficiency Program revenue requirement or rates.

On February 1, 2016, Questar implemented a \$1.8 million (0.19 percent) rate decrease associated with the Infrastructure Tracker Pilot Program resulting from the extension of bonus depreciation by the federal Protecting Americans from Tax Hikes Act of 2015.

Effective June 1, 2016, Questar implemented a \$28.6 million (3.04 percent) decrease for the gas pass-through balancing account reflecting a projected decrease in both gas commodity costs and in SNG costs.

Because the balancing account rates are set using a future test year, to the extent the future unfolds differently than forecast, the amount collected in the balancing accounts can vary from projections. Rates reset in subsequent proceedings take into account the current status of the balancing account. As of the end of fiscal year 2016, the gas pass-through balancing account reflected a balance of \$28.8 million owed to Questar, the CET balancing account reflected a balance of \$1.6 million owed to customers, the DSM balancing account reflected a balance of \$2.2 million owed to customers, the integrity management account reflected a balance of \$5.0 million owed to Questar, and the low income energy assistance program account reflected a balance of \$0.25 million owed to customers.

## *Acquisition of Questar Corporation by Dominion Resources, Inc.*

In March 2016, Questar filed an application requesting approval of a transaction under which Questar Corporation, the parent company of Questar, will become a wholly-owned subsidiary of Dominion Resources, Inc. (Merger). The application also requests the PSC issue an accounting order authorizing Questar to defer the transition costs it incurs associated with the Merger for possible future recovery in rates. The PSC held a technical conference on April 28, 2016 to allow parties and PSC staff an opportunity to ask questions regarding the Merger and its effect on Questar. Parties to this docket executed a stipulation that the PSC approved in early FY 2017.

## *Transportation Imbalance Charge*

In December 2014, Questar filed an application proposing to implement a new \$0.19064 per decatherm daily transportation imbalance charge (TIC) applicable to transportation customers taking service under the TS, MT, and FT-1 rate schedules. As proposed, the new TIC would be assessed on daily imbalance volumes outside of a plus or minus five percent tolerance. Questar's reason for the new charge was the Transportation Customers were benefitting from services paid for by firm and interruptible customers. In December 2015, the PSC issued an order approving a TIC of \$0.08896 per decatherm applied to daily imbalance volumes outside of a five percent tolerance. The new charge became effective February 1, 2016, and the revenues from this charge are credited to sales customers in the 191 account in each pass-through application. The rate will be updated in each pass-through filing and reviewed in general rate cases.

As required, concurrent with the filing of the May 2016 pass-through application, Questar filed an application to update the TIC, effective June 1, 2016. Questar's application, as corrected at hearing, proposed a 10.6 percent decrease in the TIC to \$0.07955 per decatherm. The PSC-approved decrease in the TIC reflects

changes in the following parameters used to calculate the TIC: (1) a decline in the Clay Basin Fuel Gas Reimbursement rate (i.e., from \$0.08194 to \$0.08152); (2) a decline in imbalanced volumes (i.e., from 3,333,731 decatherm to 2,783,249 decatherm); (3) a decline in the total annual costs associated with the imbalance charge (i.e. from \$812,097 to \$676,830); and (4) a decline in the total daily imbalances that exceed the plus or minus five percent tolerance (i.e., from 9,128,985 decatherm to 8,508,613 decatherm).

## *Canyon Creek*

Under the terms of the Wexpro Stipulation and Agreement (Wexpro I Agreement) approved by the PSC in 1981, Wexpro Gas (Wexpro) has managed and developed natural gas reserves within a defined set of properties for Questar. Production from these reserves is delivered to Questar at cost of service, which other than the time periods of 1994 through 1996 and 2009 to the present, has generally been lower-priced than market-based resources acquired by Questar. This arrangement has provided Questar customers with a stable source of gas supply and long-term hedge against price volatility.

In March 2013, the PSC approved the Wexpro II Agreement (Wexpro II) which identifies the procedures for Questar to apply to the PSC for approval to include oil and gas properties under Wexpro II. Upon approval, Wexpro II properties would be managed and developed in a manner similar to the properties included under the Wexpro I Agreement.

In December 2014, Wexpro acquired an additional 30 percent working interest in the natural gas-producing properties in the Wexpro I Canyon Creek development drilling area, located in the Vermillion Basin in southwest Wyoming, at a cost of \$52.7 million. This acquisition increased Wexpro's ownership interest in the Canyon Creek Area from 70 percent to 100 percent. In August 2015, Questar filed a request for approval to include the Canyon Creek acquisition under Wexpro II. In November 2015, the PSC approved a settlement stipulation allowing Questar to include the Canyon



Creek acquisition under Wexpro II with certain conditions. These conditions include: the rate of return on post-2015 Wexpro I and Wexpro II Development Drilling or any other capital investment, and any associated AFUDC, for both natural gas and oil wells, will be the PSC-allowed rate of return; going forward, revenue and related expenses from non-commercial wells will be shared on a 50/50 basis; and dry hole costs will be limited to 4.5% of Wexpro's annual development drilling program.

### *Resource Planning*

The PSC requires Questar to prepare and file an annual integrated resource plan (IRP) which is used by Questar as a guide for meeting the natural gas requirements of its customers on both a day-to-day and long term basis. The PSC-approved 2009 IRP Standards and Guidelines (Standards and Guidelines) are intended to ensure the present and future customers of Questar are provided natural gas energy services at the lowest cost consistent with safe and reliable service, the fiscal requirements of a financially healthy utility, and the long-run public interest. The IRP is based on a 20-year planning horizon, focusing on the immediate future. During FY 2016, the PSC both concluded its evaluation of Questar's 2015 IRP (representing the plan year of June 1, 2015, through May 31, 2016) and commenced review of Questar's 2016 IRP filed in June 2016 (representing the plan year of June 1, 2016, through May 31, 2017).

Pertaining to Questar's 2015 IRP, the PSC invited parties to file comments and reply comments, in August and September 2015, respectively. On October 2015, the PSC issued an order determining Questar's 2015 Integrated Resource Plan substantially complied with the requirements of the Standards and Guidelines.

As part of the IRP process, Questar evaluates data on natural gas supply and demand, energy efficiency and conservation, system constraints and capabilities, and gas drilling, gathering, transportation and storage, as well as results from a cost-minimizing stochastic model, to develop a resource acquisition plan and strategy.

In the 2016 IRP Questar identified a cost-of-service gas production level of 64.0 million decatherms (compared with 66.2 million decatherms in the 2015 IRP) and a balanced portfolio of 53.6 million decatherms of purchased gas (compared with 57.6 million decatherms in the 2015 IRP) to meet the gas supply requirements of its customers during the 2016 – 2017 IRP year. Questar also identified several potential future system upgrade and replacement projects to ensure safe, adequate service. Questar concluded it should continue to monitor and manage producer imbalances and promote cost-effective energy efficiency measures. In addition, Questar concluded there is no current need for additional price stabilization measures for purchased gas contracts to mitigate the risk of volatility in the marketplace but it will continue to review this issue on an annual basis.

As mentioned above, to prevent catastrophic pipeline failure incidents, the U.S. Department of Transportation Pipeline Hazardous Materials and Safety Administration (PHMSA) promulgated rules to ensure the integrity of natural gas transmission and distribution lines. The 2016 IRP addresses Questar's planned integrity management program activities and associated costs. Questar estimates it will spend approximately \$5 million per year through 2018 on transmission and distribution integrity management activities.

Prior to filing the 2016 IRP, Questar held public input meetings to address among other things: the announcement of Dominion Gas Corporation's acquisition of Questar Corporation, cost-of-service gas reporting, Wexpro's 2016 drilling plan, upstream transportation contracts, meeting peak hour demands storage and transportation contracts, a review of the 2016 heating season, and a review of Questar's 2016 request for proposal for purchased gas. A technical conference was held on June 23, 2016, during which Questar presented information and responded to questions concerning its 2016 IRP. This docket will conclude in FY 2017.

## *Natural Gas Conservation and Energy Efficiency*

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

In 2015, Questar spent \$24.2 million on its energy efficiency program, or 85% of its PSC-approved budget of \$28.5 million. Questar reported that the 2015 program had over 80,000 participants and resulted in annual natural gas savings of over 760,000 decatherms.

In December 2015, the PSC approved Questar's proposal to maintain the 2016 energy efficiency programs and market transformation initiative at \$26.7 million. In 2016, Questar will continue its existing programs with minor changes. Questar estimated an annual savings of 940,293 decatherms based on the same level of participation as in 2015. This is equivalent to the average annual natural gas consumption of over 11,000 homes.

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

## *Infrastructure Tracker*

From January 2011, when the first IT collection rate was approved, through June 2016, Questar collected over \$50 million through the IT rate adjustment mechanism to cover the costs associated with its infrastructure replacement program in between general rate cases.

In November 2015, Questar filed its 2016 Replacement Infrastructure Annual Plan and Budget indicating that in 2016 Questar plans to replace three line segments in Salt Lake, Utah and Davis Counties, and several belt line segments in Salt Lake and Davis counties, at an estimated cost of \$70 million. In February 2016, Questar filed correspondence with the PSC seeking a \$4 million increase for the 2016 IT budget. In response to this request and comments from the Division of Public Utilities, the PSC approved the requested \$4 million 2016 IT budget increase and ordered that Questar's 2017 IT program planned budget be decreased by an equal amount.



### *NATURAL GAS TECHNICAL CONFERENCES*

During FY 2016, the PSC held technical conferences addressing the following matters:

September 11, 2015

[Docket Nos. 15-057-11, 15-057-12, 15-057-13, and 15-057-14](#)

A technical conference was held to allow parties and PSC staff an opportunity for questions and answers regarding Questar's applications in these dockets.

September 17, 2015

[Docket No. 15-057-10](#)

A technical conference was held with the purpose of allowing Questar Company to present information to PSC staff and interested parties concerning its application for approval of the Canyon Creek acquisition as a Wexpro II property.

