

PUBLIC SERVICE COMMISSION OF UTAH 2021

ANNUAL REPORT

FOR THE PERIOD OF JULY 1, 2020 TO JUNE 30, 2021



Table of Contents

Letter to the Governor, Lieutenant Governor, Members of the Senate, and Members of the House of Representatives	ii
Public Service Commission Personnel – June 30, 2021	iii
History of the PSC & the Regulatory Process	1
Electric Utilities Overview	5
<i>Electric Dockets</i>	12
<i>Electric Utility Companies</i>	19
Natural Gas Utilities Overview.....	21
<i>Natural Gas Dockets</i>	28
<i>Natural Gas Companies</i>	32
Telecommunications Utilities Overview	33
<i>Telecommunications Dockets</i>	37
<i>Telecommunications Companies</i>	49
Relay Utah Overview.....	61
Water Utilities Overview	64
<i>Water Dockets</i>	66
<i>Water Companies</i>	67
Miscellaneous Dockets	69
Rule Dockets Overview	70
Complaint Resolution	71

STATE OF UTAH

Public Service Commission



Honorable Spencer J. Cox

Governor, State of Utah

Honorable Diedre M. Henderson

Lieutenant 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 2021 of the Public Service Commission of Utah (PSC). This report has been prepared in accordance with Utah Code Ann. § 54-1-10, which requires the PSC to submit to you a report of its activities during the fiscal year ending June 30, 2021.

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,

Thad LeVar, Commission Chair

David R. Clark, Commissioner

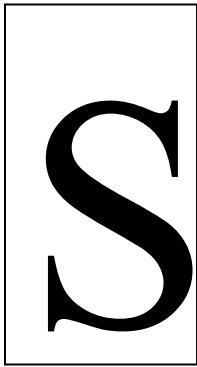
Ron Allen, Commissioner

Public Service Commission Personnel – June 30, 2021

<i>Chair</i>	<i>Thad LeVar</i>
<i>Commissioner</i>	<i>David Clark</i>
<i>Commissioner</i>	<i>Ron Allen</i>
<i>PSC Secretary</i>	<i>Gary Widerburg</i>
<i>Executive Staff Director</i>	<i>Sam Johnston</i>
<i>Legal Counsel</i>	<i>Michael Hammer</i>
<i>Legal Counsel</i>	<i>Yvonne Hogle</i>
<i>Utility Technical Consultant</i>	<i>John Harvey</i>
<i>Utility Technical Consultant</i>	<i>Melinda Krahenbuhl</i>
<i>Utility Technical Consultant</i>	<i>Eric Martinson</i>
<i>Utility Technical Consultant</i>	<i>Jacob Richardson</i>
<i>Lead Paralegal</i>	<i>Melissa Paschal</i>
<i>Paralegal</i>	<i>Lucas Downey</i>
<i>Paralegal</i>	<i>Taryn Hunt</i>
<i>Paralegal</i>	<i>Fred Nass</i>
<i>Accounting Technician III</i>	<i>Maxine Lynch</i>
<i>Telecommunications Relay Specialist (TRS)</i>	<i>Jodi Goodenough</i>
<i>Equipment Delivery Specialist</i>	<i>Brad Blackner</i>

HISTORY

OF THE PSC & THE REGULATORY PROCESS



ince its origin under the Public Utilities Act of 1917, the Public Service Commission of Utah (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 telecommunications, electricity, natural gas, water, and sewer systems through which important services are delivered to Utah households and businesses.

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

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. 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 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, legal staff, and paralegal staff. Currently the PSC employs seventeen full-time and one part-time employee.

The Division of Public Utilities (DPU), 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 DPU has been empowered to represent an impartially-determined, broad public interest before the PSC. The DPU employs a Director and a clerical and technical staff 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 (OCS). The OCS is staffed with 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 OCS, represents the interests of residential and small commercial consumers. The Committee of Consumer Services is a five-member board that advises the OCS regarding utility rate changes, policy objectives, and other regulatory actions that impact residential, small commercial, and irrigator customers.

How the PSC Works

As a regulatory decision-making body, the PSC exercises a delegated legislative power. Each regulatory decision is reached quasi-judicially – the decision must be based on evidence gathered in adjudicative proceedings. These proceedings protect the due process rights of parties.

In the course of a hearing, parties may include the public utility, the DPU, the OCS, and other intervenors. Parties present the sworn testimony and evidence of expert witnesses who are subject to cross examination.

In cases where significant revenue may be at stake or important issues of regulatory policy arise, intervenors may participate, representing interests as diverse as low-income customers, environmental groups, and large commercial or industrial customers. Cases raise issues of law, economics, accounting, finance, engineering, and service quality.

The PSC's task is reaching decisions that balance the interests of concerned parties in pursuit of outcomes that protect and promote the overall public interest. These decisions can be reviewed by the Utah Supreme Court.

During fiscal year 2021, there were 441 active and opened dockets. The PSC regulated 181 utility companies including gas, electric, telecommunications, water, sewer, and railroads.

PUBLIC SERVICE COMMISSION OF UTAH COMMISSIONERS

<u>Years of Service</u>	<u>Name</u>	<u>Residence</u>
1917-21	Henry H. Blood	Kaysville
1917-23	Joshua Greenwood	Nephi
1917-25	Warren Stoutner	Salt Lake City
1921-23	Abbot R. Heywood	Ogden
1923-37	Elmer E. Corfman	Salt Lake City
1923-37	Thomas E. McKay	Huntsville
1925-33	George F. McGonagle	Salt Lake City
1933-35	Thomas H. Humphreys	Logan
1935-37	Joseph S. Snow	St. George
1937-41	Ward C. Holbrook	Clearfield
1937-41	Otto A. Wiesley	Salt Lake City
1937-40	Walter K. Granger	Cedar City
1941-43	George S. Ballif	Provo
1941-49	Oscar W. Carlson	Salt Lake City
1941-51	Donald Hacking	Price
1943-52	W.R. McEntire	Huntsville
1949-73	Hal S. Bennett	Salt Lake City
1951-56	Stewart M. Hanson	Salt Lake City
1952-72	Donald Hacking	Price
1956-57	Rue L. Clegg	Salt Lake City
1957-63	Jesse R. Budge	Salt Lake City
1963-65	Raymond W. Gee	Salt Lake City
1965-67	D. Frank Wilkins	Salt Lake City
1967-69	Donald T. Adams	Monticello
1969-72	John T. Vernieu	Richfield
1972-75	Eugene S. Lambert	Salt Lake City
1972-76	Frank S. Warner	Ogden
1973-79	Olof E. Zundel	Brigham City
1975-76	James N. Kimball	Salt Lake City
1976-77	Joseph C. Folley	Ogden
1976-82	Milly O. Bernard	Salt Lake City
1977-80	Kenneth Rigtrup	Salt Lake City
1979-85	David R. Irvine	Bountiful
1980-89	Brent H. Cameron	Salt Lake City
1982-95	James M. Byrne	Salt Lake City
1985-92	Brian T. Stewart	Farmington
1989-91	Stephen F. Mecham	Salt Lake City
1991-95	Stephen C. Hewlett	Salt Lake City
1992-2003	Stephen F. Mecham	Salt Lake City
1995-2005	Constance B. White	Salt Lake City
1995-2001	Clark D. Jones	Salt Lake City
2001-2012	Richard M. Campbell	Riverton
2003-2012	Theodore Boyer	Salt Lake City
2005-2015	Ronald Allen	Stansbury
2013-Present	Thad LeVar	Tooele
2013-Present	David Clark	Highland
2015-2020	Jordan White	Bountiful
2020-Present	Ronald Allen	Stansbury

PUBLIC SERVICE COMMISSION OF UTAH SECRETARIES

<u>Yrs. of Service</u>	<u>Name</u>	<u>Residence</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

Electric Utilities Overview

The largest electric utility regulated by the PSC is PacifiCorp, which does business in Utah as Rocky Mountain Power. PacifiCorp is an investor-owned utility that serves retail customers in Utah and five other Western states and wholesale customers throughout the west. Rocky Mountain Power serves over approximately 958,000 residential, commercial, and industrial customers in Utah. Rocky Mountain Power 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

In fiscal year 2021, the PSC approved four rate changes, which resulted in an approximate 3.0 percent increase in the annual bill of a typical residential customer (using an average 700 kilowatt-hours of electricity per month).

1. 2020 General Rate Case (GRC)

In May 2020, Rocky Mountain Power filed its 2020 GRC, seeking approval of a \$95.8 million, or 4.8 percent, increase in Utah retail revenues. The requested rate increase included a rate mitigation proposal calculated to reduce its proposed revenue requirement by \$66 million through the use of certain deferred tax benefits. Among other things, capital investment in repowered wind resources, new wind resources, transmission projects, and increased depreciation expense were listed as the driving factors behind the proposed increase.

Rocky Mountain Power's rate case concluded in December 2020. Effective January 1, 2021, the PSC approved a \$31.4 million increase in required retail revenues. This proposed rate increase included a two-step rate mitigation strategy to return \$46.3 million to customers in 2021, and \$23.1 million in 2022 through Electric Service Schedule 197. The PSC also approved a two-step increase for the single-family residential customer charge, from \$6 to \$8 on January 1, 2021, and from \$8 to \$10 on January 1, 2022. The multi-family residential customer charge was held at \$6.

Additionally, the PSC approved Rocky Mountain Power's proposed Wildland Fire Mitigation Balancing Account and the establishment of a balancing account for pension settlement losses.

Pursuant to the PSC's February 2021 order in Rocky Mountain Power's 2020 GRC proceeding, two dockets were established in March 2021: Docket No. 21-035-14 was initiated to establish a balancing account for pension settlement adjustments to true-up, on an annual basis, the pension settlement adjustments Rocky Mountain Power will recognize and the amount included in rates, as specified in the PSC's December 2020 GRC order. Docket No. 21-035-16 established a

collaborative stakeholder process related to grid modernization, class cost of service, and rate design issues. PSC evaluation of these dockets continues into FY 2022.

2. Energy Balancing Account (EBA)

In March 2021, the PSC approved an adjusted EBA recovery amount of \$36.786 million, slightly reducing Rocky Mountain Power's requested recovery of \$36.820 million. The approved EBA recovery amount resulted in a 0.82 percent increase in a typical residential customer's annual bill.

3. Renewable Energy Credit (REC) Balancing Account

On June 1, 2021, the PSC approved an interim rate decrease to refund \$25,000 to customers via a balancing account associated with Electric Service Schedule No. 98, REC Revenue Adjustment. This rate change resulted in a negligible percentage decrease in a typical residential customer's annual bill.

4. Sustainable Transportation & Energy Plan (STEP)

In October 2020, the PSC approved Rocky Mountain Power's request for authorization to discontinue, effective November 1, 2020, the approximately \$3.06 million refund approved in Docket No. 19-035-T12, related to Rocky Mountain Power's Electric Service Schedule No. 196, STEP Cost Adjustment Pilot Program. This rate change resulted in a 0.15 percent increase in a typical residential customer's annual bill.

Other Annual Rate Changes

In March 2021, the PSC approved Rocky Mountain Power's application to lower the interest rate applicable to residential and non-residential deposits, as well as various balancing accounts, from 3.88% to 3.04%, effective April 1, 2021.

In June 2021, the PSC approved Rocky Mountain Power's proposal to update the valuation of net excess generation credits for large non-residential customers in Electric Service Schedule No. 135, Net Metering Service effective July 1, 2021.

Wildland Fire Plan

On October 13, 2020, the PSC approved Rocky Mountain Power's first Wildland Fire Protection Plan (WFPP), which Rocky Mountain Power filed on June 1, 2020 in accordance with Utah Code Title 54, Chapter 24, Wildland Fire Planning and Cost Recovery Act. The WFPP describes strategies that Rocky Mountain Power intends to deploy in Utah to reduce the probability of utility-related wildfires and to mitigate wildfire damage to Rocky Mountain Power's facilities. Rocky Mountain Power will track expenses related to the WFPP in a Wildfire Mitigation Balancing Account for future cost recovery.

Export Credit Rate

In October 2020, the PSC approved Electric Service Schedule No. 137, Net Billing Service, creating a program under which customers would be credited at an export credit rate per kilowatt-hour for energy exported to the grid generated by customer-owned generation systems. In April of 2021, the PSC approved an export credit rate of 5.817 cents per kWh, June through September, and 5.487 cents per kWh, October through May. As of October 31, 2020, Electric Service Schedule No. 136, Transitional Program for Customer Generators, was closed to applications for new service.

DSM and Electric Energy Conservation

In 2020, Rocky Mountain Power spent approximately \$64.1 million on energy efficiency and load management programs and associated program expenditures. 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. Rocky Mountain Power reported that in 2020 its load management programs saved a maximum of 234 megawatts of power at peak load. In addition, Rocky Mountain Power reported its energy efficiency programs yielded a first-year energy savings of approximately 356,724 megawatt hours of energy.

In September 2020, the PSC approved Rocky Mountain Power's proposed revisions to Electric Service Schedule No. 114, Load Management Program. Rocky Mountain Power states that the revisions promote and incentivize the installation of individual batteries for system-wide integration and overall grid management.

Also in September 2020, the PSC approved Rocky Mountain Power's proposed revisions to Electric Service Schedule No. 140, Non-Residential Energy Efficiency. The revisions update incentives and eligibility criteria for certain measure categories.

In November 2020, the PSC approved Rocky Mountain Power's proposed revisions to Electric Service Schedule No. 111, Residential Energy Efficiency ("Schedule 111"). The revisions adjust incentives, add new offerings, retire existing offerings, and streamline certain offerings for several measure categories of Rocky Mountain Power's Home Energy Savings Program. In May 2021, the PSC approved further revisions to Schedule 111. Those further revisions increase the maximum incentive amounts for the Custom Multifamily Program and change the incentive structure to a measure category-based structure. Rocky Mountain Power states that the purpose of both sets of revisions is to better align measure research, market conditions, and cost-effectiveness thresholds.

