

BEFORE THE PUBLIC SERVICE COMMISSION OF WYOMING

IN THE MATTER OF THE TARIFF FILING OF)
PACIFICORP FOR AUTHORITY TO CHANGE) DOCKET NO. 20000-ET-01-176
GUARANTEE 1 FROM 24 TO 20 HOURS) (RECORD NO. 7153)
)

NOTICE AND ORDER
(Issued January 8, 2002)

This matter is before the Commission upon the tariff filing of PacifiCorp for authority to change the period in which PacifiCorp will restore electric supply after an outage, contained in Customer Guarantee 1, as more fully described herein, below.

The Commission, having reviewed the application, its files regarding PacifiCorp, applicable Wyoming utility law and otherwise being fully advised in the premises, FINDS and CONCLUDES:

1. PacifiCorp is a public utility as defined in W.S. § 37-1-101(a)(vi)(C), and as such, subject to the Commission's jurisdiction pursuant to the provisions of W.S. § 37-2-112.

2. On December 10, 2001, PacifiCorp filed this application seeking authority to change its Customer Guarantee 1, as contained within its Customer Guarantees Rule 25, so that PacifiCorp will reduce the period in which it commits to restore a customer's electric service from within 24 to within 20 hours of being notified of the outage.

3. Currently, PacifiCorp Customer Guarantee 1, provides generally as follows:

Customer Guarantee 1: Restoring Supply After An Outage

In the event of an outage, the Company will restore a Customer's electric supply within 24 hours of being notified except where:

1. The Customer agrees to remain without supply;
2. The Company offered the Customer a generator as an alternative means of supply;
3. There were problems or safety-related issues with the Customer's internal equipment; or,
4. Specialized equipment was required to restore the supply.

4. When PacifiCorp fails to restore a customer's power supply within the guaranteed period, it must pay residential customers \$50.00 and non-residential customers \$100.00, by means of a bill credit, and subject to an additional bill credit of \$25.00 for each additional 12 hours.

5. As a result of the proposed change, PacifiCorp would pay the customer guarantee bill credit if supply is not restored within 20 hours. All other terms of the guarantee remain the unchanged.

6. The Commission finds and concludes that PacifiCorp's provides an incentive for PacifiCorp to restore power supply promptly after an outage, and therefore, is consistent with the public interest.

7. Any interested person may review the application at the Commission's offices, located in Cheyenne, Wyoming, or at PacifiCorp's Wyoming business offices, during regular business hours.

8. To intervene, request a hearing, file a statement or protest this application, you must file with the Commission, mentioning Docket No. 20000-ET-01-176, on or before February 6, 2002.

9. If you wish to participate and require reasonable accommodation for a disability, call the Commission at (307) 777-7427, or write the Commission at 2515 Warren Avenue, Suite 300, Cheyenne, Wyoming 82002. Communications impaired persons may contact the Commission through Wyoming Relay by dialing 711. Please mention the docket number when you contact us. Please contact us as soon as possible to help us serve you better.

10. The Commission directs that the public notice in this matter be in the following form:

PUBLIC NOTICE

PacifiCorp has received authority from the Public Service Commission of Wyoming (PSC) to change its Customer Guarantee 1, to reduce the period in which PacifiCorp commits to restore a customer's electric service after an outage, from within 24 hours to within 20 hours.

Prior to this application, PacifiCorp's Customer Guarantee 1, provides generally as follows:

Customer Guarantee 1: Restoring Supply After An Outage

In the event of an outage, the Company will restore a Customer's electric supply within 24 hours of being notified except where:

1. The Customer agrees to remain without supply;
2. The Company offered the Customer a generator as an alternative means of supply;
3. There were problems or safety-related issues with the Customer's internal

equipment; or,

4. Specialized equipment was required to restore the supply.

When PacifiCorp fails to restore a customer's power supply within the guaranteed period, it must pay residential customers \$50.00 and non-residential customers \$100.00, by means of a bill credit, and subject to an additional bill credit of \$25.00 for each additional 12 hours.

As a result of the proposed change, PacifiCorp would pay the customer guarantee bill credit if supply is not restored within 20 hours. All other terms of the guarantee remain the unchanged.

Any interested person may review the application at the Commission's offices, located in Cheyenne, Wyoming, or at PacifiCorp's Wyoming business offices, during regular business hours.

To intervene, request a hearing, file a statement or protest this application, you must file with the Commission, mentioning Docket No. 20000-ET-01-176, on or before February 6, 2002.

If you wish to participate and require reasonable accommodation for a disability, call the Commission at (307) 777-7427, or write the Commission at 2515 Warren Avenue, Suite 300, Cheyenne, Wyoming 82002. Communications impaired persons may contact the Commission through Wyoming Relay by dialing 711. Please mention the docket number when you contact us. Please contact us as soon as possible to help us serve you better.

Dated: January 8, 2002.

IT IS THEREFORE ORDERED THAT:

1. Pursuant to open meeting action taken on January 3, 2002, the tariff filing of PacifiCorp for authority to change the period in which PacifiCorp will restore electric supply after an outage, contained in Customer Guarantee 1, as more fully described herein, above, should be, and hereby is, approved, effective February 1, 2002, subject to notice, protest, intervention, opportunity for hearing, change and such further order as the Commission may deem appropriate.

2. This Notice and Order is effective immediately.

MADE and ENTERED at Cheyenne, Wyoming, this 8th day of January, 2002.

PUBLIC SERVICE COMMISSION OF WYOMING

STEVE ELLENBECKER, Chairman

-
-

KRISTIN H. LEE, Commissioner

(SEAL)

ATTEST:

EDNA YOUNG, Assistant Secretary