April 28, 2016

[Docket No. 16-057-01](#)

A technical conference was held to allow parties and PSC staff an opportunity to ask questions regarding Questar Company's and Dominion Resources, Inc.'s proposed merger.

June 23, 2016

[Docket No. 16-057-08](#)

A technical conference was held to discuss the information presented in Questar's 2016 Integrated Resource Plan.





## **NATURAL GAS DOCKETS**

**Docket No. 09-057-16** – In the Matter of the Application of Questar Gas Company for Authority to Increase its Retail Gas Utility Service Rates in Utah and for Approval of its Proposed Gas Service Schedules and Gas Service Regulations

**Docket No. 11-057-05** – In the Matter of the Request of the Division of Public Utilities for Enforcement Action under the Natural Gas Pipeline Safety Act against Questar Gas Company

**Docket No. 13-057-05** – In the Matter of the Application of Questar Gas Company to Increase Distribution Rates and Charges and to Make Tariff Modifications

**Docket No. 13-057-07** – In the Matter of the Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah

**Docket No. 13-057-13** – In the Matter of the Application of Questar Gas Company for Approval to Include Property Under the Wexpro II Agreement

**Docket No. 14-057-15** – In the Matter of Questar Gas Company's Integrated Resource Plan (IRP) for Plan Year: June 1, 2014 to May 31, 2015

**Docket No. 14-057-25** – In the Matter of the Application of Questar Gas Company for Approval of the 2015 Year Budget for Energy Efficiency Programs and Market Transformation Initiative

**Docket No. 14-057-29** – In the Matter of Questar Gas Company's Replacement Infrastructure 2015 Annual Plan and Budget

**Docket No. 14-057-31** – In the Matter of the Application of Questar Gas Company to Make Tariff Modifications to Charge Transportation Customers for Use of Supplier-Non-Gas Services

**Docket No. 14-057-32** – In the Matter of a Request for Agency Action to Review the Carrying Charges Applied to Various Questar Gas Company Account Balances

**Docket No. 15-057-03** – In the Matter of Questar Gas Company's Energy Efficiency Reports

**Docket No. 15-057-06** – In the Matter of Questar Gas Company Financial Documents Filed in 2015

**Docket No. 15-057-07** – In the Matter of Questar Gas Company's Integrated Resource Plan (IRP) for Plan Year: June 1, 2015 to May 31, 2016

**Docket No. 15-057-08** – In the Matter of the Formal Complaint of Brittne Boberg against Questar Gas Company

**Docket No. 15-057-09** – In the Matter of the Formal Complaint of Henry Chandra against Questar Gas Company

**Docket No. 15-057-10** – In the Matter of the Application of Questar Gas Company for Approval of the Canyon Creek Acquisition as a Wexpro II Property

**Docket No. 15-057-11** – In the Matter of the Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah

**Docket No. 15-057-12** – In the Matter of the Application of Questar Gas Company to Amortize the Conservation Enabling Tariff Balancing Account

**Docket No. 15-057-13** – In the Matter of the Application of Questar Gas Company to Change the Base Distribution Non-Gas Rate and the Infrastructure Rate Adjustment

**Docket No. 15-057-14** – In the Matter of the Application of Questar Gas Company for a Tariff Change and Adjustment to the Low Income Assistance/Energy Assistance Rate

**Docket No. 15-057-15** – In the Matter of the Formal Complaint of Dell and Luceal Ellertson against Questar Gas Company

**Docket No. 15-057-16** – In the Matter of the Application of Questar Gas Company for Approval of the 2016 Year Budget for Energy Efficiency Programs and Market Transformation Initiative

**Docket No. 15-057-17** – In the Matter of the Application of Questar Gas Company to Change the Infrastructure Rate Adjustment

**Docket No. 15-057-18** – In the Matter of the Application of Questar Gas Company to Amortize the Demand Side Management/Energy Efficiency Deferred Account Balance

**Docket No. 15-057-19** – In the Matter of Questar Gas Company's Replacement Infrastructure 2016 Annual Plan and Budget

**Docket No. 15-2577-01** – In the Matter of the Petition of Mid-Utah Gas Pipeline Co., LLC Requesting a Declaratory Ruling by the Public Service Commission of Utah

**Docket No. 15-057-T03** – In the Matter of Questar Gas Company's Filing to Comply with the Commission Order Issued on April 29, 2015, in Docket No. 14-057-32, In the Matter of a Request for Agency Action to Review the Carrying Charges Applied to Various Questar Gas Company Account Balances

**Docket No. 15-057-T05** – In the Matter of Questar Gas Company's Filing to Comply with the Commission's Bench Order Issued on September 24, 2015, in Docket Nos. 15-057-11, 15-057-12, 15-057-13, and 15-057-14

**Docket No. 15-057-T06** – In the Matter of Questar Gas Company's Filing to Comply with the Commission Order Issued on November 9, 2015 in Docket No. 14-057-31, Application of Questar Gas Company to Make Tariff Modifications to Charge Transportation Customers for Use of Supplier-Non-Gas Services

**Docket No. 15-057-T07** – In the Matter of Questar Gas Company's Filing to Comply with the Commission Order Confirming Bench Rulings Issued on December 2, 2015 in Docket Nos. 15-057-17, Application of Questar Gas Company to Change the Infrastructure Rate Adjustment; and 15-057-18, Application of Questar Gas Company to Amortize the Demand Side Management/Energy Efficiency Deferred Account Balance

**Docket No. 15-057-T08** – In the Matter of Questar Gas Company's Filing to Comply with the Commission's Order Issued on December 16, 2015 in Docket No. 15-057-16, Application of Questar Gas Company for Approval of the 2016 Year Budget for Energy Efficiency Programs and Market Transformation Initiative

**Docket No. 16-057-01** – In the Matter of the Joint Notice and Application of Questar Gas Company and Dominion Resources, Inc. of Proposed Merger of Questar Corporation and Dominion Resources, Inc.

**Docket No. 16-057-02** – In the Matter of the Renewal of Contract for Regulatory Services between the Idaho Public Utilities Commission and the Public Service Commission of Utah

**Docket No. 16-057-03** – In the Matter of the Application of Questar Gas Company to Increase Distribution Rates and Charges and Make Tariff Modifications

**Docket No. 16-057-04** – In the Matter of Questar Gas Company's Energy Efficiency Reports

**Docket No. 16-057-05** – In the Matter of the Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah

**Docket No. 16-057-06** – In the Matter of the Application of Questar Gas Company for an Adjustment to the Daily Transportation Imbalance Charge



[Docket No. 16-057-07](#) – In the Matter of Questar Gas Company Financial Documents Filed in 2016

[Docket No. 16-057-08](#) – In the Matter of Questar Gas Company's 2016 Integrated Resource Plan

[Docket No. 16-057-T01](#) – In the Matter of Questar Gas Company's Proposed Tariff Revisions

[Docket No. 16-057-T02](#) – In the Matter of Questar Gas Company's Proposed Tariff Revisions  
<http://psc.utah.gov/utilities/gas/gasindx/2016/16057T02indx.html>

[Docket No. 16-057-T03](#) – In the Matter of Questar Gas Company's Request for Approval to Change Section 5.08 of its Tariff

[Docket No. 16-057-T04](#) – In the Matter of Questar Gas Company's Proposed Tariff Revisions

## NATURAL GAS UTILITY COMPANIES

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

### *Regulatory Affairs*

#### *Questar Gas Company*

333 South State Street  
PO Box 45360  
Salt Lake City, UT 84145-0360  
Tel: (801) 324-5555  
Emergency: (800) 541-2824  
Fax: (800) 324-5131

#### **Wendover Gas Company**

285 S. 1st St.  
PO Box 274  
Wendover, UT 84083  
Tel: (775) 664-2291  
(775) 664-3081  
Fax: (775) 664-4422





## WATER UTILITIES OVERVIEW

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

### *Water Companies*

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

The PSC must exercise its jurisdiction as long as the developer retains effective voting control of the water company. Once the lot owners/water users have attained voting control, the PSC must relinquish jurisdiction.

In uncontested cases, the PSC adjudicates the status of a water company informally. Those companies that operate as cooperatives are issued informal letters of exemption without the formal entry of a PSC order. Those companies found to be subject to PSC jurisdiction are issued Certificates of Public Convenience and Necessity.

### *PSC Jurisdiction*

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





## ***WATER DOCKETS***

**Docket No. 14-098-01** – In the Matter of the Application of Community Water Company for Approval of a General Rate Increase

**Docket No. 15-098-01** – In the Matter of the Application of Community Water Company for Approval of General Rate Increase

**Docket No. 15-2025-01** – In the Matter of the Application of Dammeron Valley Water Works, LLC for Approval of General Rate Increase

**Docket No. 15-2280-01** – In the Matter of the Formal Complaint of Kearston Adams against Legacy Sweetwater, Inc.

**Docket No. 16-014-01** – In the Matter of Storm Haven Sewer Company and Storm Haven Water Company, Inc. Cancellation of CPCNs

**Docket No. 16-098-01** – In the Matter of the Rates of Community Water Company, LLC

**Docket No. 16-2025-01** – In the Matter of the Formal Complaint of Patricia L. Matthews against Dammeron Valley Water Works

**Docket No. 16-2567-01** – In the Matter of the Request of Bumblebee Water System, Inc. for an Exemption from Public Service Commission Regulation

**Docket No. 16-2025-T01** – In the Matter of Dammeron Valley Water Works, LLC's Updated Tariff to Comply with the Commission's Order Issued on September 11, 2015 in Docket No. 15-2025-01

## ***JUDICIAL DECISIONS***

Utah Court of Appeals Case No. 20140653 - Dansie v. Public Service Commission. The Court's order, which affirmed in full the PSC's administrative decision, was issued on 05/26/2016.