All-Source Request for Proposals

Utah Code Title 54, Chapter 17, Energy Resource Procurement Act authorizes the PSC to regulate Rocky Mountain Power's solicitation activities related to the acquisition or construction

of a significant energy resource, as defined in Utah Code Ann. § 54-17-102(4), and to approve Rocky Mountain Power's decision to acquire a significant energy resource. In April 2020, Rocky Mountain Power filed its 2020 All-Source RFP ("2020AS RFP") for PSC approval. Consistent with its 2019 Integrated Resource Plan, Rocky Mountain Power seeks to add up to 1,823 megawatts of new proxy solar resources co-located with 595 megawatts of new battery energy storage system capacity and 1,920 megawatts of new proxy wind resources. After Rocky Mountain Power requested approval of the 2020AS RFP, the PSC hired an independent evaluator as required under Utah Code Ann. § 54-17-203. Evaluation of RFP bids continues into FY 2022.

Sustainable Transportation and Energy Act Programs (STEP)

In May of 2021, the PSC approved Rocky Mountain Power's application to use \$200,715 in STEP funds to implement a program to support a Utah State University study titled, "Projecting the Impact of the Electrification of the Uinta Basin Oil and Gas Fields on Air Quality."

Planning For Least Cost Reliable Power -- Integrated Resource Plan (IRP)

The PSC requires Rocky Mountain Power to file, on a biennial basis, an 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, Rocky Mountain Power files an update to its most recent IRP.

Rocky Mountain Power's 2021 IRP filing was due on April 1, 2021, but in March 2021, the PSC approved Rocky Mountain Power's request to extend the IRP filing deadline until September 1, 2021. Rocky Mountain Power indicated that it needed additional time to factor in the results of the 2020AS RFP and optimize the modeling functionality of its new modeling software. Though the PSC approved the extension of the 2021 IRP filing deadline, the PSC also advised Rocky Mountain Power that it should be prepared to timely file its 2021 IRP Update.

Energy Service Contracts

In February 2020, the PSC approved renewable energy service contracts with Salt Lake City Corporation; Park City Municipal Corporation; Summit County, Utah; Utah Valley University; VR CPC Holdings, Inc.; and Deer Valley Resort Company, LLC in accordance with Utah Code Ann. § 54-17-806 and Rocky Mountain Power's Electric Service Schedule No. 34, Renewable Energy Purchases for Qualified Customers – 5,000 kW and Over. In November of 2020, the PSC approved a settlement stipulation resolving Rocky Mountain Power's request for approval to enter into resource commitments longer than 15 years for these contracts. The parties to the settlement stipulation determined that extenuating circumstances provided a reasonable and rational basis for a one-time approval of a contract longer than 15 years.

On March 8, 2021, the PSC approved Rocky Mountain Power's request for approval of amendments to an Electric Service Agreement (ESA) and Operating Reserve Interruption

Agreement (ORI) between Rocky Mountain Power and US Magnesium, LLC. The ESA and ORI amendments provided for one-year extensions of the agreements.

On June 25, 2021, the PSC approved Rocky Mountain Power's request for approval of a renewable energy contract between Rocky Mountain Power and IHC Health Services, Inc. and a related agreement with Castle Solar, LLC. Rocky Mountain Power sought approval of the agreements under Electric Service Schedule No. 32, Service from Renewable Energy Facilities. Rocky Mountain Power estimates it will begin service under the agreements on June 30, 2022.

Request for a Deferred Accounting Order – Costs Due to the COVID-19 Pandemic

On September 15, 2020, the PSC approved Rocky Mountain Power's application for a deferred accounting order related to the COVID-19 public health emergency. The deferred accounting order included creating a regulatory asset to defer bad debt expense and certain other procedures, and provided for a preliminary expiration date of December 31, 2020.

On March 19, 2021, Rocky Mountain Power filed comments with the PSC stating it would not request extension of the deferral period. Accordingly, the deferral period expired on December 31, 2020. Rocky Mountain Power's total deferred net costs equaled \$679,000.

Service Quality

Reliability Control Limits and Baseline Notification Levels: In January of 2021, the PSC approved modifications to Rocky Mountain Power's reliability control limits and baseline notification levels. The modifications came after a workgroup led by the Division of Public Utilities examined Rocky Mountain Power's reliability baseline standards and made recommendations. The workgroup proposed 2021 reliability control limits and baseline notification levels based on a review of Rocky Mountain Power's calculations. The PSC determined those recommendations complied with PSC guidelines established in the May 2013 Order on Performance Baselines in Docket No. 13-035-01.

Major Event Exclusion -- September 2020 Windstorm: In April of 2021, the PSC approved Rocky Mountain Power's request for a major event exclusion for events related to the severe windstorm that occurred September 7 through September 16, 2020. The major event exclusion allows outage information to be excluded from Rocky Mountain Power's network performance reporting and from customer guarantee failure payments.

PSC-Related 2021 Legislative and Rule Changes

During the 2021 General Session, the Utah Legislature passed and Governor Cox signed the following bills related to electric utilities:

- House Bill 32: This bill amends Utah Code Ann. § 54-7-13.5, Energy Balancing Accounts, to provide a mechanism for an interim rate as part of the energy balancing account process.
- House Bill 388: This bill amends the state energy policy to promote: (1) the development of pumped storage and dispatchable energy generation resources; and (2) resources, tools, and infrastructure to enhance the state’s ability to respond to disruptions and maintain adequate supply of proven and cost-effective dispatchable electricity reserves.

Rule Changes

During FY 2021, the PSC proposed and made effective the following administrative rule changes related to electric utilities:

- Utah Admin. Code R747-1, Utility Facility Review Board Rule: This rule, proposed in Docket No. 20-R001-01, allows the Utility Facility Review Board to conduct electronic meetings in accordance with the state’s response to the COVID-19 public health emergency. PSC staff filed the proposed rule in accordance with the PSC’s obligation to provide administrative support to the Board pursuant to Utah Code Ann. § 54-14- 302. The proposed rule was made effective July 9, 2020.
- Proposed Rulemaking Concerning Utah Code Ann. §§ 54-24-101 to -203, Wildland Fire Planning and Cost Recovery Act: This rule, proposed in Docket No. 20-R315-01, facilitates the PSC’s compliance with Utah Code Title 54, Chapter 24, Wildland Fire Planning and Cost Recovery Act (“Act”). The Act requires the PSC to initiate rulemaking proceedings to implement the Act and establish procedures for review and approval of a utility’s wildland fire protection plans and related expenditures. The proposed rule was made effective on December 9, 2020.

Other Activities

Electric Cooperative Wildland Fire Protection Plans: During FY 2021, the PSC reviewed and acknowledged wildland fire protection plans filed by seven electric cooperatives under Utah Code Title 54, Chapter 24, Wildland Fire Planning and Cost Recovery Act.

Electric Service Agreements: Amendments to electric service agreements between Rocky Mountain Power and Oak City, Ephraim, Parowan City, Hyrum City, Manti, Blanding, Monroe, Nephi, and Spring City, Utah, respectively, became effective after statutorily-defined comment periods under Utah Code Ann. § 54-4-40.

Electric Cooperative Tariff Filings: During FY 2021, the PSC completed its review of tariff filings from two electric cooperatives for compliance with Utah Code Ann. § 54-7-12(7) and one request for PSC approval of Dixie-Escalante Rural Electric Association’s acquisition of the electric utility plant and equipment of Flowell Electric Association, Inc., including an amended certificate of public convenience and necessity.

ELECTRIC TECHNICAL CONFERENCES

The PSC sponsored the following technical conferences during FY 2021:

[Docket No. 16-035-36](#): *Application of Rocky Mountain Power to Implement Programs Authorized by the Sustainable Transportation and Energy Plan Act*

- March 23, 2021: Rocky Mountain Power presented information and addressed questions related to its proposal to use STEP funding to support a Utah State University study on the impact of the electrification of Uinta Basin oil and gas fields on air quality.

[Docket No. 20-035-04](#): *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*

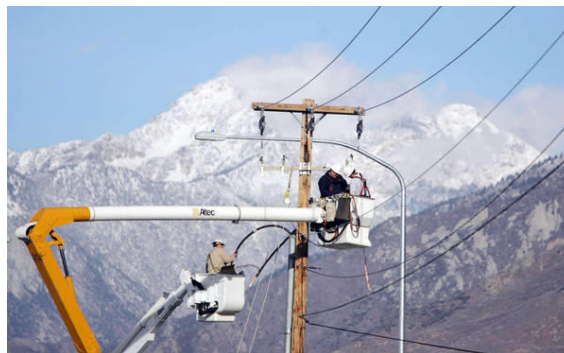
- July 10, 2020: Rocky Mountain Power presented information and addressed questions related to the cost of capital/revenue requirement phase of its 2020 general rate case.
- July 27, 2020: Rocky Mountain Power presented information and addressed questions related to the cost of service/pricing phase of its 2020 general rate case.

[Docket No. 20-035-28](#): *Rocky Mountain Power's Utah Wildland Fire Protection Plan*

- July 13, 2020: Rocky Mountain Power presented information and answered questions related to its initial wildland fire protection plan filed under Utah Code Title 54, Chapter 24, Wildland Fire Planning and Cost Recovery Act.

[Docket No. 21-035-16](#): *Collaborative Stakeholder Process for Rocky Mountain Power's Grid Modernization and Rate Design*

- May 10, 2021: Rocky Mountain Power presented information and addressed questions related to its proposed scope, plans, and schedules for its Advanced Metering Infrastructure (AMI) and Advanced Rate Design (ARD) projects.



ELECTRIC DOCKETS

[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. 16-035-36](#) – *Application of Rocky Mountain Power to Implement Programs Authorized by the Sustainable Transportation and Energy Plan Act*

[Docket No. 17-030-T01](#) – *Moon Lake Electric Association, Inc.'s Proposed Tariff Revisions*

[Docket No. 17-035-39](#) – *Voluntary Request of Rocky Mountain Power for Approval of Resource Decision to Repower Wind Facilities*

[Docket No. 17-035-40](#) – *Application of Rocky Mountain Power for Approval of a Significant Energy Resource Decision and Voluntary Request for Approval of Resource Decision*

[Docket No. 17-035-61](#) – *Application of Rocky Mountain Power to Establish Export Credits for Customer Generated Electricity*

[Docket No. 18-035-28](#) – *Rocky Mountain Power's Customer Owned Generation and Net Metering Report and Attachment A for the Period April 1, 2017 through March 31, 2018*

[Docket No. 18-035-36](#) – *Application of Rocky Mountain Power for Authority to Change its Depreciation Rates Effective January 1, 2021*

[Docket No. 19-035-02](#) – *PacifiCorp's 2019 Integrated Resource Plan*

[Docket No. 19-035-18](#) – *Rocky Mountain Power's 2019 Avoided Cost Input Changes Quarterly Compliance Filing*

[Docket No. 19-035-42](#) – *Application of Rocky Mountain Power for Approval of the 2020 Inter-Jurisdictional Cost Allocation Agreement*

[Docket No. 19-035-T08](#) – *Rocky Mountain Power's Proposed Changes to Schedule 73, Subscriber Solar Program Rider Optional*

[Docket No. 20-025-01](#) – *Empire Electric Association, Inc.'s Wildland Fire Protection Plan*

[Docket No. 20-027-01](#) – *Flowell Electric Association, Inc.'s Wildland Fire Protection Plan*

[Docket No. 20-028-01](#) – *Formal Complaint of LaVoy Tolbert against Garkane Energy Cooperative, Inc.*

[Docket No. 20-028-02](#) – *Garkane Energy Cooperative, Inc.'s Wildland Fire Protection Plan*

[Docket No. 20-030-01](#) – *Moon Lake Electric Association's Wildland Fire Protection Plan*

[Docket No. 20-031-01](#) – *Mt. Wheeler Power, Inc.'s Wildland Fire Protection Plan*

[Docket No. 20-032-01](#) – *Raft River Rural Electric Cooperative's Wildland Fire Protection Plan*

[Docket No. 20-035-01](#) – *Rocky Mountain Power’s Application for Approval of the 2020 Energy Balancing Account*

[Docket No. 20-035-04](#) – *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. 20-035-05](#) – *Application of Rocky Mountain Power for Approval of Solicitation Process for 2020 All Source Request for Proposals*

[Docket No. 20-035-08](#) – *PacifiCorp’s Semi-Annual Hedging Report*

[Docket No. 20-035-11](#) – *Formal Complaint of Glynn N. Donahue against Rocky Mountain Power*

[Docket No. 20-035-12](#) – *Division of Public Utilities’ Audit of PacifiCorp’s 2019 Fuel Inventory Policies and Practices*

[Docket No. 20-035-13](#) – *Application of Rocky Mountain Power for Authority to Revise Rates in Tariff Schedule 98, Renewable Energy Credits Balancing Account*

[Docket No. 20-035-15](#) – *PacifiCorp’s Financial Reports 2020*

[Docket No. 20-035-16](#) – *Rocky Mountain Power’s 2019 Annual Report of the Blue Sky Program*

[Docket No. 20-035-17](#) – *Application of Rocky Mountain Power for a Deferred Accounting Order Regarding Costs Incurred*

Due to the COVID-19 Public Health Emergency

[Docket No. 20-035-20](#) – *Low Income Lifeline Program Reports 2020*

[Docket No. 20-035-21](#) – *Rocky Mountain Power’s Third Annual Sustainable Transportation and Energy Plan Act (“STEP”) Program Status Report*

[Docket No. 20-035-22](#) – *Rocky Mountain Power’s Service Quality Review Report*

[Docket No. 20-035-23](#) – *Formal Complaint of Jeff Hood against Rocky Mountain Power*

[Docket No. 20-035-24](#) – *Formal Complaint of Scott Macdonald against Rocky Mountain Power*

[Docket No. 20-035-25](#) – *PacifiCorp dba Rocky Mountain Power’s Affiliated Interest Report for Calendar Year 2019*

[Docket No. 20-035-26](#) – *Rocky Mountain Power’s Solar Photovoltaic Incentive Program (Schedule 107) 2020 Annual Report*

[Docket No. 20-035-27](#) – *Rocky Mountain Power’s Demand-Side Management (DSM) 2019 Annual Energy Efficiency and Peak Load Reduction Report*

[Docket No. 20-035-28](#) – *Rocky Mountain Power’s Utah Wildland Fire Protection Plan*

[Docket No. 20-035-30](#) – *Rocky Mountain Power’s 2020 Avoided Cost Input Changes Quarterly Compliance Filing*

[Docket No. 20-035-31](#) – *Rocky Mountain Power’s Semi-Annual Demand-Side Management (DSM) Forecast Reports*

[Docket No. 20-035-32](#) – *Rocky Mountain Power’s Customer Owned Generation and Net Metering Report and Attachment A for the Period April 1, 2019 through March 31, 2020*

[Docket No. 20-035-33](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Oak City, Utah*

[Docket No. 20-035-34](#) – *Application of Rocky Mountain Power for Approval of Electrical Vehicle Infrastructure Program*

[Docket No. 20-035-35](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Hyrum City, Utah*

[Docket No. 20-035-36](#) – *Request of Rocky Mountain Power for Major Event Exclusion for the Events Related to a Severe Windstorm on June 5 through June 8, 2020*

[Docket No. 20-035-37](#) – *Application of Rocky Mountain Power for Approval to Enter into Resource Contracts in Excess of Fifteen Years Pursuant to Commission Approved Agreements under Electric Service Schedule Number 34*

[Docket No. 20-035-38](#) – *Rocky Mountain Power’s Notice of Renewable Resources in 2020-2021*

[Docket No. 20-035-39](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with City of Blanding, Utah*

[Docket No. 20-035-40](#) – *Formal Complaint of Brian Osborne against Rocky Mountain Power*

[Docket No. 20-035-41](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Monroe City, Utah*

[Docket No. 20-035-42](#) – *Application of Rocky Mountain Power for Approval of an Amendment of a Power Purchase Agreement between PacifiCorp and Tesoro Refining & Marketing Company LLC*

[Docket No. 20-035-43](#) – *Application of Rocky Mountain Power for Approval of an Amendment to the Power Purchase Agreement between PacifiCorp and Kennecott Utah Copper LLC – Smelter*

[Docket No. 20-035-44](#) – *Application of Rocky Mountain Power for Approval of an Amendment to the Power Purchase Agreement between PacifiCorp and Kennecott Utah Copper LLC – Refinery*

[Docket No. 20-035-45](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Monroe City, Utah*

[Docket No. 20-035-46](#) – *Request of Rocky Mountain Power for Approval of its 2021 Strategic Communications and Outreach*

Action Plan and Budget for Demand Side Management

[Docket No. 20-035-47](#) – Application of Rocky Mountain Power for Approval of Electric Service Agreement and Operating Reserves Agreement between PacifiCorp and US Magnesium LLC

[Docket No. 20-035-T04](#) – Rocky Mountain Power’s Proposed Tariff Revisions to Electric Service Schedule No. 37, Avoided Cost Purchases from Qualifying Facilities

[Docket No. 20-035-T06](#) – Rocky Mountain Power’s Proposed Tariff Revisions to Electric Service Schedule No. 140, Non-Residential Energy Efficiency Program

[Docket No. 20-035-T07](#) – Rocky Mountain Power’s Proposed Tariff Revisions to Electric Service Schedule No. 114, Load Management Program

[Docket No. 20-035-T08](#) – Rocky Mountain Power’s Proposed Tariff Revisions to Electric Service Schedule No. 196, Sustainable Transportation and Energy Plan (STEP) Cost Adjustment Pilot Program

[Docket No. 20-035-T09](#) – Rocky Mountain Power’s Proposed Tariff Revisions to Electric Service Schedule No. 111, Residential Energy Efficiency Program

[Docket No. 20-066-02](#) – Dixie Power’s Wildland Fire Protection Plan

[Docket No. 20-066-03](#) – Application of Dixie Escalante Rural Electric Assn. for Approval of Acquisition of Electric Utility Plant and Equipment and Addition to

Certificate of Public Convenience and Necessity

[Docket No. 20-506-02](#) – Deseret Generation & Transmission Cooperative’s Wildland Fire Protection Plan

[Docket No. 21-028-T01](#) – Garkane Energy Cooperative, Inc. ’s Proposed Tariff Revisions

[Docket No. 21-028-T02](#) – Garkane Energy Cooperative, Inc. ’s Proposed Tariff Revisions

[Docket No. 21-035-01](#) – Rocky Mountain Power’s Application for Approval of the 2021 Energy Balancing Account

[Docket No. 21-035-02](#) – Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Oak City, Utah

[Docket No. 21-035-03](#) – Application of Rocky Mountain Power for Approval of Agreement with Beaver City and Amendment of Certificate of Public Convenience and Necessity

[Docket No. 21-035-04](#) – Formal Complaint of Tyler and Meredith Jensen against Rocky Mountain Power

[Docket No. 21-035-05](#) – Application of Rocky Mountain Power for Authority to Revise Rates in Tariff Schedule 98, Renewable Energy Credits Balancing Account

[Docket No. 21-035-06](#) – Application of Rocky Mountain Power for Approval of its

Amendment to Agreement for Electric Service to Additional Customers with City of Ephraim, Utah

[Docket No. 21-035-07](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Manti City, Utah*

[Docket No. 21-035-08](#) – *Formal Complaint of Elizabeth Blanchard against Rocky Mountain Power*

[Docket No. 21-035-09](#) – *PacifiCorp's 2021 Integrated Resource Plan*

[Docket No. 21-035-10](#) – *PacifiCorp's Semi-Annual Hedging Report*

[Docket No. 21-035-11](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with City of Blanding, Utah*

[Docket No. 21-035-12](#) – *Division of Public Utilities' Audit of PacifiCorp's 2020 Fuel Inventory Policies and Practices*

[Docket No. 21-035-13](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with City of Blanding, Utah*

[Docket No. 21-035-14](#) – *Application of Rocky Mountain Power to Establish a Balancing Account for Pension Settlement Adjustments*

[Docket No. 21-035-15](#) – *Request of Rocky Mountain Power for Major Event Exclusion*

for the Events Related to a Severe Windstorm on September 7, 2020

[Docket No. 21-035-16](#) – *Collaborative Stakeholder Process for Rocky Mountain Power's Grid Modernization and Rate Design*

[Docket No. 21-035-17](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Monroe City, Utah*

[Docket No. 21-035-18](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Monroe City, Utah*

[Docket No. 21-035-19](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Manti City, Utah*

[Docket No. 21-035-20](#) – *PacifiCorp's Financial Reports 2021*

[Docket No. 21-035-21](#) – *Rocky Mountain Power's 2020 Annual Report of the Blue Sky Program*

[Docket No. 21-035-22](#) – *Rocky Mountain Power's 2020 Annual Report of the Subscriber Solar Program*

[Docket No. 21-035-23](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Nephi City, Utah*

[Docket No. 21-035-24](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with City of Ephraim, Utah*

[Docket No. 21-035-25](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Manti City, Utah*

[Docket No. 21-035-26](#) – *Application of Rocky Mountain Power for Approval of the Renewable Energy Contract between PacifiCorp and IHC Health Services, Inc. and the Related Agreement with Castle Solar, LLC*

[Docket No. 21-035-27](#) – *Application of Rocky Mountain Power for Approval of a Power Purchase Agreement between PacifiCorp and U.S. Magnesium LLC*

[Docket No. 21-035-28](#) – *Rocky Mountain Power's Service Quality Review Report*

[Docket No. 21-035-29](#) – *Rocky Mountain Power's Fourth Annual Sustainable Transportation and Energy Plan Act ("STEP") Program Status Report*

[Docket No. 21-035-30](#) – *Formal Complaint of Jennifer Sampson against Rocky Mountain Power*

[Docket No. 21-035-31](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Spring City, Utah*

[Docket No. 21-035-32](#) – *PacifiCorp dba Rocky Mountain Power's Affiliated Interest Report for Calendar Year 2020*

[Docket No. 21-035-33](#) – *Rocky Mountain Power's Demand-Side Management (DSM) 2020 Annual Energy Efficiency and Peak Load Reduction Report*

[Docket No. 21-035-34](#) – *Rocky Mountain Power's Solar Photovoltaic Incentive Program (Schedule 107) 2021 Annual Report*

[Docket No. 21-035-35](#) – *Rocky Mountain Power's 2021 Wildland Fire Cost and Compliance Report*

[Docket No. 21-035-36](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Spring City, Utah*

[Docket No. 21-035-37](#) – *Rocky Mountain Power's Annual Cost of Service Study – 2020*

[Docket No. 21-035-38](#) – *Formal Complaint of Matthew Gosselin against Rocky Mountain Power*

[Docket No. 21-035-39](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with City of Blanding, Utah*

[Docket No. 21-035-40](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with City of Manti, Utah*

[Docket No. 21-035-41](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with City of Nephi, Utah*

[Docket No. 21-035-42](#) – *Rocky Mountain Power's Application for Alternative Cost Recovery for Major Plant Additions of the Pryor Mountain and TB Flats Wind Projects*

[Docket No. 21-035-43](#) – *Formal Complaint of Erin and Geromie Clavell against Rocky Mountain Power*

[Docket No. 21-035-44](#) – *Rocky Mountain Power's 2021 Avoided Cost Input Changes Quarterly Compliance Filing*

[Docket No. 21-035-T01](#) – *Rocky Mountain Power's Filing to Comply with the PSC's Order issued on December 30, 2020 in Docket No. 20-035-04, 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. 21-035-T02](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Schedule 300, Regulation Charges*

[Docket No. 21-035-T03](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Electric Service Schedule No. 94, Energy Balancing Account*

[Docket No. 21-035-T04](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Schedule 105, Irrigation Load Control Program*

[Docket No. 21-035-T05](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Schedule 37, Avoided Cost Purchases from Qualifying Facilities (QF)*

[Docket No. 21-035-T06](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Electric Service Schedule No. 111, Residential Energy Efficiency Program*

[Docket No. 21-035-T07](#) – *Rocky Mountain Power's Proposed Tariff Revisions to Electric Service Schedule No. 135, Net Metering Service*

[Docket No. 21-066-T01](#) – *Dixie Power's Proposed Tariff Revisions*

[Docket No. 21-066-T02](#) – *Dixie Power's Proposed Tariff Revisions*

[Docket No. 21-066-T03](#) – *Dixie Power's Proposed Tariff Revisions*

Electric Utility Companies

INVESTOR OWNED

PacifiCorp

825 NE Multnomah Street, Ste. 2000
Portland, OR 97232
Tel: (503) 813-5000
Fax: (503) 813-5900
Web: www.pacificorp.com

PacifiCorp dba

Rocky Mountain Power

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

RETAIL COOPERATIVES

Bridger Valley Electric Association

40014 Business Loop I-80
Lyman, WY 82937
Mailing Address:
PO Box 399
Mountain View, WY 82939-0399
Tel: (307) 786-2800
(800) 276-3481
Fax: (307) 786-4362
Web: www.bvea.coop

Dixie Escalante Rural Electric

Association, Inc. dba Dixie Power

71 E. Highway 56
Beryl, UT 84714
Tel: (435) 439-5311
Fax: (435) 439-5352
Web: www.dixiepower.com

Empire Electric Association, Inc.

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

Garkane Energy Cooperative, Inc.

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

Moon Lake Electric Association, Inc.

188 W. 200 N.
PO Box 278
Roosevelt, UT 84066-0278
Tel: (435) 722-2448
(801) 619-3700
(800) 437-9056
Fax: (435) 722-3752
Web: www.mleainc.com

Mt. Wheeler Power, Inc.

1600 Great Basin Blvd
PO Box 151000
Ely, NV 89301-1000
Tel: (775) 289-8981
(800) 977-6937
Fax: (775) 289-8987
Web: www.mwpower.net

**Raft River Rural Electric Cooperative,
Inc.**

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

Wells Rural Electric Company

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

WHOLESALE COOPERATIVE

**Deseret Generation & Transmission
Cooperative**

10714 South Jordan Gateway, Ste. 300
South Jordan, UT 84095-3921
Tel: (801) 619-6500
(800) 756-3428
Fax: (801) 619-6599

Web: www.deseretgt.com
www.deseretpower.com

OTHER

**South Utah Valley Electric Service
District**

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

Strawberry Water Users Association

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

Ticaboo Utility Improvement District

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

Natural Gas Utilities Overview

Dominion Energy Utah (DEU) provides natural gas distribution services to over one million customers and is the only natural gas utility regulated by the PSC for ratemaking purposes. DEU owns or has access to natural gas production resources (i.e., “cost-of-service gas”) to meet a portion of its residential, commercial, and industrial sales customers’ gas demand. In addition, DEU provides other services related to natural gas, such as the transportation of customer-acquired gas commodities including biomethane and renewable natural gas through DEU’s distribution system, the sale of compressed natural gas for use in natural gas vehicles (NGV), and the option to purchase renewable natural gas green attributes through the GreenThermSM program.

Rate Mechanisms

During rate cases, the PSC evaluates system costs, excluding those for gas supply and transportation, DEU incurs to provide service to its retail customers. At the conclusion of these proceedings, the PSC sets distribution non-gas (DNG) rates to cover DEU’s costs and to provide a fair rate of return on its investments. DEU’s most recent general rate case concluded in February 2020.