## WATER UTILITY COMPANIES

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

### **Bridge Hollow Water Association**

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

### **Bridgerland Village**

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

### **Canaan Springs Water Company**

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

### **Cedar Ridge Distribution Company**

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

### **Community Water Company, LLC.**

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

### **Coyotes-N-Cowboys Linecamp Subdivision, LLC.**

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

### **Dammeron Valley Water Works, LLC.**

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

### **Eagle's Landing Water Company, LLC.**

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

### **Elk Ridge Estates Water Company**

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

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

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

### **Grand Staircase Water Company, LLC.**

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

### **Harmony Heights Water Company**

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

### **Harmony Mountain Ranch Water Company**

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

### **Hi-Country Estates Homeowners Association**

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





**WATER UTILITY COMPANIES CONTD.**

**Hidden Creek Water Company**

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

**Highlands' Water Company, Inc.**

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

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

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

**Kayenta Water Users, Inc.**

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

**Lake Front Estates Water Users  
Association**

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

**Lakeview Water Corporation**

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

**Legacy Sweet Water, Inc.**

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

**North Creek Ranch Home Owners  
Association**

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

**Pine Valley Irrigation Company**

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

**Pineview West Water Company**

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

**South Duchesne Culinary Water, Inc.**

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

**Storm Haven Water Company, Inc.**

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

**Wanship Cottage Water Company**

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

**WaterPro, Inc.**

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

**White Hills Water Company, Inc.**

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

**Willow Creek Water Company, Inc.**

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

**SEWER COMPANIES**

**Mountain Sewer Corporation**

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

**Storm Haven Water Company, Inc.**

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





# Telecommunications

## TELECOMMUNICATIONS UTILITIES OVERVIEW

In fiscal year 2016, there were, on average, about 750,000 traditional land line telephones, close to 2.25 million wireless telephones, and an unknown, but likely increasing number of voice over internet protocol (VoIP) accounts within the state. Overall, the local exchange service telecommunications industry in Utah is characterized by both intra-industry competition with competitive local exchange companies (CLEC's) as well as competition with wireless and VoIP companies. As a result of consumers having more options, the total number of traditional land line phone accounts in Utah has declined from 1.2 million in 2001 to about 750,000 today, even as the population and the number of households and businesses have been increasing.

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

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

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

The other major providers of telephone service are the CLECs. Since 1995, out of a total of 320 applications for Certificates of Public Convenience and Necessity (certificates), the PSC has issued 247 certificates to CLECs, primarily in CenturyLink's service territory. In fiscal year 2016, there were 145 CLECs (certificate holders), 85 of whom were active, meaning they provided service to actual customers and/or filed annual reports. Of these 85 CLECs, approximately 65 appear to be providing service as they pay into Utah's universal service support fund (UUSF) on an ongoing basis. Most of those active CLECs provide service only to business customers. Most CLECs provide services using some network elements of CenturyLink's public telephone network but Comcast offers VoIP over its own cable network and interconnects with CenturyLink's public telephone network directly as it is a certificated local exchange carrier.

### *Significant Developments*

The event with potentially the most far-reaching consequences relating to telecommunications in Utah during FY 2016 was the ongoing implementation efforts of the Federal Communications Commission's (FCC) "Order on Connect America Fund and Inter-Carrier Reform Order" (Transformation Order). This Order is beginning to meaningfully alter the federal programs relating to the FCC's Universal Service Fund (FUSF). The Transformation Order creates the Connect America Fund (CAF) and shifts money

from high cost telephone support and inter-carrier compensation objectives to building out broadband facilities in un-served or under-served areas of the country. Because Utah's telephone carriers and broadband providers have done a good job of reaching most customers with broadband services, Utah has relatively few un-served or under-served areas remaining in the state. As a result, the PSC anticipates that over the next five to ten years the state's telephone carriers will lose a substantial amount of FUSF support for traditional telephone service, while receiving only limited amounts of new support to bring broadband service to the few remaining unserved areas of the state. In addition, the Transformation Order reduces the amount of access charges carriers are allowed to collect from other carriers further reducing the Rural Incumbents' revenues over time.

In responding to the Transformation Order, the PSC opened dockets and commenced investigations to understand the impacts of the Transformation Order, identify compliance deadlines, and clarify auditing and oversight obligations. These efforts are ongoing and are designed to result in Utah carriers receiving the maximum amount of FUSF and CAF support available.

Currently some carriers and states are advocating review of certain provisions of the Transformation Order by the courts and lobbying to have certain parts of the Transformation Order overturned by Congressional action. As a result, it will be some time until the full effects of the Transformation Order become clear.

### *Recent Activity*

During FY 2016, Utah continued to see some limited interest from potential competitors to CenturyLink. The PSC granted eleven applications for certification to compete in the state, and cancelled four certificates. Additionally, the PSC has seen an increased interest by wireless carriers to be designated as federal-level eligible telecommunications carriers (ETC) to receive federal-level Lifeline funds for serving low income customers. Currently the state has twelve such ETCs. These Federal ETCs do not receive any state-level Lifeline funding, but their ongoing presence requires the

state to undertake additional verification and eligibility determination work to ensure duplicate benefits are not being collected by the same person or household.

Additionally during FY 2016, the PSC adjudicated requests for increases in the amount of disbursements three different carriers received for the Utah Universal Service Fund (UUSF). Two of the three cases were settled by stipulation while the third one was fully litigated and decided by order of the PSC. The applicant in the latter case subsequently filed an appeal of the PSC's order with the Utah Court of Appeals in June 2016.

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

In FY 2016 the PSC continued to grant and cancel certificates of Public Convenience and Necessity (CPCN) for CLECs, granting six CPCNs and cancelling five. In FY 2016, there were 145 authorized CLECs, between 65 and 85 of whom actively served customers in the state at some point during the year. To serve customers, a CLEC must interconnect its facilities with other carriers. The PSC continues to review and, when requested, arbitrate "interconnection agreements" and "commercial agreements," i.e., the terms by which the incumbent and competitors interconnect facilities to provide effective and efficient service. These agreements facilitate competition by providing a means for competitors' and CenturyLink's networks to communicate.





## *Telecommunications Dockets*

The PSC addressed more than 150 telecommunications dockets in FY 2016. Most involved tariffs, price lists, complaints, and the entry, exit, or reorganization of CLECs as the marketplace adjusted to and implemented the relatively new FCC rules regarding inter-carrier relationships. Of the remainder, several (11) dealt with the interactions between CenturyLink and the other CLECs, the application of wireless carriers to be federal eligible telecommunications carriers for the LifeLine program (2), or rural incumbent rate or UUSF cases (3). In general, the telecommunications related dockets addressed certificate applications and cancellations, mergers and acquisitions, approval and enforcement of interconnection agreements, rate cases, UUSF cases, resolution of inter-carrier complaints, other service issues, and complaints.

## *CENTURYLINK DOCKETS*

Price List dockets may be found by going to the telecommunications section of the PSC's website at <http://psc.utah.gov/utilities/telecom/index.html>. In the Telecom Dockets drop down box, click the year you would like to search in, then look for dockets ending in – Pxx.

Docket No. 00-2351-01 – In the Matter of the Application of Time Warner Telecom of Utah, LLC, for a Certificate of Public Convenience and Necessity to Provide Facilities-Based Local Exchange Services within the State of Utah

Docket No. 03-2405-01 – In the Matter of the Application of ACN Communication Services, Inc. for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-based Local Exchange Service within the State of Utah

[Docket No. 04-2441-01](#) – In the Matter of the Application of PAE-TEC for Certificate of Public Convenience and Necessity to Provide Facilities Based Local Exchange Service in the State of Utah

Docket No. 05-2450-01 – In the Matter of the Application of Preferred Long Distance, Inc. for a Certificate of Public Convenience and Necessity to Provide Competitive Local Exchange Services within the State of Utah

[Docket No. 10-049-16](#) – In the Matter of the Joint Application of Qwest Communications International, Inc. and CenturyTel, Inc. for Approval of Indirect Transfer of Control of Qwest Corporation, Qwest Communications Company, LLC, and Qwest LD Corporation

[Docket No. 10-2521-01](#) – In the Matter of Virgin Mobile USA, L.P. Petition for Limited Designation as an Eligible Telecommunications Carrier

[Docket No. 11-2538-01](#) – In the Matter of the Application of Windstream NuVox, Inc. for a Certificate of Public Convenience and Necessity to Provide Resold Local Exchange Access Telecommunications Services in the State of Utah

[Docket No. 11-2543-01](#) – In the Matter of the Application of Spectrotel, Inc. d/b/a OneTouch Communications d/b/a Touch Base Communications for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Local Exchange Services

[Docket No. 13-049-15](#) – In the Matter of CenturyLink's Petition for Review and Modification of its Performance Assurance Plan and Performance Indicator Definitions Consistent with the Colorado Settlement

[Docket No. 13-2563-01](#) – In the Matter of the Application of Ionex Communications North, Inc. dba Birch Communications for a Certificate of Public Convenience and Necessity to Provide Telecommunications Services in the State of Utah

[Docket No. 14-2236-01](#) – In the Matter of the Application of Talk America Services, LLC for a Certificate of Public Convenience and Necessity to Provide Resold Local Exchange and Interexchange Telecommunications Services in the State of Utah

[Docket No. 15-041-01](#) – In the Matter of the Formal Complaint of Susan Hilliard against Frontier Communications

[Docket No. 15-041-02](#) – In the Matter of the Formal Complaint of Wyndee Hansen, dba Hole N' the Rock Inc. against Frontier Communications

[Docket No. 15-042-01](#) – In the Matter of the Application of Emery Telephone for an Increase in Utah Universal Service Fund Support

[Docket No. 15-049-04](#) – In the Matter of the Formal Complaint of Kelly Margetts against CenturyLink

[Docket No. 15-049-10](#) – In the Matter of Qwest Corporation d/b/a CenturyLink QC's Petition for Commission Approval of 2015 Additions to its Non-Impaired Wire Center List

[Docket No. 15-049-11](#) – In the Matter of the Interconnection Agreement between Qwest Corporation dba CenturyLink QC and Emery Telecommunications and Video, Inc. dba Emery Telcom

[Docket No. 15-049-12](#) – In the Matter of the Amended Interconnection Agreement between Qwest Corporation dba CenturyLink QC and Emery Telecommunications & Video, Inc. dba Emery Telcom

[Docket No. 15-049-13](#) – In the Matter of the Interconnection Agreement between Qwest Corporation dba CenturyLink QC and CenturyLink Communications, LLC

[Docket No. 15-049-14](#) – In the Matter of the Approval of the Pole Attachment Agreement between TDS Baja Broadband LLC in Utah and Qwest Corporation d/b/a CenturyLink QC

[Docket No. 15-049-15](#) – In the Matter of the Interconnection Agreement between Qwest Corporation dba CenturyLink QC and RCLEC, Inc.