DNG rates are set to include recovery of costs associated with DEU’s U.S. Department of Transportation-required pipeline integrity management program, currently estimated at over \$10 million per year. Under this program, DEU is required to conduct ongoing assessments of pipeline integrity and associated risks, collect and analyze pipeline data, and implement preventive and contingent measures to ensure pipeline safety. When integrity management costs actually incurred vary from those projected, the difference is maintained in a balancing account.

DEU also collects revenue through a variety of other PSC-approved rate mechanisms. At least twice annually, DEU files a “pass-through” application to adjust its rates to recover the costs of producing its own gas and purchases from others (the gas commodity rate element), and the costs associated with gas gathering, storage, and interstate transportation (the supplier non-gas, or SNG, rate element). When actual costs vary from those projected, the difference is maintained in a balancing account. Most recently, in April 2021, DEU’s pass-through application reflected commodity and SNG costs of \$507.1 million for Utah customers — commodity and SNG costs currently represent the majority of the costs of providing natural gas service to DEU’s customers. The rates set in this proceeding reflected an incremental increase of approximately \$43 million compared to DEU’s previous semi-annual pass-through filing.

Since 2006, the PSC has approved the use of several other balancing accounts. These balancing accounts track costs and revenues associated with: the conservation enabling tariff (CET), allowing DEU to collect a fixed revenue-per-customer on a monthly basis in exchange for promoting customer energy efficiency programs; the energy efficiency (EE) program; and the energy assistance (EA) program for qualified low-income customers.

In June 2010, the PSC approved DEU's infrastructure tracker (IT) pilot program that allows DEU to track and recover costs it incurs between general rate cases directly associated with replacement of certain aging infrastructure. These costs are recovered through a surcharge included in all of DEU's published rate schedules. In November 2020, DEU filed its 2021 replacement infrastructure annual plan and budget indicating its plans to replace high pressure feeder line segments in Weber, Duchesne, Box Elder, and Salt Lake Counties, as well as several intermediate-high pressure belt line segments in Salt Lake County, at an estimated cost of \$73.9 million.

In 2020 the PSC approved deferred accounting mechanisms for cost recovery associated with DEU's rural infrastructure development activities and its sustainable transportation and energy plan (STEP) program.

A. Traditional Rate Changes

2019 General Rate Case

On July 1, 2019, DEU filed a general rate case seeking approval to allocate to its customer classes a \$19.2 million incremental increase in required retail revenues, for approval of its proposed base DNG rate design, continuation and expansion of its IT pilot program, and various substantive and administrative tariff modifications.

DEU's rate case concluded in February 2020: the PSC approved a \$2.7 million increase in required retail revenues. The total increase was approved to be implemented in a series of three steps over time: the first occurred on March 1, 2020; the second went into effect on December 31, 2020; and the third step occurred in the early fall of 2021.

Pursuant to the PSC's February 2020 Report and Order in DEU's 2019 general rate case docket, the PSC established Docket No. 20-057-11 in May 2020 to consider cost of service and rate design issues. This proceeding continued in FY 2021.

Other Rate Changes

In FY 2021, DEU filed nine other rate change applications, all of which the PSC approved. The following information presents the effective dates of the approved rate changes, the PSC-approved revenue changes and, in parentheses, the associated percent change in a typical residential customer's annual bill, assuming 80 dekatherms per year of natural gas.

On November 1, 2020, DEU implemented an approximate \$38.2 million (4.33 percent) rate increase reflecting the following elements: 1) a \$39.6 million (4.44 percent) rate increase

associated with the gas pass-through balancing account; 2) a \$5.9 million (0.68 percent) rate decrease associated with the Energy Efficiency account balance; 3) a \$4.1 million (0.51 percent) rate increase associated with the CET account balance; 4) a \$0.03 million (0.01 percent) rate increase associated with the low-income energy assistance program account balance; and 5) a \$0.5 million (0.05 percent) rate increase associated with the new STEP balancing account.

Effective December 31, 2020, DEU implemented an approximate \$5.2 million (0.55 percent) rate increase associated with the infrastructure tracker adjustment. DEU also modified rates associated with the STEP surcharge consistent with the 2019 GRC's Step 2 allocation of cost.

Effective June 1, 2021, DEU implemented a \$44.0 million (4.99 percent) rate increase reflecting the following elements: 1) a \$43.0 million (4.50 percent) rate increase associated with the gas pass-through balancing account; and 2) a \$1.0 million (0.49 percent) rate increase associated with Tax Reform Surcredit 3 to recover DEU's overpayment of that amount to ratepayers.

B. Other Administrative Rate Changes

Transportation Imbalance Charge

In September 2020 and April 2021, DEU filed applications to update the transportation imbalance charge (TIC). For customers taking transportation service under DEU's transportation service rate schedules, the TIC is applicable to volumes in excess of a plus or minus five-percent tolerance threshold. Effective November 1, 2020, the PSC approved a decrease to the TIC from \$0.07834 to \$0.07690 per dekatherm (Dth). Effective June 1, 2021, the PSC approved DEU's application for a TIC rate decrease to \$0.07575 per Dth.

Carrying Charge

By March 1 of each year, DEU calculates an annual carrying charge and files a letter with the PSC reflecting that rate. This charge becomes effective on April 1 for the subsequent year, and is applied to DEU accounts 182.3, 182.4, 182.45, 191.1, 191.8, 191.9, and 235.1. The PSC approved an updated carrying charge of 3.04 percent, a decrease from the previous carrying charge of 3.88 percent, to be used from April 1, 2021 through March 31, 2022.

Manual Meter Reading Charge

While DEU essentially completed its transponder replacement program in early 2021, several DEU customers did not respond to DEU's repeated attempts to replace the transponders. With the goal of incentivizing customers to provide access so that the program can be completed, in May 2021 DEU proposed assessing a \$20 per month manual meter reading fee on the bills of customers who fail to provide DEU access to DEU's meter devices for maintenance activities. This provides DEU an interim step to encourage customers to provide access prior to commencing termination procedures as required in the Tariff.

Receipt Point Issues

DEU uses receipt point groups to manage customer imbalances after a hold burn to scheduled quantity (“HBSQ”) restriction. In early 2021 DEU proposed and the PSC approved adding two new receipt point groups to its system. The addition of these two receipt points did not affect rates or charges.

DEU’s Tariff Section 5.06 requires nominating parties to aggregate HBSQ imbalances at a given receipt point group. In response to the extraordinary weather event that occurred in Texas and the surrounding states in February 2021, DEU filed a motion, which the PSC approved, to waive this Tariff provision and allow aggregation between multiple receipt point groups. The waiver eliminated or reduced penalties for gas suppliers who delivered adequate supply to the system overall.

Third-Party Billing Rates

DEU’s Tariff Section 8.08 provides that any eligible third party seeking to utilize the Dominion Energy Utah utility bill to charge customers must pay a per-line rate (based on the total cost to produce a bill divided by the minimum number of lines on a bill to calculate the cost per line).¹ The Tariff also directs DEU to calculate the per-line rate and file a letter with the PSC reflecting that rate by March 1 of each year. The approved charge becomes effective on April 1 for the subsequent year, is applied to a minimum of eleven lines, and includes a rate charged for each line above the eleven-line minimum. The PSC approved an effective minimum charge per bill of \$0.14705, and an effective charge of \$0.01337 for each line above the minimum, effective through March 31, 2022.

Rate Changes Pertaining to the 2017 Tax Cuts and Jobs Act

In December 2017, the PSC opened Docket No. 17-057-26 to investigate the revenue requirement impacts to DEU of federal tax legislation (“Tax Reform Act”) enacted on December 22, 2017. Among other things, the Tax Reform Act reduced the federal income tax rate from 35 percent to 21 percent. Since then the PSC has approved various settlement stipulations between DEU, the DPU, the OCS, and the Utah Association of Energy Users. The stipulations identify the level and timing of certain tax surcredits and other related ratemaking issues. During FY 2021 the PSC continued to address Tax Reform issues:

Tax Reform Surcredit 3: Effective June 1, 2019, DEU implemented a \$5.0 million rate decrease related to the 2018 excess deferred income tax (EDIT) amortization. With the February 2019 General Rate Case Report and Order, the PSC approved an extension of the Tax Reform Surcredit 3 by 12 months, from May 31, 2020 to May 31, 2021, which implemented an approximate \$3.6 million refund to customers.² During the latter time period, DEU’s actual EDIT amount was \$2.6 million, and in April 2021 DEU proposed modifying the Tax Reform

¹ The total cost to produce a bill includes depreciation, operation and maintenance, supplies, postage, and return on investment.

² But for the PSC’s approval set forth in its 2019 GRC Order, the Tax Reform Surcredit 3 was set to expire on May 31, 2020.

Surcredit 3 to collect the approximately \$1 million over-payment beginning June 1, 2021 and ending on May 31, 2022.

Tax Reform Surcredit 4: Effective June 1, 2020, DEU implemented a \$1.083 million rate decrease related to unprotected EDIT attendant to its purchase gas agreement. Tax Reform Surcredit 4 ended on May 31, 2021.

Resource Planning

A. Integrated Resource Planning

The PSC requires DEU to prepare and file an annual integrated resource plan (IRP) which is used by DEU as a guide for meeting its natural gas requirements on both a day-to-day and long-term basis. The IRP is based on a 20-year planning horizon, emphasizing the near-term future. During FY 2021, the PSC concluded its evaluation of DEU's IRP for the plan year of June 1, 2020 - May 31, 2021 (2020 IRP) and commenced review of DEU's IRP for the plan year of June 1, 2021 - May 31, 2022 (2021 IRP), filed in June 2021.

B. Natural Gas Conservation and Energy Efficiency Planning

The PSC reviews and approves DEU's annual plan and budget for EE activities and the market transformation initiative. This plan addresses programs proposed by DEU, meant to encourage residential and commercial customers to conserve energy through education of and incentives for energy-efficient products, appliances, and construction methods. In CY 2020, DEU spent \$27.1 million on its EE programs, or 103 percent of its PSC-approved \$26.4 million 2020 ThermWise® budget. According to DEU, in 2020 there were approximately 86,169 participants in the various ThermWise® rebate, low income efficiency, and energy plan programs, with the energy comparison report being distributed to 266,600 customers. This participation resulted in an estimated annual natural gas savings of over 1,022,618 Dths.

In January 2021, the PSC approved DEU's proposed 2021 EE programs and market transformation initiative budget of \$27.1 million. DEU estimated an annual savings of 1,003,745 Dths (12 percent below the 2020 EE programs savings estimate). The energy savings are approximately equivalent to the average annual natural gas consumption of almost 12,550 residential homes served by DEU, assuming an annual average consumption of 80 Dths.

In 2021, DEU will continue to offer EE programs and initiatives associated with the 2020 EE program budget, with minor changes. These programs are: ThermWise® Appliance Rebates, ThermWise® Builder Rebates, ThermWise® Business Rebates, ThermWise® Weatherization Rebates, ThermWise® Home Energy Plan, Low Income Efficiency, ThermWise® Energy Comparison Report, and a comprehensive market transformation initiative. These programs offer rebates, fund training and grants, and provide information to DEU customers, with the goal of decreasing energy consumption.

C. Infrastructure Expansion Related Issues

Based on legislation enacted in 2018 and 2020 pertaining to rural gas infrastructure development, in FY 2020 DEU requested approval to expand rural natural gas facilities to Eureka, Utah and surrounding communities and of a rate recovery mechanism. The PSC approved DEU's request and granted a Certificate of Public Convenience and Necessity for the Eureka Project in August 2020.

In April 2021, DEU requested to expand rural natural gas service to the towns of Goshen and Elberta, Utah. The PSC's consideration of this request continued into FY 2022.

New Programs

A. Sustainable Transportation and Energy Plan (STEP) Act

In December 2019, DEU filed requests for approval of 1) a combined heat and power (CHP) natural gas clean air project; 2) \$800,000 per year for three years (totaling \$2.4 million) in funding to the University of Utah's Intermountain Industrial Assessment Center (IIAC) for the provision of research, analysis, and input for conducting energy assessments at manufacturing facilities; and 3) implementation of a regulatory balancing account attendant to these requests.

In August 2021, the PSC approved a settlement stipulation addressing IIAC funding and a STEP balancing account. According to the stipulation, the IIAC will be funded at a level of \$500,000 for a two-year period. Issues related to the COVID-19 pandemic resulted in suspension of the IIAC STEP program until March 2021. DEU anticipates this program will continue from March 2021 through February 2023.

B. Carbon Offset Program

In June 2021, DEU requested PSC approval of a voluntary carbon offset program providing customers the opportunity to pay a surcharge on their monthly bill to fund the purchase of various carbon mitigating activities to offset the carbon emissions from their natural gas usage. Funds from customer participation would be used to purchase carbon offsets and cover program administrative costs. The PSC's consideration of this proposal continued into FY 2022.

Other Items

A. DEU and Blanding Update Agreement

In June 2020 DEU requested authorization to update its agreement with the City of Blanding to provide natural gas in the event of an emergency or during routine maintenance. Under the 2020 agreement DEU will provide Blanding service under certain circumstances including cases of emergency, scheduled maintenance, and other instances under a modified version of DEU's MT rate schedule.

NATURAL GAS TECHNICAL CONFERENCES

The PSC sponsored the following technical conferences during FY 2021:

[Docket No. 20-057-02](#): *Dominion Energy Utah's Integrated Resource Plan (IRP) for Plan Year: June 1, 2020 to May 31, 2021*

- January 12, 2021: DEU provided an update of its 2020 IRP and presented information and answered questions pertaining to its sustainability initiatives.

[Docket No. 20-057-22](#): *Dominion Energy Utah's Replacement Infrastructure 2021 Annual Plan and Budget*

- June 21, 2021: DEU presented an update to the PSC and stakeholders regarding the status of its infrastructure replacement program.