[Docket No. 15-049-16](#) – In the Matter of the Formal Complaint of Pam Leatherbury against CenturyLink

[Docket No. 15-053-01](#) – In the Matter of the Application of UB-TA-UBET Communications, Inc., dba STRATA Networks for an Increase in Utah Universal Service Fund Support

[Docket No. 15-2236-01](#) – In the Matter of the Request of Talk America Services, LLC for an Amendment to its Certificate of Public Convenience and Necessity

[Docket No. 15-2302-01](#) – In the Matter of the Application of Carbon/Emery Telcom, Inc. for an Increase in Utah Universal Service Fund Support

[Docket No. 15-2383-01](#) – In the Matter of the Joint Application of Comcast Phone of Utah, LLC d/b/a CIMCO, a Division of Comcast Business Services, and First Communications, LLC for Waiver of Utah Code Ann. § 54-8b-18 and Commission Rule R746-349-5

[Docket No. 15-2405-01](#) – In the Matter of ACN Communication Services, Inc.'s Notice of Name Change

[Docket No. 15-2426-01](#) – In the Matter of X5 Solutions, Inc. Notice of Withdrawal

[Docket No. 15-2431-01](#) – In the Matter of the Joint Application of Garrison TNCI LLC, TNCI Operating Company LLC, Impact Telecom, Inc. and Matrix Telecom, Inc. for Approval of the Proposed Transfer of Indirect Control of Matrix Telecom, Inc. to Garrison TNCI LLC and Related Transactions

[Docket No. 15-2450-01](#) – In the Matter of Preferred Long Distance Inc.'s Notice of Name Change and Initiation of iVoIP and CMRS

[Docket No. 15-2452-02](#) – In the Matter of the Joint Application of Garrison TNCI LLC, TNCI Operating Company LLC, Impact Telecom, Inc. and Matrix Telecom, Inc. for Approval of the Proposed Transfer of Indirect Control of Matrix Telecom, Inc. to Garrison TNCI LLC and Related

Transactions



[Docket No. 15-2474-01](#) – In the Matter of the Joint Application of Garrison TNCI LLC, TNCI Operating Company LLC, Impact Telecom, Inc. and Matrix Telecom, Inc. for Approval of the Proposed Transfer of Indirect Control of Matrix Telecom, Inc. to Garrison TNCI LLC and Related Transactions

[Docket No. 15-2458-01](#) – In the Matter of the Application of LSSi Data Corporation to Voluntarily Surrender its Certificate of Public Convenience and Necessity

[Docket No. 15-2462-01](#) – In the Matter of OrbitCom, Inc.'s Request to Relinquish its Certificate of Authority

[Docket No. 15-2515-01](#) – In the Matter of the Joint Application of Onvoy, LLC, The Broadvox Holdings Company LLC, and Broadvox-CLEC, LLC for Approval of Transfer of Control

[Docket No. 15-2531-01](#) – In the Matter of the Notification of WiMacTel, Inc. for a Name Change

[Docket No. 15-2546-01](#) – In the Matter of the Joint Application of Onvoy, LLC, The Broadvox Holdings Company LLC, and Broadvox-CLEC, LLC for Approval of Transfer of Control

[Docket No. 15-2553-01](#) – In the Matter of Telrite Corporation d/b/a Life Wireless' Notice of Increased Minutes

[Docket No. 15-2554-01](#) – In the Matter of Budget PrePay Inc. dba Budget Mobile's Notice of Proposed Budget Mobile Rate Plans

[Docket No. 15-2563-01](#) – In the Matter of the Joint Application of Ionex Communications North, Inc. dba Birch Communications and OrbitCom, Inc. for Approval to Transfer Assets and Customers to Ionex Communications North, Inc. dba Birch Communications

[Docket No. 15-2578-01](#) – In the Matter of the Petition of TAG Mobile, LLC for Designation as an Eligible Telecommunications Carrier for the Purpose of Offering Lifeline Service on a Wireless Basis

[Docket No. 15-2579-01](#) – In the Matter of the Petition of American Broadband & Telecommunications Company for Designation as an Eligible Telecommunications Carrier for the Purpose of Offering Lifeline Service on a Wireless Basis

[Docket No. 15-2580-01](#) – In the Matter of the Application of X5 OpCo LLC for a Certificate of Public Convenience and Necessity to Provide Certain Telecommunications Services within the State of Utah

[Docket No. 15-2580-02](#) – In the Matter of the Joint Application of X5 Solutions, Inc. and X5 OpCo LLC for Approval of Asset and Customer Transfer Transaction

[Docket No. 15-2583-01](#) – In the Matter of the Application of RCLEC, Inc. for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Local Exchange and Exchange Services within the State of Utah

[Docket No. 15-2584-01](#) – In the Matter of the Application of Local Access LLC for a Certificate of Public Convenience and Necessity to Provide Facilities-Based and Resold Local Exchange and Access Telecommunications Services in the State of Utah

[Docket No. 15-2585-01](#) – In the Matter of PlatinumTel Communications, LLC d/b/a Care Wireless' Petition for Designation as an Eligible Telecommunications Carrier in the State of Utah for the Limited Purpose of Offering Lifeline Service to Qualified Households

[Docket No. 15-041-T02](#) – In the Matter of Citizens Telecommunications Company of Utah d/b/a Frontier Communications of Utah's Tariff Revisions

[Docket No. 15-041-T03](#) – In the Matter of Citizens Telecommunications Company of Utah d/b/a Frontier Communications of Utah's Tariff Revisions

[Docket No. 15-046-T02](#) – In the Matter of Manti Telephone Company's Filing to Discontinue Emergency Line Service



[Docket No. 15-050-T01](#) – In the Matter of Navajo Communications Company, Inc. d/b/a Frontier Navajo Communications Company's Tariff Revisions

[Docket No. 15-050-T02](#) – In the Matter of Navajo Communications Company, Inc. d/b/a Frontier Navajo Communications Company's Tariff Revisions

[Docket No. 15-050-T03](#) – In the Matter of Navajo Communications Company, Inc. d/b/a Frontier Navajo Communications Company's Tariff Revisions

[Docket No. 16-049-01](#) – In the Matter of Qwest Corporation, dba CenturyLink QC's Request for a Numbering Waiver

[Docket No. 16-049-02](#) – In the Matter of the Formal Complaint of Delmus Hall against Qwest Corporation, d/b/a CenturyLink QC

[Docket No. 16-049-03](#) – In the Matter of the Formal Complaint of Shahid Janjua/Oasis Car Wash against Qwest Corporation, d/b/a CenturyLink QC

[Docket No. 16-049-04](#) – In the Matter of the Interconnection Agreement between Qwest Corporation dba CenturyLink QC and McLeodUSA Telecommunications Services, LLC, PAETEC Communications, LLC and Windstream NuVox, LLC

[Docket No. 16-049-05](#) – In the Matter of the Interconnection Agreement between Qwest Corporation dba CenturyLink QC and Wide Voice, LLC

[Docket No. 16-049-06](#) – In the Matter of Qwest Corporation, dba CenturyLink QC's Request for a Numbering Waiver

[Docket No. 16-2208-01](#) – In the Matter of the Notification of the Indirect Transfer of Control of XO Communications Services, LLC from XO Holdings to Verizon Communications, Inc.

[Docket No. 16-2351-01](#) – In the Matter of tw telecom of utah llc's Notification of Name Change

[Docket No. 16-2366-01](#) – In the Matter of Intrado Communications Inc.'s Notice of Name Change

[Docket No. 16-2431-01](#) – In the Matter of the Request to Amend the Certificate of Public Convenience and Necessity of Matrix Telecom, Inc. and Petition for Leave to Transfer Customers of TNCI Operating Company, LLC to Matrix Telecom, LLC

[Docket No. 16-2442-01](#) – In the Matter of the Transfer of Control of inContact, Inc. to NICE Systems, Inc.

[Docket No. 16-2452-01](#) – In the Matter of the Request to Amend the Certificate of Public Convenience and Necessity of Matrix Telecom, Inc. and Petition for Leave to Transfer Customers of TNCI Operating Company, LLC to Matrix Telecom, LLC

[Docket No. 16-2507-01](#) – In the Matter of Comtech Telecommunications Corp.'s Notice of Acquisition of TeleCommunication Systems, Inc. and its Wholly-Owned Subsidiary, NextGen Communications, Inc.