[Docket No. 21-057-01](#): *Dominion Energy Utah's Integrated Resource Plan (IRP) for Plan Year: June 1, 2021 to May 31, 2022*

- February 9, 2021: DEU presented information and answered questions pertaining to: the IRP Standards and Guidelines, DEU's rural expansion activities, an LNG project update, and an update on potential hedging strategies.
- April 28, 2021: DEU presented information and answered questions pertaining to: 2020/2021 heating season review, update on system integrity, update on Wexpro matters (confidential), and RFP review (confidential).
- May 18, 2021: DEU presented information and answered questions pertaining to: IRP project detail discussion, long-term planning, hydrogen pilot update, and future STEP project update.
- June 22, 2021: DEU provided a summary of and answered questions pertaining to its 2021-2022 IRP filed in mid-June 2021.

[Docket No. 21-057-06](#): *Request of Dominion Energy Utah to Extend Natural Gas Service to Goshen and Elberta, Utah*

- May 25, 2021: DEU presented information and answered questions concerning its proposal to extend natural gas service to Goshen and Elberta, Utah.



NATURAL GAS DOCKETS

[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. 16-057-06](#) – *In the Matter of the Application of Questar Gas Company for an Adjustment to the Daily Transportation Imbalance Charge*

[Docket No. 16-057-14](#) – *In the Matter of the Application of Questar Gas Company for an Adjustment to the Daily Transportation Imbalance Charge*

[Docket No. 17-057-08](#) – *Application of Questar Gas Company for an Adjustment to the Daily Transportation Imbalance Charge*

[Docket No. 17-057-20](#) – *Pass-Through Application of Dominion Energy Utah for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 18-057-04](#) – *Pass-Through Application of Dominion Energy Utah for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 18-057-05](#) – *Application of Dominion Energy Utah for an Adjustment to the Daily Transportation Imbalance Charge*

[Docket No. 18-057-13](#) – *Application of Dominion Energy Utah for an Adjustment to the Daily Transportation Imbalance Charge*

[Docket No. 18-057-14](#) – *Pass-Through Application of Dominion Energy Utah for an*

Adjustment in Rates and Charges for Natural Gas Service in Utah

[Docket No. 19-057-01](#) – *Dominion Energy Utah's Integrated Resource Plan (IRP) for Plan Year: June 1, 2019 to May 31, 2020*

[Docket No. 19-057-02](#) – *Application of Dominion Energy Utah to Increase Distribution Rates and Charges and Make Tariff Modifications*

[Docket No. 19-057-04](#) – *Pass-Through Application of Dominion Energy Utah for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 19-057-05](#) – *Application of Dominion Energy Utah for an Adjustment to the Daily Transportation Imbalance Charge*

[Docket No. 19-057-11](#) – *Application of Dominion Energy Utah for Approval of a Special Contract with Fleet Saver, LLC for RNGT Service*

[Docket No. 19-057-18](#) – *Pass-Through Application of Dominion Energy Utah for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 19-057-19](#) – *Application of Dominion Energy Utah for an Adjustment to the Daily Transportation Imbalance Charge*

[Docket No. 19-057-23](#) – *Application of Dominion Energy Utah for Approval of Special Agreement with Rawhide Leasing, LLC for CNG Service*

[Docket No. 19-057-25](#) – *Informational Filing of Dominion Energy Utah Concerning the Transponder Replacement Program and Request for a Waiver of Applicable Commission Rules*

[Docket No. 19-057-26](#) – *Dominion Energy Utah’s Application for Approval of the 2020 Year Budget for Energy Efficiency Programs and Market Transformation Initiative*

[Docket No. 19-057-28](#) – *Application of Dominion Energy Utah to Change the Infrastructure Rate Adjustment*

[Docket No. 19-057-30](#) – *Dominion Energy Utah’s Replacement Infrastructure 2020 Annual Plan and Budget*

[Docket No. 19-057-31](#) – *Request of Dominion Energy Utah to Extend Natural Gas Service to Eureka, Utah*

[Docket No. 19-057-33](#) – *Application of Dominion Energy Utah for Approval of a Natural Gas Clean Air Project and Funding for the Intermountain Industrial Assessment Center*

[Docket No. 19-057-T04](#) – *Application of Dominion Energy Utah for the Creation of a Voluntary Renewable Natural Gas Program*

[Docket No. 20-057-01](#) – *Dominion Energy Utah’s Energy Efficiency Reports, 2020*

[Docket No. 20-057-02](#) – *Dominion Energy Utah’s Integrated Resource Plan (IRP) for Plan Year: June 1, 2020 to May 31, 2021*

[Docket No. 20-057-07](#) – *Pass-Through Application of Dominion Energy Utah for an*

Adjustment in Rates and Charges for Natural Gas Service in Utah

[Docket No. 20-057-08](#) – *Application of Dominion Energy Utah for an Adjustment to the Daily Transportation Imbalance Charge*

[Docket No. 20-057-10](#) – *Dominion Energy Utah Financial Documents Filed in 2020*

[Docket No. 20-057-11](#) – *Cost of Service and Rate Design Issues for Dominion Energy Utah*

[Docket No. 20-057-12](#) – *Application of Dominion Energy Utah for Approval of a Special Contract with the City of Blanding*

[Docket No. 20-057-13](#) – *Dominion Energy Utah’s Affiliate Transaction Report for the 12 Months Ending December 31, 2019*

[Docket No. 20-057-14](#) – *Pass-Through Application of Dominion Energy Utah for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 20-057-15](#) – *Application of Dominion Energy Utah for an Adjustment to the Daily Transportation Imbalance Charge*

[Docket No. 20-057-16](#) – *Application of Dominion Energy Utah to Amortize the Conservation Enabling Tariff Balancing Account*

[Docket No. 20-057-17](#) – *Application of Dominion Energy Utah for an Adjustment to the Low-Income Assistance/Energy Assistance Rate*

[Docket No. 20-057-18](#) – *Application of Dominion Energy Utah to Amortize the*

Energy Efficiency Deferred Account Balance

[Docket No. 20-057-19](#) – *Application of Dominion Energy Utah to Implement a Sustainable Transportation and Energy Plan Surcharge*

[Docket No. 20-057-20](#) – *Dominion Energy Utah’s Application for Approval of the 2021 Year Budget for Energy Efficiency Programs and Market Transformation Initiative*

[Docket No. 20-057-21](#) – *Application of Dominion Energy Utah to Change the Infrastructure Rate Adjustment*

[Docket No. 20-057-22](#) – *Dominion Energy Utah’s Replacement Infrastructure 2021 Annual Plan and Budget*

[Docket No. 20-057-23](#) – *Application of Dominion Energy Utah to Modify the Sustainable Transportation and Energy Plan Surcharge*

[Docket No. 20-057-T03](#) – *Motion of Dominion Energy Utah for Approval to Deviate from Applicable Tariff Provisions and Commission Rules in Response to COVID-19*

[Docket No. 20-999-02](#) – *Miscellaneous Correspondence and Reports Regarding Gas Utility Services; 2020*

[Docket No. 21-057-01](#) – *Dominion Energy Utah’s Integrated Resource Plan for Plan Year: June 1, 2021 to May 31, 2022*

[Docket No. 21-057-02](#) – *Dominion Energy Utah’s Energy Efficiency Reports, 2021*

[Docket No. 21-057-03](#) – *Formal Complaint of John Kevin Parsons against Dominion Energy Utah*

[Docket No. 21-057-04](#) – *Motion of Dominion Energy Utah for Approval to Deviate from Applicable Tariff Provisions and Commission Order Regarding Transportation Service (TS) Customer Deadlines*

[Docket No. 21-057-05](#) – *Formal Complaint of Symphony Homes against Dominion Energy Utah*

[Docket No. 21-057-06](#) – *Request of Dominion Energy Utah to Extend Natural Gas Service to Goshen and Elberta, Utah*

[Docket No. 21-057-07](#) – *Dominion Energy Utah Financial Documents Filed in 2021*

[Docket No. 21-057-08](#) – *Formal Complaint of Real Estate: Investment, Management, Brokerage, Development LLC against Dominion Energy Utah*

[Docket No. 21-057-09](#) – *Application of Dominion Energy Utah for an Adjustment to the Daily Transportation Imbalance Charge*

[Docket No. 21-057-10](#) – *Application of Dominion Energy Utah to Account for the Excess Deferred Income Tax Amortization between January 2019 – March 2020*

[Docket No. 21-057-11](#) – *Pass-Through Application of Dominion Energy Utah for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 21-057-12](#) – *Application of Dominion Energy Utah to Extend Service to Green River, Utah*

[Docket No. 21-057-13](#) – *Dominion Energy Utah's Affiliate Transaction Report for the 12 Months Ending December 31, 2020*

[Docket No. 21-057-14](#) – *Application of Dominion Energy Utah for a Subscription-Based Carbon Offset Program*

[Docket No. 21-057-T01](#) – *Dominion Energy Utah's Application to Modify Tariff to Add Receipt Point Locations*

[Docket No. 21-057-T02](#) – *Review of the Carrying Charges Applied to Various Dominion Energy Utah Account Balances*

[Docket No. 21-057-T03](#) – *Dominion Energy Utah's Annual Calculation of the Third-Party Billing Rate and Request for Tariff Change*

[Docket No. 21-057-T04](#) – *Modification of Dominion Energy Utah's Tariff to the Manual Meter Reading Charge*

Natural Gas Companies

Dominion Energy Utah

333 South State Street
PO Box 45360
Salt Lake City, UT 84145-0360
Tel: (801) 324-5555
Emergency: (800) 767-1689
Fax: (801) 324-5935
Web: www.dominionenergy.com

Wendover Gas Company

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

Telecommunications Utilities Overview

In FY 2021, Utah's ILECs served approximately 218,000 traditional landline telephone accounts, while CLECs served approximately 370,000. Wireless carriers (traditional) served about 2.9 million accounts/customers, while pre-paid wireless carriers served about 250,000. In addition, voice-over-internet-protocol (VoIP) carriers provided voice service to approximately 170,000 lines/accounts. Overall, local exchange and voice service in Utah is characterized by intra-industry competition among local exchange carriers, wireless telecommunications providers, and VoIP companies. As a result of consumers having these options, the total number of traditional landline accounts in Utah has declined from a peak of 1.2 million in 2001, to 0.59 million currently, even as the state has seen increases in population, households, and businesses.

CenturyLink QC ("CenturyLink") is the largest certificated telecommunications provider in Utah, and is the largest ILEC in the state serving most urban and suburban areas. It operates under state pricing flexibility rules and faces both intra- and inter-industry competition.

Currently, the PSC sets Utah Universal Public Telecommunications Service Support Fund ("UUSF") distributions through regulation, using a statutory framework for the seventeen Rural Incumbents. These Rural Incumbents generally do not face competition³ from CLECs but, like CenturyLink, they compete with both wireless and VoIP carriers. 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 the rates or service quality of wireless providers, toll resellers, video providers, internet service providers, or VoIP companies.

In addition, during FY 2021 the PSC designated two new carriers-of-last-resort (meaning they have an obligation to serve within their designated service areas). These carriers' service areas overlap with an existing ILEC. The

CLEC – Competitive Local Exchange Company. These carriers compete directly with CenturyLink.

ETC – Eligible Telecommunications Carrier. A carrier that has been granted ETC status (for either the Federal or State Lifeline programs) by the PSC.

ILEC – Incumbent Local Exchange Carrier. These are the legacy phone companies that have an obligation to serve. This category includes CenturyLink and the Rural Incumbents.

Lifeline – A low income assistance program where qualifying recipients receive either a discount off of their monthly bill or, in the case of some wireless providers, a complete basic service.

Rural Incumbent – A legacy ILEC with an obligation to serve within its defined service territory. These carriers serve populated areas of the state not served by CenturyLink.

UUSF – Utah's Universal Public Telecommunications Service Support Fund.

³ However, this is beginning to change as two subsidiaries of one rural ILEC have applied for, and received, permission to compete with another rural ILEC as a carrier of last resort within some areas of the second rural ILEC's service territory. See Docket Nos. 20-2618-01 and 20-2619-01 for further details on this development.

PSC included limitations on duplicating facilities in the orders granting operating authority to these companies, and has started a process of receiving comments on the possible need for new rules to address the issues raised by these designations. These efforts will be ongoing in FY 2022.

The other major providers of telephone service are the CLECs. Since 1995, the PSC has received 351 applications from CLECs for Certificates of Public Convenience and Necessity (CPCN), and has granted 272 (some of which have been canceled or withdrawn). In FY 2021, there were 168 currently certificated CLECs. Of these, 54 made at least one payment into the UUSF during FY 2021. VoIP carriers are a growing segment of the industry, but these carriers do not require CPCNs to operate in the state. In FY 2021, 75 VoIP carriers paid into the UUSF.

Most of Utah's active CLECs provide service exclusively to business customers. Most CLECs use at least some network elements of CenturyLink's public telephone network.

Historical Context and Current Policy

The UUSF is a program under which the PSC distributes funds from surcharges collected from customers and paid into the UUSF by Utah telephone providers. The statutory purpose of the UUSF is to provide a mechanism for a qualifying carrier of last resort to obtain specific, predictable, and sufficient funds to deploy and manage networks capable of providing end-user services including access lines, connections, or wholesale broadband internet access service. The UUSF also funds a low-income Lifeline program for telephone customers. The Legislature has charged the PSC with establishing the UUSF contribution method, which must be both nondiscriminatory and competitively neutral. The PSC has adjusted the per line contribution amount over time to fund the required UUSF disbursements. The contribution amounts were set/changed as follows: \$0.36 June 2018, \$0.60 April 2019, \$0.54 July 2020, and \$0.36 July 2021.

The Federal Communications Commission (FCC) continues to support the build-out of broadband facilities in un-served or under-served areas of the country. Utah policy facilitates the same objectives by permitting reimbursements from the UUSF for reasonable costs that (a) are incurred by a rural incumbent provider in deploying a broadband fiber-to-the-home network; and (b) cannot reasonably be recovered through rates.