[Docket No. 16-2515-01](#) – In the Matter of the Joint Application of Communications Infrastructure Investments, LLC, Transferor, Onvoy, LLC, Broadvox-CLEC, LLC, Licensees and GTCR Onvoy Holdings LLC, Transferee for Approval to Transfer Control of Onvoy, LLC and Broadvox-CLEC, LLC to GTCR Onvoy Holdings LLC

[Docket No. 16-2530-01](#) – In the Matter of the Application of Mobilitie, LLC and Utah Transmission Network Company, LLC for Approval of Pro Forma Transfer of Certificate to Provide Public Telecommunications Services in Utah

[Docket No. 16-2540-01](#) – In the Matter of the Application of Nexus Communications, Inc. for Relinquishment of Eligible Telecommunications Carrier Designation and Discontinuance of Wireless Service  
Docket No. 16-2543-01 – In the Matter of the Application of Spectrotel, Inc. and its Affiliates to Discontinue Services

[Docket No. 16-2546-01](#) In the Matter of the Joint Application of Communications Infrastructure Investments, LLC, Transferor, Onvoy, LLC, Broadvox-CLEC, LLC, Licensees and GTCR Onvoy Holdings LLC, Transferee for Approval to Transfer Control of Onvoy, LLC and Broadvox-CLEC, LLC to GTCR Onvoy Holdings, LLC

[Docket No. 16-2563-01](#) – In the Matter of Ionex Communications North, Inc. dba Birch Communications' Acquisition of Primus Telecommunications, Inc.

Docket No. 16-2563-02 – In the Matter of Ionex Communications North, Inc. d/b/a Birch Communications' Notice of Additional d/b/a

[Docket No. 16-2586-01](#) – In the Matter of the Application of Ex-teNet Systems, Inc. for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Local Exchange and Interexchange Services within the State of Utah

[Docket No. 16-2587-01](#) – In the Matter of the Application of Neighborhood Networks, Inc. for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Local Exchange Services within the State of Utah

[Docket No. 16-2588-01](#) – In the Matter of the Application of XYN Communications of Utah, LLC for a Certificate of Public Convenience and Necessity to Provide Facilities-Based, Resold Local Exchange and Access Telecommunications Services in the State of Utah

[Docket No. 16-2589-01](#) – In the Matter of the Application of Mobilite Management, LLC for a Certificate of Public Convenience and Necessity to Provide Local Exchange Telecommunications Services in the State of Utah

[Docket No. 16-040-T01](#) – In the Matter of Central Utah Telephone, Inc.'s Petition for Approval to Revise its Tariffs to Increase Rates to the Affordable Base Rates

[Docket No. 16-040-T02](#) – In the Matter of Central Utah Telephone, Inc.'s Proposed Tariff Revisions

[Docket No. 16-040-T03](#) – In the Matter of Central Utah Telephone, Inc.'s Proposed Tariff Revisions



[Docket No. 16-042-T01](#) – In the Matter of Emery Telephone’s Proposed Tariff Revisions

[Docket No. 16-043-T01](#) – In the Matter of Gunnison Telephone Company’s Proposed Tariff Revisions

[Docket No. 16-043-T02](#) – In the Matter of Gunnison Telephone Company’s Petition for Approval to Revise its Tariffs to Increase Rates to the Affordable Base Rates

[Docket No. 16-046-T01](#) – In the Matter of Manti Telephone Company’s Proposed Tariff Revisions

[Docket No. 16-046-T02](#) – In the Matter of Manti Telephone Company’s Proposed Tariff Revisions

[Docket No. 16-046-T03](#) – In the Matter of Manti Telephone Company’s Proposed Tariff Revisions

[Docket No. 16-049-T01](#) – This filing is the fifth step in implementing the “Transitional Intrastate Access Service” reductions mandated by the Federal Communications Commission’s November 18, 2011 Report and Order and Further Notice of Proposed Rulemaking in WC Docket Nos. 10-90, etc. (FCC 11-161).

[Docket No. 16-051-T01](#) – In the Matter of Beehive Telephone Company, Inc.’s Tariff Revisions

[Docket No. 16-051-T02](#) – In the Matter of Beehive Telephone Company, Inc.’s Tariff Revisions

[Docket No. 16-052-T01](#) – In the Matter of South Central Utah Telephone Association, Inc.’s Proposed Tariff Revisions

[Docket No. 16-052-T02](#) – In the Matter of South Central Utah Telephone Association, Inc.’s Proposed Tariff Revisions

[Docket No. 16-053-T01](#) – In the Matter of UBTA-UBET Communications Inc.’s Informational Filing

[Docket No. 16-053-T02](#) – In the Matter of UBTA-UBET Communications Inc. Proposed Tariff Revisions

[Docket No. 16-054-T01](#) – In the Matter of the Petition of Union Telephone Company for an Increase in Rates to the Current Commission-Approved Affordable Base Rate

[Docket No. 16-054-T02](#) – In the Matter of Union Telephone Company’s Proposed Tariff Revisions

[Docket No. 16-576-T01](#) – In the Matter of Skyline Telecom’s Petition for Approval to Revise its Tariffs to Increase Rates to the Affordable Base Rates

[Docket No. 16-576-T02](#) – In the Matter of Skyline Telecom’s Proposed Tariff Revisions

[Docket No. 16-2180-T01](#) – In the Matter of All West Communications, Inc.’s Proposed Tariff Revisions

[Docket No. 16-2180-T02](#) – In the Matter of All West Communications, Inc.’s Petition for Approval to Revise its Tariffs to Increase Rates to the Affordable Base Rates

[Docket No. 16-2201-T01](#) – In the Matter of Bear Lake Communications, Inc.’s Petition for Approval to Revise its Tariffs to Increase Rates to the Affordable Base Rates

[Docket No. 16-2201-T02](#) – In the Matter of Bear Lake Communications, Inc.’s Proposed Tariff Revisions

[Docket No. 16-2302-T01](#) – In the Matter of Carbon/Emery Telcom, Inc.’s Petition for Approval to Revise its Tariffs to Increase Rates to the Affordable Base Rates

[Docket No. 16-2303-T01](#) – In the Matter of Hanksville Telcom, Inc.’s Petition for Approval to Revise its Tariffs to Increase Rates to the Affordable Base Rates





## INCUMBENT LOCAL EXCHANGE CARRIERS (ILECs)

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

### **Albion Telephone Company, Inc.**

d/b/a ATC Communications  
225 West North Street  
Albion, ID 83311  
Tel: (208) 673-5335  
Fax: (208) 673-6200

### **All West Utah, Inc.**

50 West 100 North  
Kamas, UT 84036-0588  
Tel: (435) 783-4361  
Toll Free: (888) 292-1414  
Fax: (435) 783-4928  
Web: [www.allwest.net](http://www.allwest.net)

### **Bear Lake Communications**

d/b/a CentraCom Interactive  
35 South State Street  
Fairview, UT 84629  
Tel: (435) 427-3331  
Toll Free: (800) 427-8449  
Fax: (435) 427-3200  
Web: [www.centracom.com](http://www.centracom.com)

### **Beehive Telecom, Inc.**

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

### **Carbon - Emery Telecom Inc.**

455 East SR 29  
Orangeville, UT 84537  
Tel: (435) 748-2223  
Fax: (435) 748-5001  
Web: [www.emerytelcom.net](http://www.emerytelcom.net)

### **Central Utah Telephone**

d/b/a CentraCom Interactive  
35 South State Street  
Fairview, UT 84629  
Tel: (435) 427-3331  
Toll Free: (800) 427-8449  
Fax: (435) 427-3200  
Web: [www.centracom.com](http://www.centracom.com)

### **CenturyTel of Eagle, Inc.**

d/b/a CenturyLink  
100 CenturyLink Drive  
Monroe, LA 71203  
Tel: (318) 388-9081  
Toll Free: (800) 562-3956  
Fax: (318) 340-5244  
Web: [www.centurytel.com](http://www.centurytel.com)

### **Citizens Telecommunications Company of Utah**

d/b/a Frontier Communications of Utah  
1800 41st Street  
Everett, WA 98201  
Tel: (425) 261-5855  
Toll Free: (888) 340-9545  
Fax: (425) 258-9597  
Web: [www.frontier.com](http://www.frontier.com)

### **Direct Communications Cedar Valley, LLC**

150 South Main  
Rockland, ID 83271  
Tel: (801) 789-2800  
Fax: (801) 789-8119

### **Emery Telephone**

d/b/a/ Emery Telcom  
455 East SR 29  
Orangeville, UT 84537-0550  
Tel: (435) 748-2223  
Fax: (435) 748-5001  
Web: [www.etv.net](http://www.etv.net)

### **Farmers Telephone Company, Inc**

26077 Highway 666  
Pleasant View, CO 81331  
Tel: (970) 562-4211  
Toll Free: (877) 828-8656  
Fax: (970) 562-4214  
Web: [www.farmerstelcom.com](http://www.farmerstelcom.com)

### **Gunnison Telephone Company**

29 South Main Street  
Gunnison, UT 84634  
Tel: (435) 528-7236  
Fax: (435) 528-5558  
Web: [www.gtclco.net](http://www.gtclco.net)

### **Hanksville Telecom, Inc.**

455 East SR 29  
Orangeville, UT 84537  
Tel: (435) 748-2223  
Fax: (435) 748-5222  
Web: [www.emerytelcom.net](http://www.emerytelcom.net)

### **Manti Telephone Company**

40 West Union Street  
Manti, UT 84642  
Tel: (435) 835-3391  
Fax: (435) 835-0008  
Web: [www.mantitel.com](http://www.mantitel.com)

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

d/b/a Frontier Navajo Communications Company  
1800 41st Street  
Everett, WA 98201  
Tel: (425) 261-5855  
Toll Free: (888) 340-9545  
Fax: (425) 258-9597  
Web: [www.frontier.com](http://www.frontier.com)

**Qwest Communication, QC**

d/b/a CenturyLink QC  
1801 California Street, Third Floor  
Denver, CO 80202  
Tel: (801) 237-7200  
Toll Free: (888) 642-9996  
Web: [www.centurylink.com](http://www.centurylink.com)

**Skyline Telecom**

d/b/a CentraCom Interactive  
35 South State Street  
Fairview, UT 84629  
Tel: (435) 427-3331  
Toll Free: (800) 427-8449  
Fax: (435) 4273200  
Web: [www.centracom.com](http://www.centracom.com)

**South Central Utah Telephone Association, Inc.**

d/b/a South Central Communications  
45 North 100 West  
Escalante, UT 84726  
Tel: (435) 826-0225  
Fax: (435) 826-0826  
Web: [www.socen.com](http://www.socen.com)

**UBTA-UBET Communications, Inc.**

d/b/a UBTA Communications,  
Strata Networks  
211 East 200 North  
Roosevelt, UT 84066  
Tel: (435) 622-5007  
Fax: (435) 646-2000  
Web: [www.ubtanet.com](http://www.ubtanet.com)

**Union Telephone Company**

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

**COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECs)**

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

**Access One, Inc.**

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

**Access Point, Inc.**

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

**ACN Communications Services, Inc.**

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

**Affinity Network Incorporated**

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

**Airespring, Inc.**

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

**All West Utah, Inc.**

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

**American Fiber Systems, Inc.**

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

**AT & T Corp.**

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

**Bandwidth.com CLEC, LLC.**

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

**BCM One, Inc.**

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

**Beehive Telecom, Inc.**

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

**Bresnan Broadband of Utah, LLC.**

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

**Broadband Dynamics, LLC.**

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

**Broadview Networks, Inc.**

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

**Broadvox-CLEC, LLC.**

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

**Broadweave Networks of Utah, LLC.**

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

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

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

**BullsEye Telecom, Inc.**

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





**COMPETITIVE LOCAL EXCHANGE CARRIERS(CLECs) Cont'd**

**Central Telcom Services, LLC.**

**d/b/a CentraCom Interactive**

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

**Cincinnati Bell Any Distance, Inc.**

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

**Citizens Telecommunications Company of Utah**

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

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

**Clear Rate Communications, Inc.**

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

**Comcast Phone of Utah, LLC.**

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

**Comtech21, LLC.**

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

**Crexendo Business Solutions, Inc.**

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

**dishNet Wireline, LLC.**

**f/k/a Liberty-Bell Telecom, LLC**

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

**EarthLink, LLC.**

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

**Easton Telecom Services, LLC.**

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

**Electric Lightwave, LLC.**

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

**Emery Telecommunications & Video, Inc.**

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

**Entelegant Solutions, Inc.**

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

**Ernest Communications, Inc.**

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

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

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

**COMPETITIVE LOCAL EXCHANGE CARRIERS(CLECs) Cont'd****FirstDigital Telecom, LLC.**

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

**France Telecom Corporate Solutions, LLC.**

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

**Frontier Communications of America, Inc.**

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

**GC Pivotal, LLC.**

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

**Global Connection of America, Inc.**

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

**Global Crossing Local Services, Inc.**

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

**Global Crossing Local Services, Inc.**

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

**Granite Telecommunications, LLC.**

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

**Greenfly Networks, Inc.**

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

**inCONTACT, Inc.**

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

**iNetworks Group, Inc.**

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

**Integra Telecom of Utah, Inc.**

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

**IntelePeer, Inc.**

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

**Intrado Communications, Inc.**

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

**InTTec, Inc.**

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

**COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECs) Cont'd**

**Iionex, Communications North, Inc.**

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

**IPDataStream, LLC**

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

**Level 3 Communications, LLC**

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

**Level 3 Telecom of Utah, LLC**

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

**Local Access, LLC**

11442 Lake Butler Boulevard  
Windermere, FL 34786  
Tel: (866) 841-7898  
Toll-Free: (866) 841-7898  
Fax: (888) 315-4278  
Web: www.localaccessllc.com

**Matrix Telecom, LLC**

d/b/a Matrix Business Technologies  
d/b/a Excel Telecommunications  
d/b/a Trinsic Communications  
d/b/a Vartec Telcom  
433 East Las Colinas Blvd., Suite  
400  
Irving, TX 75039  
Tel: (972) 910-1900  
Toll-Free: (888) 411-0111  
Fax: (866) 418-9750  
Web: www.matrixtele.com

**MCI Communications Services, Inc.**

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

**MCI Metro Access Transmission Ser-  
vices, LLC**

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

**McLeod USA Telecommunications  
Services, LLC**

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

**MegaPath Corporation**

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

**Metropolitan Telecomm of Utah,  
Inc.**

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

**Mitel Cloud Services, Inc.**

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

**Mobilitie, LLC**

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

**Neighborhood Networks, Inc.**

P.O. Box 970968  
Orem, UT 84097  
Tel: (801) 609-7900  
Toll-Free: (844) 889-6641  
Fax: (801) 852-0228  
Web: www.neighborhoodnetworks.  
co/



## COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECs) Cont'd

### **Net Talk.com, Inc.**

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

### **Neutral Tandem-Utah, LLC**

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

### **NewPath Networks, LLC**

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

### **NextG Networks of California, Inc.**

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

### **NextGen Communications, Inc.**

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

### **North County Communications Corp.**

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

### **Onvoy, Inc.**

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

### **PAETEC Communications, LLC**

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

### **Peerless Network of Utah, LLC**

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

### **Preferred Long Distance, Inc.**

d/b/a Telplex Communications  
d/b/a Ringplanet  
16830 Ventura Blvd., Suite 350  
Encino, CA 91436-1716  
Tel: (818) 380-9090  
Toll-Free: (888) 235-2026  
Fax: (818) 380-9099  
Web: [www.pldtel.com](http://www.pldtel.com)

### **QuantumShift Communications, Inc.**

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

### **Questar InfoComm, Inc.**

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

### **Qwest Communications Company, LLC**

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

### **RCLEC, Inc.**

20 Davis Drive  
Belmont, CA 94002  
Tel: (650) 472-4100  
Toll-Free: (888) 898-4591  
Fax: (888) 528-7464

### **Redline Phone, Inc.**

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

## COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECs) Cont'd

### **Sorenson Communications, Inc.**

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

### **South Central Communications Telecom Services, LLC**

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

### **Spectrotel, Inc.**

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

### **Sprint Communications Company LP**

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

### **TDS Metrocom, LLC**

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

### **Talk America Services, LLC**

10802 Executive Center Drive  
Benton Building, Suite 300 Little  
Rock, AR 7221  
Tel: (501) 748-5870  
Toll-Free: (855) 546-5500  
Fax: (330) 425-0881  
Web: [www.talkamericaservices.com](http://www.talkamericaservices.com)

### **Teleport Communications America, Inc.**

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

### **Telequality Communications, Inc.**

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

### **Teltrust Corporation**

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

### **Velocity The Greatest Phone Compa- ny Ever, Inc.**

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

### **Veracity Networks, LLC**

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

### **Vitcom, LLC**

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

### **Wholesale Carrier Services, Inc.**

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

### **Wide Voice, LLC**

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

### **WilTel Communications, LLC**

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

**COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECs) Cont'd**

**WiMacTel, Inc.**

d/b/a Intellicall Operator Services  
of North America  
2225 East Bayshore Road, Suite 200  
Palo Alto, CA 94303  
Tel: (877) 776-0042  
Toll-Free: (888) 476-0881  
Fax: (877) 476-0890  
Web: [www.wimactel.com](http://www.wimactel.com)

**Windstream NuVox, LLC**

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

**X5 OpCo, LLC**

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

**Xmission Networks, LLC**

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

**XO Communications Services, LLC**

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

**XYN Communications of Utah, LLC**

8275 South Eastern Avenue, Suite  
200  
Las Vegas, NV 89123  
Tel: (504) 832-1894

**YipTel, LLC**

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

**YMax Communications Corp.**

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

**Zayo Group, Inc.**

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



**(ETCs) - ELIGIBLE TELECOMMUNICATIONS CARRIERS Cont'd**

**ETCs) - ELIGIBLE TELECOM-  
MUNICATIONS CARRIERS**

**Blue Jay Wireless, LLC**

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

**Budget Prepay, Inc.**

d/b/a Budget Mobile  
1325 Barksdale Blvd., Suite 200  
Bossier City, LA 71111  
Tel: (407) 740-8575  
Web: [www.budgetphone.com](http://www.budgetphone.com)

**Cricket Communications, Inc.**

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

**Global Connect, Inc.**

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

**iWireless, LLC**

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

**Q Link Wireless, LLC**

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

**Telrite Corporation**

d/b/a Life Wireless  
4113 Monticello Street  
Covington, GA 30014  
Web: [www.telrite.com](http://www.telrite.com)

**Tempo Telecom, LLC**

2323 GRAND, Suite 925  
Kansas City, MO 64108

**Total Call Mobile, Inc.**

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

**TracFone Wireles, Inc.**

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

**Virgin Mobile USA, L.P.**

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







## Telecommunications Relay Service & Equipment Distribution Program

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

### *Funding*

Funding for Relay Utah derives from a monthly surcharge on Utah landline and cellular phone accounts. This rate is set by the PSC and is currently \$.02 per account. The surcharge covers relay services, equipment distribution, outreach, education, interpreter training and administrative costs. The total surcharge revenue collected during FY 2016 was \$710,744. Total expenditures for FY 2016 was \$1,055,714. The difference between revenue and expenditures was received from an existing non-lapsing balance. The PSC's focus is to reduce the non-lapsing balance with a focus of maintaining the surcharge at a steady rate.





## Consumer Education

The PSC collaborates with Penna Powers Brian & Haynes ("PPBH") for marketing, outreach, public relations, education, and grassroots activities for relay services and equipment distribution. Each year PPBH and the PSC utilize print, television, and radio advertising to raise awareness of Relay Utah.

## Relay Service

Sprint Relay provides Telecommunication Relay Service and Captioned Telephone Service for Relay Utah. Under the contract, Sprint Relay maintains a full-time in-state coordinator who provides outreach and information concerning relay service and Relay Utah.