During the 2020 Utah Legislative Session Senate Bill 225 ("SB 225") was enacted related to charges imposed on prepaid wireless telecommunications service to support the UUSF. SB 225 imposes a UUSF prepaid wireless telecommunications service charge of 1.2% of the sales price transaction. In FYs 2020 and 2021, the PSC has undertaken administrative steps to ensure that the wireless companies were notified and the appropriate financial process was put in place to facilitate these companies' payments.

The PSC provided the following disbursements through the UUSF to the Rural Incumbents.

Total FY 2021 UUSF distributions to Utah rural incumbent local exchange carriers

All West Communications, Inc.	\$842,427
Beehive Telephone Company, Inc.	\$712,825
Carbon/Emery Telcom, Inc.	\$1,537,300
Central Utah Telephone, Inc.	\$214,788
Direct Communications Cedar Valley, LLC	\$3,089,044
Emery Telephone	\$1,305,421
Gunnison Telephone Company	\$315,227
Hanksville Telcom, Inc.	\$52,083
Manti Telephone Company	\$909,878
South Central Utah Telephone Association, Inc.	\$5,340,620
STRATA Networks (UBTA-UBET Communications, Inc.)	\$2,034,929
Total:	\$16,354,542

The UUSF also paid the following amounts to the state's ETCs for Lifeline support. ETCs are carriers that either provide low-income customers: 1) a discount on telephone service (typically the ILECs); or 2) no-cost, or low-cost, wireless service. ETC status is granted by the PSC and allows participation in the Federal Lifeline program, and may allow participation in the UUSF Lifeline program as well.

Total FY 2021 UUSF Lifeline (Utah Telephone Assistance Program) distributions

All West Communications, Inc.	\$270
Beehive Telephone Company, Inc.	\$221
Carbon/Emery Telcom, Inc.	\$4,081
Central Utah Telephone, Inc.	\$756
Citizens Telecommunications Company of Utah dba Frontier Communications of Utah	\$2,692
Direct Communications Cedar Valley, LLC	\$837
Emery Telephone	\$1,204
Global Connection Inc. of America dba Stand Up Wireless	\$4,732
Gunnison Telephone Company	\$445
i-wireless, LLC	\$9,842
Manti Telephone Company	\$1,967
Navajo Communications Company, Inc. dba Frontier Navajo Communications Company	\$84
Q Link Wireless, LLC	\$407,575
Qwest Corporation dba CenturyLink QC	\$41,654
Sage Telecom Communications, LLC dba TruConnect	\$60,603
Skyline Telecom	\$378
South Central Utah Telephone Association, Inc.	\$1,824
STRATA Networks (UBTA-UBET Communications, Inc.)	\$5,229
Telrite Corporation dba Life Wireless	\$5,530
TracFone Wireless, Inc.	\$153,360
Virgin Mobile USA, L.P./Assurance Wireless USA, L.P.	\$68,215
Total:	\$771,499

Certificates of Public Convenience and Necessity and Interconnection Agreements

During FY 2021, Utah continued to experience interest from potential entrants into the telecommunications sector. The PSC approved five CPCN applications, canceled three existing CPCNs, approved the discontinuation of service for one provider, and acknowledged fourteen interconnection agreements (new and amendments) between CLECs and ILECs.

Eligible Telecommunications Carriers

During FY 2021, the PSC received and granted four requests either to be designated as an ETC or to amend an existing designation, in order for the applicant to be able to participate in various federal or state universal service or lifeline programs.

Telecommunications Dockets Summary

The PSC addressed approximately 173 telecommunications dockets in FY 2021. Most involved setting UUSF support levels; issuing or canceling CPCNs; tariffs and price lists; interconnection agreements or amendments; and the entry, exit, or reorganization of CLECs. Of the remainder, one dealt with an ongoing service quality investigation, one was an outage notification, two were requests for the PSC to certify the use of Federal universal service funds, one was a notice to discontinue offering service, and one was a waiver request.



TELECOMMUNICATIONS DOCKETS

Administrative Rule Dockets

[Docket No. 21-R008-01](#) – *Proposed Amendment to Utah Admin. Code R746-8-301, Calculation and Application of UUSF Surcharge*

[Docket No. 21-R008-02](#) – *Investigation into Potential Amendments to Utah Administrative Code R746-8-403, Lifeline Support*

Annual Report Dockets

[Docket No. 20-040-01](#) – *2019 Annual Report of Central Utah Telephone, Inc. dba CentraCom*

[Docket No. 20-2302-01](#) – *2019 Annual Report of Carbon/Emery Telcom, Inc.*

[Docket No. 20-042-01](#) – *2020 Annual Report of Emery Telephone dba Emery Telcom*

[Docket No. 20-2303-01](#) – *2019 Annual Report of Hanksville Telcom, Inc.*

[Docket No. 20-043-01](#) – *2019 Annual Report of Gunnison Telephone Company*

[Docket No. 20-2419-01](#) – *2019 Annual Report of Direct Communications Cedar Valley, LLC*

[Docket No. 20-051-01](#) – *2019 Annual Report of Beehive Telephone Company, Inc.*

[Docket No. 20-576-01](#) – *2019 Annual Report of Skyline Telecom dba CentraCom*

[Docket No. 20-052-01](#) – *2019 Annual Report of South Central Utah Telephone Association, Inc.*

[Docket No. 20-040-01](#) – *2020 Annual Report of Central Utah Telephone, Inc. dba CentraCom*

[Docket No. 20-053-01](#) – *2019 Annual Report of UBTA-UBET Communications, Inc. dba STRATA Networks*

[Docket No. 21-041-01](#) – *2020 Annual Report of Citizens Telecommunications Company of Utah dba Frontier Communications of Utah*

[Docket No. 20-054-01](#) – *2019 Annual Report of Union Telephone Company, Inc.*

[Docket No. 21-042-01](#) – *2020 Annual Report of Emery Telephone dba Emery Telcom*

[Docket No. 20-2180-01](#) – *2019 Annual Report of All West Communications, Inc.*

[Docket No. 21-043-01](#) – *2020 Annual Report of Gunnison Telephone Company*

[Docket No. 20-2201-01](#) – *2019 Annual Report of Bear Lake Communications, Inc.*

[Docket No. 21-046-01](#) – *2020 Annual Report of Manti Telephone Company*

[Docket No. 21-050-01](#) – 2020 Annual Report of Navajo Communications Company, Inc. dba Frontier Navajo Communications Company

[Docket No. 21-051-01](#) – 2020 Annual Report of Beehive Telephone Company, Inc.

[Docket No. 21-052-01](#) – 2020 Annual Report of South Central Utah Telephone Association, Inc.

[Docket No. 21-053-01](#) – 2020 Annual Report of UBTA-UBET Communications, Inc. dba STRATA Networks

[Docket No. 21-054-01](#) – 2020 Annual Report of Union Telephone Company, Inc.

[Docket No. 21-2180-01](#) – 2020 Annual Report of All West Communications, Inc.

[Docket No. 21-2201-01](#) – 2020 Annual Report of Bear Lake Communications, Inc.

[Docket No. 21-2302-01](#) – 2020 Annual Report of Carbon/Emery Telcom, Inc.

[Docket No. 21-2303-01](#) – 2020 Annual Report of Hanksville Telcom, Inc.

[Docket No. 21-2419-01](#) – 2020 Annual Report of Direct Communications Cedar Valley, LLC

[Docket No. 21-576-01](#) – 2020 Annual Report of Skyline Telecom dba CentraCom

CPCN Dockets

[Docket No. 20-2563-01](#) – Lingo Communications North, LLC's Request to Cancel Certificate of Public Convenience and Necessity and Withdraw Tariffs

[Docket No. 20-2618-01](#) – Application of E Fiber Moab, LLC for a Certificate of Public Convenience and Necessity to Provide Facilities-Based Local Exchange Service and be Designated as a Carrier of Last Resort in Certain Rural Exchanges

[Docket No. 20-2619-01](#) – Application of E Fiber San Juan, LLC for a Certificate of Public Convenience and Necessity to Provide Facilities-Based Local Exchange Service and be Designated as a Carrier of Last Resort in Certain Rural Exchanges

[Docket No. 20-2612-01](#) – Application of Hudson Fiber Network Inc. for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Public Telecommunications Services within the State of Utah

[Docket No. 20-2623-01](#) – Application of Arcadian Infracom 1, LLC for a Certificate of Public Convenience and Necessity to Provide Interexchange Telecommunications Services within the State of Utah

[Docket No. 21-2236-01](#) – Request of Talk America Services, LLC for Cancellation of its Certificate of Public Convenience and Necessity

[Docket No. 21-2628-01](#) – Application of ExteNet Asset Entity, LLC for a Certificate

of Public Convenience and Necessity to Provide Resold and Facilities-Based Public

Telecommunications Services within the State of Utah

ETC Dockets

[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. 12-2553-01](#) – *In the Matter of the Petition of Telrite Corporation dba Life Wireless for Limited Designation as an Eligible Telecommunications Carrier*

[Docket No. 16-2590-01](#) – *In the Matter of the Application of Boomerang Wireless, LLC dba enTouch Wireless for Designation as a Federal Eligible Telecommunications Carrier in the State of Utah for the Limited Purpose of Offering Wireless Lifeline Service to Qualified Households (low Income Only)*

[Docket No. 18-2526-01](#) – *Petition of i-wireless, LLC to Amend its Designation as an Eligible Telecommunications Carrier in the State of Utah to Participate in the Utah Universal Service Fund*

[Docket No. 18-2610-01](#) – *Petition of Viasat Carrier Services, Inc. for Designation as an Eligible Telecommunications Carrier to Receive Connect America Fund Phase II Auction (Auction 903) Support for Voice and Broadband Services*

[Docket No. 19-2432-01](#) – *Petition of Global Connection Inc. of America dba Stand up Wireless to Amend its Designation as an Eligible Telecommunications Carrier in the*

State of Utah to Participate in the Utah Universal Service Fund

[Docket No. 20-2549-01](#) – *Petition of Q Link Wireless LLC to Expand its Eligible Telecommunications Carrier Service Area in Utah*

[Docket No. 20-2601-01](#) – *Petition of Sage Telecom Communications, LLC dba TruConnect to Amend its Designation as an Eligible Telecommunications Carrier in the State of Utah to Participate in the Utah Universal Service Fund*

[Docket No. 20-2620-01](#) – *Petition of Uintah Basin Electronic Telecommunications, LLC for Designation as an Eligible Telecommunications Carrier in the State of Utah for the Purpose of Offering Lifeline Service on a Wireless Basis*

[Docket No. 21-038-01](#) – *Petition of Albion Telephone Company, Inc. for Designation as an Eligible Telecommunications Carrier for Purposes of Receiving FCC Rural Digital Opportunity Fund Support*

[Docket No. 21-2272-01](#) – *Petition of Emery Telecommunications & Video, Inc. for Designation as an Eligible Telecommunications Carrier in the State of Utah for the Purpose of Receiving Rural Digital Opportunities Fund and Lifeline Support*

[Docket No. 21-2526-01](#) – *Petition of i-wireless, LLC to Expand its Eligible Telecommunications Carrier Service Area*

[Docket No. 21-2618-01](#) – *Petition of E Fiber Moab, LLC for Designation as an Eligible Telecommunications Carrier in the State of Utah for the Purpose of Receiving Rural Digital Opportunity Fund and Lifeline Support*

[Docket No. 21-2619-01](#) – *Petition of E Fiber San Juan, LLC for Designation as an*

Eligible Telecommunications Carrier in the State of Utah for the Purpose of Receiving Rural Digital Opportunity Fund and Lifeline Support

[Docket No. 21-2624-01](#) – *Application of Starlink Services, LLC for Designation as an Eligible Telecommunications Carrier for Purposes of Receiving Rural Digital Opportunities Fund Support*

ILEC and CLEC Reorganization Dockets

[Docket No. 20-041-02](#) – *Citizens Telecommunications Company of Utah dba Frontier Communications of Utah – Application of Frontier Communications Corporation, Citizens Telecommunications Company of Utah, Navajo Communications Co., Inc., and Frontier Communications of America, Inc. for Acknowledgement of a Transfer of Control Associated with the Chapter 11 Plan of Reorganization of Frontier Communications Corporation and its Subsidiaries*

[Docket No. 20-050-02](#) – *Navajo Communications Company, Inc. dba Frontier Navajo Communications Company – Application of Frontier Communications Corporation, Citizens Telecommunications Company of Utah, Navajo Communications Co., Inc., and Frontier Communications of America, Inc. for Acknowledgement of a Transfer of Control Associated with the Chapter 11 Plan of Reorganization of Frontier Communications Corporation and its Subsidiaries*

[Docket No. 20-095-01](#) – *MCI Communications Services, Inc.'s Notification of Company Name Change to MCI Communications Services LLC*

[Docket No. 20-2218-01](#) – *Frontier Communications of America – Application of Frontier Communications Corporation, Citizens Telecommunications Company of Utah, Navajo Communications Co., Inc., and Frontier Communications of America, Inc. for Acknowledgement of a Transfer of Control Associated with the Chapter 11 Plan of Reorganization of Frontier Communications Corporation and its Subsidiaries*

[Docket No. 20-2287-01](#) – *Notification of Name Change of EarthLink Business, LLC to Windstream New Edge, LLC*

[Docket No. 20-2452-01](#) – *Matrix Telecom, LLC – Petition Regarding Internal Reorganization of Lingo Communications North, LLC and Matrix Telecom, LLC dba Matrix Business Technologies dba Trinsic Communications dba VarTec Telecom dba*

Excel Telecommunications dba Startec dba Lingo and Approval for Transfer of Customers