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

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

**Demo centers**  
To visit a testing center, please make an appointment:

**Relay Utah**  
168 N. 1090 W., Suite 103  
Salt Lake City, UT 84119  
801-713-3470  
866-772-8824

**Southern Utah Deaf and HH Services**  
1267 E. 1st Avenue, Suite 101  
St. George, UT 84770  
435-652-2453 (v/tty)  
435-228-9005 (toll)

**RELAY UTAH**  
Helping Utah Connect • Dial 711

Relay Utah  
158 N. 1950 W., Suite 103 • Salt Lake City, UT 84119  
866-772-8824 • [www.relayutah.gov](http://www.relayutah.gov)

**Sprint**

**When every word is important**

**RELAY UTAH**  
Helping Utah Connect • Dial 711



**miss a single one**  
**ah – Your communication solution**  
ah began in 1987 as a telephone service for people with hearing and speech difficulties and receive telephone calls. This program is funded by the Utah Public Service Commission and funded by a nominal surcharge on phone lines and cellular phones.  
Relay Utah assists deaf, hard of hearing and those with speech difficulties to communicate with others and the rest of the world. Through Relay Utah, specialized equipment is loaned to Utah residents at no cost. Relay Utah also provides relay and captioned telephone services over the Internet and mobile devices.

**Equipment and services for the deaf and hearing**  
**Phone**  
Adjustable volume and low tones background noise  
Keypad buttons  
Large and compatible  
Hands-free speakerphone  
VO capable

**Captioned Telephones (CapTel®)**  
• Ideal for those who need more than an amplified telephone  
• Includes a display to read the caller's words  
• Functions also as a traditional telephone  
• CapTel VO capable  
• One-touch access to customer service  
• Spanish settings available

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

**Mobile Accessories**  
• Adjustable volume amplification for cellular devices  
• Neckloops (Bluetooth, and/or wired)  
• Cell phone amplifiers

**Services for the deaf**  
**Video Relay Service (VRS)**  
Sorenson VRS – [www.sorensonvrs.com](http://www.sorensonvrs.com)  
• Experienced video interpreters available 24/7  
• Online help with live customer service  
• Receive videomail messages  
• No domestic long distance charges

**Equipment and services for individuals who have difficulty speaking**  
• Speech to Speech  
• Hearing Carry Over  
• Hands-free speakerphone

**RELAY UTAH**  
Helping Utah Connect • Dial 711  
[www.relayutah.gov](http://www.relayutah.gov)

### *Outreach Activities*

Outreach events are designed to provide educational information on Relay Utah concerning equipment and service options for the deaf, hard of hearing and speech-challenged community.

The following functions highlight the various outreach events and activities.

<b>Date</b>	<b>Event</b>	<b>Attendance</b>
7/16/2015	Weber Area Agency on Aging	presentation to staff (19 attendees; 50 applications and 75 brochures distributed)
7/15/2015	Serenity Senior Education Day	25 attendees; 5 applications and 5 brochures distributed
8/21/2015	Be Well Senior Focus at the Liberty Senior Center	205 attendees; 15 applications and 30 brochures distributed
8/25/2015	Serenity Senior Education Day at Sandy Senior Center	60 attendees; 5 applications and 10 brochures distributed
9/02/2015	Utah Coalition for Caregiver Support	20 attendees; 20 applications and 20 brochures distributed
9/09/2015	West Jordan Senior Center	10 attendees; 8 applications and 10 brochures distributed
9/16/2015	East Carbon Center	20 attendees; 4 applications and 6 brochures distributed
9/17/2015	Karl Peterson Carbon Center	67 attendees; 15 applications and 20 brochures distributed
9/17/2015	North View Senior Health Fair	70 attendees; 15 applications and 20 brochures distributed
9/23/2015	Millcreek and Mt. Olympus Senior Centers Health Fair	60 attendees; 3 applications and 15 brochures distributed
9.29.2015	Utah Health Care Association Fall Convention & Expo	427 attendees; 30 applications and 96 brochures distributed
9/30/2015	Taylorsville Health Fair	
10/7/2015	Hyrum Senior Center Health Fair	(50 attendees; 10 applications and 10 brochures distributed)
10/8/2015	Provo Eldred Center Health Fair	(300 attendees, 29 applications distributed)
10/23/2015	Symbii Health	15 attendees
10/27/2015	Symbii Health	12 attendees
11/6/2015	Sanderson Center Fall Bazaar	12 applications

Date	Event	Attendance
11/7/2015	Mountainland Aging Annual Caregiver Conference	72 attendees; 21 applications and 22 brochures distributed
11/11/2015	Canyon View Apartments Provo City Housing Authority	(3 attendees; 3 applications and 3 brochures distributed
11/11/2015	Maeser School Apartments Provo City Housing Authority	3 attendees; 2 applications and 3 brochures distributed
11/13/2015	Friendly Neighborhood Center	
11/17/2015	Midvale Senior Center	23 attendees and 10 applications distributed
11/18/2015	Weber Senior Services Program in-service	8 attendees
11/24/2015	Continuum of Care In-Service Training	Mountainland Aging & Family Services Department
1/5/2016	Salt Lake County Senior Companions	50 attendees; 60 brochures and 5 applications distributed
1/7/2016	South Summit Senior Citizens Center	40 attendees
1/16/2016	Lehi Wellness Fair	30 brochures and 10 applications distributed
1/19/2016	Harman Senior Recreation Center	27 attendees; 25 brochures and 6 applications distributed
1/22/2016	Salt Lake County Foster Grandparents Presentation	40 attendees; 37 brochures and 7 applications distributed
1/25/2016	River's Bend Senior Center	4 attendees; 29 brochures and 1 application distributed
1/26/2016	Canyon Home Care & Hospice in-service training	7 attendees, 30 brochures distributed
1/28/2016	United Way Northern Utah	(5 attendees, 30 brochures distributed
2/9/2016	Utah Nonprofit Housing Corporation in-service training	28 attendees, 32 packets distributed
2/10/2016	Golden Age Senior Center presentation	3 brochures, 2 applications distributed
2/16/2016	River Park Senior Housing	5 attendees, 3 applications distributed
2/17/2016	Magna Kennecott Senior Center	3 attendees, 1 application distributed
2/24/2016	Blanding Senior Center	30 attendees; 35 brochures and 2 applications distributed
2/25/2016	Monticello Senior Center	34 attendees; 31 brochures and 4 applications distributed



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Date	Event	Attendance
2/26/2016	La Sal Senior Center	12 attendees; 28 brochures and 3 applications distributed
2/27/2016	KUTV 2 Your Health Expo	61 brochures and 31 applications distributed
3/1/2016	Crossroads Senior Center	25 attendees; 5 brochures and 4 applications distributed
3/3/2016 3/4/2016	USHA Conference	11 brochures and 4 applications distributed
3/15/2016	Dominguez Park Apartments	11 attendees; 34 brochures and 7 applications distributed
3/29/2016	Mount Olympus Health Fair	29 brochures and 7 applications distributed
4/5/2016	Liberty Senior Center presentation	23 brochures and 1 application distributed
4/8/2016	St. George Celebrating Wellness Expo	
4/13/2016	River's Bend Senior Health Fair	(27 brochures and 14 applications distributed
4/14/2016	Golden Hours Senior Center	15 brochures and 5 applications distributed
4/14/2016	Bluff Senior Center	16 brochures and 16 applications distributed
4/15/2016	Millcreek Senior Center	30 brochures and 1 application distributed
4/19/2016	Riverton Senior Center Health Fair	
4/19/2016	Columbus Senior Center Health Fair	(5 brochures and 5 applications distributed
4/28/2016	Sandy Senior Center Health Fair	
5/3/2016	Applegate Home Healthcare	
5/12/2016 5/13/2016	Association of Utah Community Health (AUCH)	Primary Care Conference
5/19/2016	Agewise Conference	40 brochures and 14 applications distributed
5/24/2016	West Jordan Senior Center Health Fair	
5/25/2016	National Senior Health and Fitness Day - Clearfield Aquatic Center	
5/27/2016	Riverdale Senior Center Health Conference	
6/1/2016	Parkinson's Disease Health Fair and Mini Expo North Davis Senior Activity Center	46 brochures and 4 applications distributed
6/9/2016	Cache County Senior Citizens Center	

Date	Event	Attendance
6/13/2016	Draper Senior Center Health Fair	
6/16/2016	Utah Valley Senior Companions In-Service Training	40 volunteer and staff attendees
6/20/2016	Community Nursing Services in Logan	12 attendees
6/23/2016	Sandy Senior Center	4 attendees
6/27/2016	Veterans Wheelchair Games	

Brochures Issued During FY 2016
25 brochures issued to Gateway Center
25 brochures issued to Moab Center
30 brochures issued to Bluff Senior Center
1,000 brochures issued to Salt Lake City Meals on Wheels

The screenshot displays the Relay Utah website. At the top, there is a banner with the text "When Every Word Is Important" and a photo of three women. Below the banner is a navigation bar with links: Home, Relay 711, Qualify, Application, and Equipment Available. The main content area is titled "WELCOME TO RELAY UTAH" and includes a paragraph about the program's mission. Below this, there is a section titled "Relay Utah Outreach Events (Click Event for Details)" with a list of events for January and February. The events are listed with dates, times, and locations. At the bottom of the page, there is a footer with contact information and social media links.

**When Every Word Is Important**

Home | Relay 711 | Qualify | Application | Equipment Available

**WELCOME TO RELAY UTAH**

The Public Service Commission (Commission) initiated the Relay Utah program in 1987 with the goal to provide telecommunication access and inclusion to deaf, hard of hearing and speech-challenged individuals.

We want to thank you for visiting our website. We will be scheduling an appointment at the Relay Utah Phone Service Center as well as link to other valuable Resources.

Relay Utah attends community outreach events throughout Utah. By attending the events you can provide available equipment and speak to one of our specialists. Interested parties can also complete an application. The outreach calendar below is updated monthly.

**Relay Utah Outreach Events (Click Event for Details)**

Home | 711 | 711 | Monday, January 11

**Tuesday, January 11**

11:00am - Relay Utah's Joint Coordination, 4000 South 5th Avenue

11:00am - Relay Utah's Joint Coordination, 4000 South 5th Avenue

**Wednesday, January 11**

9:00am - Relay Utah's Joint Coordination, 4000 South 5th Avenue

**Thursday, January 11**

11:00am - Relay Utah's Joint Coordination, 4000 South 5th Avenue

**Friday, January 11**

11:00am - Relay Utah's Joint Coordination, 4000 South 5th Avenue

**Saturday, January 11**

11:00am - Relay Utah's Joint Coordination, 4000 South 5th Avenue

**Sunday, January 11**

11:00am - Relay Utah's Joint Coordination, 4000 South 5th Avenue

Events shown in this calendar are subject to change.

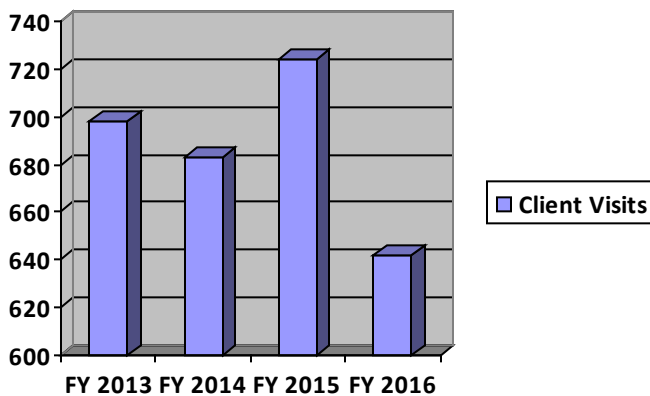
Approved by the Utah Public Service Commission

Relay Utah  
100 N. 1000 W. Suite 100

### Equipment Training and Distribution

The PSC employs one full-time and four (4) part-time employees who provide equipment distribution, training, repairs, and outreach throughout Utah. To provide effective services, employees respond to requests by phone, email, and text regarding questions on equipment and training. This approach has improved customer service and reduced unnecessary on-site visits. The Relay Utah equipment and training distribution provided distribution, trouble shooting, and training for 642 individuals. The following graph is a four year history of the equipment training and distribution program.

#### Previous Years Deliveries are Summarized Below



### Interpreter Certification Advancement Network (ICAN)

The PSC contracts with the Division of Services for the Deaf and Hard of Hearing for the Interpreter Certification Advancement Network (ICAN) Program, to provide American Sign Language (ASL) interpreter training. The program achieves this through monthly workshops, language immersion retreats, and regular mentoring provided by experienced certified and native ASL users. The following chart is a summary of the certification advancement rates based on calendar years 2014 and 2015.

FY Year	Participants	Certification Advancement	Success Rate
2014	18	13	72%
2015	17	11	65%

### 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 the organizations serving them in the design and implementation of the program.” To comply with this statute, the PSC held quarterly meetings with the Relay Utah Consumer Council (RUCC). This council is comprised of representatives of different groups or organizations; individuals who are deaf, hard of hearing, or speech disabled; and individuals who use the services provided by the PSC. RUCC meetings are currently held in conjunction with Sprint Relay for members to actively provide feedback and ideas of how to best meet the needs of Relay consumers in Utah.



### *Mobile Device Program*


The PSC is investigating how mobile devices and apps could benefit Relay Utah clients. Near the end of FY 2016, the PSC was reviewing new rulemaking and program design to implement a pilot program for the deaf, hard of hearing and speech challenged community. Additional information concerning the pilot program should be available in FY 2017.

### *Relay Utah Website*

The PSC redesigned the RelayUtah.gov website in FY 2016. Changes include an outreach calendar providing details of scheduled events and an online appointment system for individuals desiring to review and test equipment and phone products at the Relay Utah demo room. The website also includes a list of available telecommunications equipment commonly distributed by Relay Utah. Applications in English and Spanish are now available on the website. Relay Utah also maintains a Facebook page.

### *Relay Utah Office*

The Relay Utah office is located at 168 North 1950 West in Salt Lake City. This office houses the telecommunications equipment testing center. The testing center is available for the public to view and test telecommunications equipment options. Testing rooms are also available at the Robert G. Sanderson Community Center in Taylorsville and its satellite office in St. George.



Having trouble hearing family and friends on your phone?

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

Day Date Time

Sprint Relay [www.relayutah.gov](http://www.relayutah.gov) RELAY UTAH Helping Utah Connect • Deaf • 800.877.8777

*When Every Word  
is Important*

## ***MISCELLANEOUS DOCKETS OVERVIEW***

[Docket No. 15-999-01](#) – In the Matter of the Miscellaneous Correspondence and Reports Regarding Electric Utility Services; 2015

[Docket No. 15-999-02](#) – In the Matter of the Miscellaneous Correspondence and Reports Regarding Gas Utility Services; 2015

[Docket No. 15-999-03](#) – In the Matter of the Miscellaneous Correspondence and Reports Regarding Telecommunications Utility Services; 2015

[Docket No. 15-999-04](#) – In the Matter of Eligible Telecommunications Carriers' Annual Lifeline Recertification Filings

[Docket No. 15-999-05](#) – In the Matter of Lifeline Outreach Reports

[Docket No. 15-999-07](#) – In the Matter of the 2015 Universal Service Fund (USF) CAF ICC Review

[Docket No. 15-999-08](#) – In the Matter of the Annual Reports for Calendar Year 2014 of Natural or Other Gas Transmission and Gathering Systems

[Docket No. 15-999-12](#) – In the Matter of the Miscellaneous Electric Correspondence for 2015

[Docket No. 15-999-13](#) – In the Matter of the Overpayment of New Cingular Wireless PCS, LLC into the Utah Universal Service Support Fund

[Docket No. 16-999-01](#) – In the Matter of the Miscellaneous Correspondence and Reports Regarding Electric Utility Services; 2016

[Docket No. 16-999-02](#) – In the Matter of the Miscellaneous Correspondence and Reports Regarding Gas Utility Services; 2016

[Docket No. 16-999-03](#) – In the Matter of the Miscellaneous Correspondence and Reports Regarding Telecommunications Utility Services; 2016

[Docket No. 16-999-04](#) – In the Matter of Eligible Telecommunications Carriers' Annual Lifeline Recertification Filings

[Docket No. 16-999-05](#) – In the Matter of Universal Service and Speech/Hearing Impaired Funds Status Reports

[Docket No. 16-999-07](#) – In the Matter of the 2016 Universal Service Fund (USF) CAF ICC Review

[Docket No. 16-999-08](#) – In the Matter of the Annual Reports for Calendar Year 2015 of Natural or Other Gas Transmission and Gathering Systems

[Docket No. 16-999-12](#) – In the Matter of the Miscellaneous Electric Correspondence for 2016

## ***RULES DOCKETS OVERVIEW***

[Docket No. 15-R100-02](#) – In the Matter of the Amendment to R746-100-3 – Practice and Procedures Governing Formal Hearings and Pleadings

[Docket No. 15-R200-01](#) – In the Matter of Amendments to Rule 746-200, Residential Utility Service Rules for Electric, Gas, Water, and Sewer Utilities

[Docket No. 15-R312-01](#) – In the Matter of questions/requests regarding reports on electrical interconnections and electric service reliability

[Docket No. 15-R313-01](#) – In the Matter of questions/requests regarding reports on electrical interconnections and electric service reliability

[Docket No. 15-R360-01](#) – In the Matter of R746-360 – Universal Public Telecommunications Service Support Fund

[Docket No. 15-R409-01](#) – In the Matter of Amendment to Rule R746-409 Re: Pipeline Safety

[Docket No. 16-R100-01](#) – In the Matter of Potential Amendments to R746-100-3

[Docket No. 16-R100-02](#) – In the Matter of Potential Amendments to Utah Administrative Code R746-100

[Docket No. 16-R200-01](#) – In the Matter of the Rule Amendment R746-200-7 for Residential Utility Service Rules for Electric, Gas, Water and Sewer Utilities

[Docket No. 16-R360-01](#) – In the Matter of the Utah Affordable Base Rate for Telecommunications Services

[Docket No. 16-R360-02](#) – In the Matter of the Utah Universal Service Fund Surcharge

[Docket No. 16-R360-03](#) – In the Matter of the Business Line Affordable Base Rate for Telecommunications Services

[Docket No. 16-R360-04](#) – In the Matter of the Application of Fund Surcharges to Customer Billings

## COMPLAINTS

### *The Role of the Division of Public Utilities*

A dissatisfied customer who cannot resolve service problems through contact with the utility can seek assistance from state regulators. Utility consumers may contact the Division of Public Utilities (Division) ([www.publicutilities.utah.gov](http://www.publicutilities.utah.gov)) through an informal complaint process. Division staff construct a factual statement through discussions with the complainant and the utility regarding the problem. Often this step resolves the dispute. At times, a customer facing service difficulties may also request the assistance of the Office of Consumer Services (Office). Through following the same sort of process the Division does, if the Office learns that other customers face similar problems, it may petition the PSC for action in a matter having wider applicability.

### *Formal Complaints*

If the informal process does not yield satisfactory results for either party, the complaint can be escalated to the PSC as a formal complaint requesting review and a hearing before an Administrative Law Judge. Docketed complaint cases resolved by the PSC through formal processes during the fiscal year are listed below. By far, though, most customer complaints are resolved in the informal process.

The following table shows the number of informal complaints processed by the Division of Public Utilities in FY 2016. Of these, 11 became formal complaints before the PSC.

### *Type of Utility Complaint FY 2016*

Electric	84
Natural Gas	59
Telecom - ILEC*	125
Telecom - CLEC*	21
Telecom - Long Distance	3
Water and Sewer	0
<b>Total</b>	<b>292</b>

\* ILEC - Incumbent Local Exchange Carrier

\* CLEC - Competitive Local Exchange Carrier





# *2016 Annual Report*

Public Service Commission of Utah

160 East 300 South

Salt Lake City, UT 84111

[psc.utah.gov](http://psc.utah.gov)

801-530-6716 - Toll Free 866-772-8824