[Docket No. 20-2510-01](#) – *Velocity The Greatest Phone Company Ever, Inc.'s Notification of Company Name Change to Velocity, A Managed Services Company, Inc.*

[Docket No. 20-2548-01](#) – *Cincinnati Bell Inc. – Joint Application of Red Fiber Parent LLC, Cincinnati Bell Inc., and CBTS Technology Solutions LLC for Approval of a Transfer of Indirect Control of CBTS Technology Solutions LLC to Red Fiber Parent LLC*

[Docket No. 21-2461-01](#) – *Notification of the Proposed Indirect Transfer of Control of Veracity Networks, LLC to FirstDigital Communications, LLC*

[Docket No. 21-2524-01](#) – *BCM One Group Holdings, Inc. – Notification of the Proposed Transfer of Control of Wholesale Carrier Services, Inc. to BCM One Group Holdings, Inc.*

Interconnection Dockets

[Docket No. 20-049-12](#) – *Interconnection Agreement between Qwest Corporation dba CenturyLink QC and InTTec, Inc.*

[Docket No. 20-049-13](#) – *Interconnection Agreement between Qwest Corporation dba CenturyLink QC and Preferred Long Distance, Inc.*

[Docket No. 20-049-15](#) – *Interconnection Agreement between Qwest Corporation dba CenturyLink QC and Level 3 Telecom of Utah LLC*

[Docket No. 21-2545-01](#) – *Wholesale Carrier Services, Inc. – Notification of the Proposed Transfer of Control of Wholesale Carrier Services, Inc. to BCM One Group Holdings, Inc.*

[Docket No. 21-2581-01](#) – *Joint Application of Clear Rate Holdings, Inc. and Clear Rate Communications, Inc. for Approval of a Transfer of Control of Clear Rate Communications, Inc. to Clear Rate Holdings, Inc.*

[Docket No. 21-2452-01](#) – *Matrix Telecom, LLC – Notification of Proposed Changes in Indirect Control of Matrix Telecom, LLC to B. Riley Principal Investments, LLC*

[Docket No. 21-2543-01](#) – *Spectrotel, Inc. dba OneTouch Communications dba Touch Base Communications' Notice of Corporate Reorganization Creating a New Affiliate Spectrotel of the West LLC*

[Docket No. 20-049-16](#) – *Interconnection Agreement between Qwest Corporation dba CenturyLink QC and WilTel Communications, LLC*

[Docket No. 20-049-17](#) – *Resale Forbearance Amendment to the Interconnection Agreement between Qwest Corporation dba CenturyLink QC and Comcast Phone of Utah, LLC dba Comcast Digital Phone*

[Docket No. 20-049-18](#) – *UNE Forbearance Amendment to the Interconnection Agreement between Qwest Corporation dba CenturyLink QC and Comcast Phone of Utah, LLC dba Comcast Digital Phone*

[Docket No. 21-041-02](#) – *Amendment to the Interconnection Agreement between Citizens Telecommunications Company of Utah dba Frontier Communications of Utah and Onvoy, LLC*

[Docket No. 21-049-01](#) – *Interconnection Agreement between Qwest Corporation dba CenturyLink QC and Level 3 Communications LLC*

[Docket No. 21-049-02](#) – *Interconnection Agreement between Qwest Corporation dba CenturyLink QC and Global Crossing Local Services, Inc.*

[Docket No. 21-049-03](#) – *Interconnection Agreement between Qwest Corporation dba*

CenturyLink QC and Clear Rate Communications, Inc.

[Docket No. 21-049-04](#) – *Interconnection Agreement between Qwest Corporation dba CenturyLink QC and CenturyLink Communications LLC*

[Docket No. 21-049-05](#) – *Interconnection Agreement between Qwest Corporation dba CenturyLink QC and Sprint Communications Company LP*

[Docket No. 21-049-06](#) – *Interconnection Agreement between Qwest Corporation dba CenturyLink QC and Veracity Networks, LLC (fka Veracity Communications, Inc.)*

[Docket No. 21-050-02](#) – *Amendment to the Interconnection Agreement between Navajo Communications Company, Inc. dba Frontier Navajo Communications Company and Onvoy, LLC*

Other Telecommunications Dockets

[Docket No. 19-041-04](#) – *Investigation of Citizens Telecommunications Company of Utah dba Frontier Communications of Utah*

[Docket No. 20-049-14](#) – *2020 CenturyLink QC Monthly Performance Assurance Plan PID-PAP Reports*

[Docket No. 20-054-02](#) – *Union Telephone Company, Inc.'s Notice of Outage Affecting Landline 911 Services*

[Docket No. 20-087-01](#) – *Application of AT&T Corp. to Discontinue the Provision of*

Local Exchange Service for Residential Consumers in the State of Utah

[Docket No. 20-2609-01](#) – *Commnet Four Corners, LLC's Request that the Public Service Commission of Utah Certify to the Federal Communications Commission and to the Universal Service Administrative Company that it is Certified to Receive Federal Universal Service Funding for Calendar Year 2021*

[Docket No. 21-049-07](#) – *CenturyLink's Petition for a Waiver from the Utah Annual Reporting Requirements for Global*

Crossing Local Services, Inc., Level 3 Communications, LLC, Level 3 Telecom of Utah, LLC, and WilTel Communications, LLC

[Docket No. 21-2610-01](#) – *Viasat Carrier Services, Inc. 's Request that the Public*

Service Commission of Utah Certify to the Federal Communications Commission and to the Universal Service Administrative Company that it is Certified to Receive Federal Universal Service Funding for Calendar Year 2021

Tariff and Price List Dockets

[Docket No. 20-041-T02](#) – *Citizens Telecommunications Company of Utah dba Frontier Communications of Utah's Tariff Revisions to Grandfather Wide Area Telecommunications Service (WATS).*

[Docket No. 20-041-T03](#) – *Citizens Telecommunications Company of Utah dba Frontier Communications of Utah's Tariff Revisions to Introduce Frontier Residential Unlimited Voice Service*

[Docket No. 20-041-T04](#) – *Citizens Telecommunications Company of Utah dba Frontier Communications of Utah's Tariff Revisions to Reduce the Federal Lifeline Support for Voice-Only Lifeline Service*

[Docket No. 20-049-P03](#) – *Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This Filing increases monthly rates for business and residence flat rated and measured access lines, custom calling services and multiple packaged services.*

[Docket No. 20-049-P04](#) – *Qwest Corporation dba CenturyLink QC – Private Line Transport Services Price List – This filing grandfathers certain low-bandwidth Private Line Services.*

[Docket No. 20-049-P05](#) – *Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing grandfathers certain low-bandwidth Private Line Services.*

[Docket No. 20-049-P06](#) – *Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing increases the Facility Relocation Cost Recovery Fee.*

[Docket No. 20-049-P07](#) – *Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This Filing Adds Language Pursuant to 47 CFR § 9.16(b)(1) and (2), pertaining to Kari's Law*

[Docket No. 20-049-P08](#) – *Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing increases the Late Payment Charge that applies when an unpaid balance is brought forward to the next month's billing.*

[Docket No. 20-049-P09](#) – *Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing deletes Split Referral Intercept Service for which there is no current or anticipated demand.*

[Docket No. 20-050-T02](#) – Navajo Communications Company, Inc. dba Frontier Navajo Communications Company's Tariff Revisions to Introduce Frontier Residential Unlimited Voice Service.

[Docket No. 20-050-T03](#) – Navajo Communications Company, Inc. dba Frontier Navajo Communications Company's Tariff Revisions to Reduce the Federal Lifeline Support for Voice-Only Lifeline Service

[Docket No. 20-052-T01](#) – South Central Utah Telephone Association, Inc.'s Proposed Tariff Revisions

[Docket No. 20-087-P06](#) – AT&T Corp. – Custom Network Services Price List – The purpose of this filing is to increase rates for AT&T Business Network Service Rate Schedules 1 and 2 in the Custom Network Service Price List.

[Docket No. 20-087-P07](#) – AT&T Corp. – Custom Network Services Price List – The purpose of this filing is to increase rates for All in One Service in the Custom Network Service Price List.

[Docket No. 20-087-P08](#) – AT&T Corp. – Residential Local Exchange Price List – The purpose of this filing is to cancel and withdraw the AT&T Corp. Local Residential Exchange Service Tariff in its entirety.

[Docket No. 20-087-P09](#) – AT&T Corp. – Local Exchange Services Price List and Custom Network Services Price List – The purpose of this filing is to withdraw All In One Local Service and also remove any local references in the All In One Long

Distance section of the Custom Network Services Price List.

[Docket No. 20-087-P10](#) – AT&T Corp. – Private Line Local Channel Services Price List – The purpose of this filing is to add language to the intrastate offering for UVN to indicate that AT&T Utah reserves the right to make individualized decisions regarding the provision of service to individual customers, and that AT&T Utah may negotiate specific prices and terms for each individual customer.

[Docket No. 20-087-P11](#) – AT&T Corp. – Custom Network Services Price List- The purpose of this filing is to grandfather AT&T 800 Plan K Service in the Custom Network Service Price List.

[Docket No. 20-2180-T02](#) – All West Communications, Inc.'s Proposed Tariff Revisions

[Docket No. 20-2202-P02](#) – Electric Lightwave, LLC dba Allstream – This filing introduces a charge associated with resold basic business lines and select features: Third Party Pass Through Charge.

[Docket No. 20-2204-P03](#) – CenturyLink Communications, LLC – This filing adds language pursuant to 47 CFR § 9.16(b)(1) and (2), pertaining to Kari's Law.

[Docket No. 20-2204-P04](#) – CenturyLink Communications, LLC dba Lumen Technologies Group – This filing adds the fictitious business name dba Lumen Technologies Group to the CenturyLink Communications, LLC Interexchange Telecommunications Service Price List.

[Docket No. 20-2204-P05](#) – CenturyLink Communications, LLC dba Lumen Technologies Group – This filing adds the fictitious business name dba Lumen Technologies Group to the CenturyLink Communications, LLC Local Exchange Services Price List.

[Docket No. 20-2204-P06](#) – CenturyLink Communications, LLC dba Lumen Technologies Group – This filing adds the fictitious business name dba Lumen Technologies Group to the CenturyLink Communications, LLC Competitive Access Service Price List.

[Docket No. 20-2301-P03](#) – SBC Long Distance, LLC, dba SBC Long Distance, dba AT&T Long Distance – The purpose of this filing is to increase the Residential Monthly Minimum Usage Charge (MUC) and increase Monthly Recurring Charge for AT&T One Rate Nationwide Preferred Direct plan.

[Docket No. 20-2301-P05](#) – SBC Long Distance, LLC, dba SBC Long Distance, dba AT&T Long Distance – The purpose of this filing is to increase the Business MTS Minimum Usage Charge (MUC) and the Business Default Plan for Hierarchical Billing usage rates.

[Docket No. 20-2351-P02](#) – Level 3 Telecom of Utah, LLC – Local Exchange Services Price List – This filing adds language pursuant to 47 CFR §9.16(b)(1) and (2), pertaining to Kari’s Law.

[Docket No. 20-2419-T01](#) – Direct Communications Cedar Valley, LLC’s Proposed Tariff Revisions

[Docket No. 20-2452-P01](#) – Matrix Telecom, LLC dba Matrix Business Technologies dba Trinsic Communications dba Lingo – The purpose of this filing is to add Lingo services and rates.

[Docket No. 20-2457-P02](#) – Metropolitan Telecommunications of Utah, Inc. dba MetTel – The purpose of this filing is to establish new rates and changes for services in the territory of Qwest.

[Docket No. 20-2457-P03](#) – Metropolitan Telecommunications of Utah, Inc. dba MetTel – This filing revises Metropolitan Telecommunications of Utah, Inc. dba MetTel Utah’s Price List No. 1.

[Docket No. 20-2509-P01](#) – dishNET Wireline L.L.C. Retail Exchange Price List – This filing makes a modest increase to its local exchange service monthly recurring charge and grandfathers its Residential Package F, each additional line offering.

[Docket No. 20-2558-P02](#) – Teleport Communications America, LLC – Access and Interconnection Price List – The purpose of this filing is to remove reference to LATA terminology.

[Docket No. 20-2558-P03](#) – Teleport Communications America, LLC – Access and Interconnection Price List – The purpose of this filing is to modify diversity option descriptions under AT&T Dedicated Ethernet in TCAL Access Tariffs.

[Docket No. 20-2558-P04](#) – Teleport Communications America, LLC – Access and Interconnection Price List – The purpose of this filing is to add language to the intrastate offering for AT&T Dedicated

Ethernet to indicate that AT&T Utah reserves the right to make individualized decisions regarding the provision of service to individual customers, and that AT&T Utah may negotiate specific prices and terms for each individual customer.

[Docket No. 21-040-T01](#) – Central Utah Telephone, Inc. 's Proposed Tariff Revisions

[Docket No. 21-041-T01](#) – Citizens Telecommunications Company of Utah dba Frontier Communications of Utah's Tariff Revisions to Introduce Frontier Unlimited Voice and Feature Bundle Available to Residential Customers

[Docket No. 21-041-T02](#) – Citizens Telecommunications Company of Utah dba Frontier Communications of Utah's Tariff Revisions to the 8YY Access Charge Rates

[Docket No. 21-042-T01](#) – Emery Telephone dba Emery Telcom's Proposed Tariff Revisions

[Docket No. 21-043-T01](#) – Gunnison Telephone Company's Proposed Tariff Revisions

[Docket No. 21-049-P01](#) – Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing increases monthly rates for residential flat rated and measured access lines, custom calling services and multiple packaged services.

[Docket No. 21-049-P02](#) – Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing corrects the grandfathered

discounted additional listing rate from \$5.00 to \$4.00.

[Docket No. 21-049-P03](#) – Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing adds language pursuant to 47 C.F.R. § 9.16(b)(3), pertaining to Ray Baum's Act.

[Docket No. 21-049-T01](#) – Qwest Corporation dba CenturyLink QC's Proposed Tariff Revisions

[Docket No. 21-050-T01](#) – Navajo Communications Company, Inc. dba Frontier Navajo Communications Company's Tariff Revisions to Introduce Frontier Unlimited Voice and Feature Bundle Available to Residential Customers

[Docket No. 21-051-T01](#) – Beehive Telephone Company, Inc. 's Proposed Tariff Revisions

[Docket No. 21-052-T01](#) – South Central Utah Telephone Association, Inc. 's Proposed Tariff Revisions

[Docket No. 21-053-T01](#) – UBTA-UBET Communications Inc. 's Proposed Tariff Revisions

[Docket No. 21-054-T01](#) – Union Telephone Company, Inc. 's Proposed Tariff Revisions

[Docket No. 21-087-P01](#) – AT&T Corp. – Custom Network Services Price List – The purpose of this filing is to increase ABN Intrastate Rate Schedules 1 and 2 in the Custom Network Service Price List.

[Docket No. 21-087-P02](#) – AT&T Corp. – Residential Message Telecommunications Price List – The purpose of this filing is to grandfather certain Residential Long Distance Plans.

[Docket No. 21-087-P03](#) – AT&T Corp. – Private Line Services Price List – The purpose of this filing is to grandfather AT&T LD Private Line Service in the Local Channel Services Tariff.

[Docket No. 21-2180-T01](#) – All West Communications, Inc. 's Proposed Tariff Revisions

[Docket No. 21-2201-T01](#) – Bear Lake Communications, Inc. 's Proposed Tariff Revisions

[Docket No. 21-2202-P01](#) – Electric Lightwave, LLC dba Allstream – This filing adds a month-to-month recurring charge for Market Expansion Lines and Additional Pathways, for customers whose contract term has completed.

[Docket No. 21-2204-P01](#) – CenturyLink Communications, LLC dba Lumen Technologies Group – This filing increases monthly rates and per minute usage charges for various residential long-distance plans.

[Docket No. 21-2204-P02](#) – CenturyLink Communications, LLC – Local Exchange Services – This filing adds language pursuant to 47 C.F.R. § 9.16(b)(3), pertaining to Ray Baum's Act.

[Docket No. 21-2208-P01](#) – XO Communications Services, LLC – This filing revises the 8YY Access Charge rates.

[Docket No. 21-2245-P01](#) – MCImetro Access Transmission Services Corp. dba Verizon Access Transmission Services – This filing revises the 8YY Access Charge Rates.

[Docket No. 21-2249-P01](#) – McLeodUSA Telecommunications Services, LLC – This filing revises the 8YY Access Charge Rates.

[Docket No. 21-2270-P01](#) – All West Utah, Inc. – This filing revises the 8YY Access Charge rates.

[Docket No. 21-2301-P01](#) – SBC Long Distance, LLC, dba SBC Long Distance, dba AT&T Long Distance – The purpose of this filing is to grandfather certain residential optional calling plans.

[Docket No. 21-2301-P02](#) – SBC Long Distance, LLC, dba SBC Long Distance, dba AT&T Long Distance – The purpose of this filing is to increase the Business Default Plan for Hierarchical Billing rates.

[Docket No. 21-2301-P03](#) – SBC Long Distance, LLC, dba SBC Long Distance, dba AT&T Long Distance – The purpose of this filing is to increase High Volume Calling II Out of Term rates.

[Docket No. 21-2301-P04](#) – SBC Long Distance, LLC, dba SBC Long Distance, dba AT&T Long Distance – The purpose of this filing is to increase the Business MTS Minimum Usage Charge (MUC).

[Docket No. 21-2302-T01](#) – Carbon/Emery Telcom, Inc. 's Proposed Tariff Revisions

[Docket No. 21-2303-T01](#) – Hanksville Telcom, Inc. 's Proposed Tariff Revisions

[Docket No. 21-2351-P01](#) – Level 3 Telecom of Utah, LLC – Local Exchange Services Price List – This filing adds language pursuant to 47 C.F.R. § 9.16(b)(3), pertaining to Ray Baum’s Act.

[Docket No. 21-2383-P01](#) – Comcast Phone of Utah, LLC – Local Exchange Services – This filing updates USF language.

[Docket No. 21-2405-P01](#) – ACN Communication Services, LLC – This filing revises the 8YY Access Charge Rates.

[Docket No. 21-2413-P01](#) – BullsEye Telecom, Inc. – This filing revises the 8YY Access Charge Rates and the Identification and Rating of Toll VoIP-PSTN Traffic.

[Docket No. 21-2414-P01](#) – Granite Telecommunications, LLC – This filing revises the 8YY Access Charge Rates

[Docket No. 21-2419-T01](#) – Direct Communications Cedar Valley, LLC’s Proposed Tariff Revisions

[Docket No. 21-2452-P01](#) – Matrix Telecom, LLC dba Lingo – The purpose of this filing is to replace price lists Local/IXC Business Services and Local/IXC Residential Services.

[Docket No. 21-2457-P01](#) – Metropolitan Telecommunications of Utah, Inc. dba MetTel – The purpose of this filing is to bring MetTel into compliance with the Federal Communications Commission in its Report and Order in WC Docket No. 18-

156, FCC Release No. 20-143 issued October 9, 2020.

[Docket No. 21-2468-P01](#) – YMax Communications Corp. – This filing revises the 8YY Access Charge Rates.

[Docket No. 21-2494-P01](#) – Bandwidth.com CLEC, LLC – This filing revises the 8YY Access Charge Rates.

[Docket No. 21-2509-P01](#) – dishNET Wireline L.L.C. – This filing revises the 8YY Access Charge Rates.

[Docket No. 21-2515-P01](#) – Broadvox-CLEC, LLC – This filing revises the 8YY Access Charge Rates.

[Docket No. 21-2552-P01](#) – Airus, Inc. – The purpose of this filing is to revise Utah Product Catalog No. 2 to address the FCC’s rules related to Toll-Free Originating Access Service rates.

[Docket No. 21-2600-P01](#) – Fusion Cloud Services, LLC – This filing revises the 8YY Access Charge Rates.

[Docket No. 21-2617-P01](#) – Intrado Communications, LLC Price List – This Filing represents the switched access rates.

[Docket No. 21-2617-P02](#) – Intrado Communications, LLC – This filing revises the 8YY Access Charge Rates.

[Docket No. 21-576-T01](#) – Skyline Telecom’s Proposed Tariff Revisions

Telecommunications Companies

ILECs

Albion Telephone Company, Inc. dba ATC Communications

225 West North Street
Albion, ID 83311
Tel: (208) 673-5335
Fax: (208) 673-6200

All West Communications, 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

Bear Lake Communications dba 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

Beehive Telephone Company, Inc.

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

Carbon - Emery Telcom Inc.

455 East SR 29
Orangeville, UT 84537
Tel: (435) 748-2223

Fax: (435) 748-5001
Web: www.emerytelcom.net

Central Utah Telephone dba 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

CenturyTel of Eagle, Inc. dba CenturyLink

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

Citizens Telecommunications Company of Utah dba 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

Direct Communications Cedar Valley, LLC

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

**Emery Telephone
dba/ Emery Telcom**
455 East SR 29
Orangeville, UT 84537-0550
Tel: (435) 748-2223
Fax: (435) 748-5001
Web: www.emerytelcom.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

Gunnison Telephone Company
29 South Main Street
Gunnison, UT 84634
Tel: (435) 528-7236
Fax: (435) 528-5558
Web: www.gtelo.net

Hanksville Telcom, Inc.
455 East SR 29
Orangeville, UT 84537
Tel: (435) 748-2223
Fax: (435) 748-5222
Web: 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

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

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

**Skyline Telecom
dba 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

**South Central Utah Telephone Association, Inc.
dba South Central Communications**
45 North 100 West
Escalante, UT 84726
Tel: (435) 826-0225
Fax: (435) 826-0826
Web: www.socen.com

**UBTA-UBET Communications, Inc.
dba UBTA Communications, Strata Networks**
211 East 200 North
Roosevelt, UT 84066
Tel: (435) 622-5007
Fax: (435) 646-2000
Web: 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

CLECs

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

ACN Communications Services, Inc.

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

Affinity Network Incorporated

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

Airespring, Inc.

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

Airus, Inc.

f/k/a IntelPeer, Inc.

222 South Riverside Plaza, Ste. 2730
Chicago, IL 60607
Tel: (312) 506-0920
Toll-Free: (888) 380-2721
Fax: (312) 506-0931
Web: www.intelepeer.com

All West Utah, Inc.

dba 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

ANPI Business, LLC

550 West Adams Street, Ste. 900
Chicago, IL 60661
Tel: (866) 629-8200
Toll-Free: (888) 217-6323
Web: www.voyant.com

Arcadian Infracom, Inc.

4579 Laclede Ave., Ste. 341
St. Louis, MO 63108
Tel: (314) 792-4307
Web: <https://arcandianinfra.com>

Arcadian Infracom 1, LLC

4579 Laclede Ave., Ste. 341
St. Louis, MO 63108
Tel: (314) 792-4307
Web: <https://arcandianinfra.com>

AT&T Corp.

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

Bandwidth.com CLEC, LLC

900 Main Campus Drive, Ste. 100
Raleigh, NC 27606
Tel: (913) 439-3571
Toll-Free: (855) 513-9666
Fax: (919) 238-9903
Web: www.bandwidthclec.com

BCM One, Inc.

521 5th Avenue, 14th Floor
New York, NY 10175
Toll-Free: (888) 543-2000

Fax: (212) 843-0457
Web: www.bcmone.com

BCN Telecom, Inc.

1200 Mt. Kemble Avenue, 3rd Floor
Harding Township, NJ 07960
Tel: (908) 470-4700
Fax: (908) 470-4707
Web: www.bcntele.com

**Blackfoot Communications, Inc.
dba Blackfoot**

1221 North Russell Street
Missoula, MT 59808
Tel: (406) 541-5000
Toll-Free: (866) 541-5000
Fax: (406) 532-1999
Web: www.blackfoot.com

Bresnan Broadband of Utah, LLC

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

Broadband Dynamics, LLC

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

Broadview Networks, Inc.

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

Broadvox-CLEC, LLC

550 West Adams Street, Ste. 900
Chicago, IL 60661

Toll-Free: (844) 276-2386
Fax: (312) 346-2601
Web: www.inteliquent.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, Ste. 1000
Reston, VA 20191
Tel: (703) 755-6733
Toll-Free: (866) 221-8623
Fax: (703) 755-6740
Web: www.btna.com

BullsEye Telecom, Inc.

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

CBTS Technology Solutions, Inc.

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

Central Telcom Services, LLC

dba 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

**Citizens Telecommunications Company
of Utah**

dba Frontier Communications of Utah
1800 41st Street

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

Clear Rate Communications, Inc.
2600 West Big Beaver Road, Ste. 450
Troy, MI 48048
Tel: (248) 556-4500
Toll-Free: (877) 877-4799
Fax: (248) 556-4501
Web: www.clearrate.com

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

Comtech21, LLC
One Barnes Park South
Wallingford, CT 06492
Tel: (203) 679-7000
Fax: (203) 679-7387

Crexendo Business Solutions, Inc.
1615 South 52nd Street
Tempe, AZ 85281
Tel: (602) 903-7271
Web: www.crexendo.com

Crown Castle Fiber, LLC
2000 Corporate Drive
Canonsburg, PA 15317
Tel: (724) 416-2000
Toll-Free: (888) 583-4237
Fax: (724) 416-2130
Web: www.fiber.crowncastle.com

dishNet Wireline, LLC
f/k/a Liberty-Bell Telecom, LLC
2460 West 26th Avenue, Ste. #380-C
Denver, CO 80211

Tel: (303) 831-1977
Toll-Free: (866) 664-2355
Fax: (303) 831-1988
Web: <http://bundles.dish.com>

E Fiber Moab, LLC
429 East State Road 29
Orangeville, UT 84537
Tel: (435) 748-2223
Toll-Free: (888) 749-1090

E Fiber San Juan, LLC
429 East State Road 29
Orangeville, UT 84537
Tel: (435) 748-2223
Toll-Free: (888) 749-1090

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

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

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

EnTelegent Solutions, Inc.
2520 Whitehall Park Drive, Ste. 200
Charlotte, NC 28273
Tel: (704) 323-7488
Toll-Free: (800) 975-7192

Fax: (704) 504-5868
Web: www.entelegent.com

**Eschelon Telecom of Utah, Inc.
dba Integra Telecom**
265 East 100 South, Ste. 200
Salt Lake City, UT 84111
Tel: (801) 746-2000
Toll-Free: (888) 746-2159
Fax: (801) 505-4200
Web: www.eschelon.com

ExteNet Systems, Inc.
3030 Warrenville Road, Ste. 340
Lisle, IL 60532
Tel: (630) 505-3800
Fax: (630) 577-1365
Web: www.extenetsystems.com

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

**France Telecom Corporate Solutions,
LLC**
13865 Sunrise Valley Drive
CopperMine Commons Bldg. #2, Ste. 425
Herndon, VA 20171-6190
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

Fusion Cloud Services, LLC
320 Interstate North Parkway SE
Atlanta, GA 30339

Tel: (678) 424-2400
Toll-Free: (866) 424-5100
Fax: (678) 424-2501
Web: www.fusionconnect.com

GC Pivotal, LLC
200 South Wacker Drive, Ste. 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, Ste. 620
Norcross, GA 30093
Tel: (678) 741-6200
Toll-Free: (877) 511-3009
Fax: (678) 458-6773

Global Crossing Local Services, Inc.
1025 Eldorado Blvd.
Broomfield, CO 80021
Tel: (720) 888-1000
Toll-Free: (877) 453-8353
Fax: (720) 225-5877
Web: www.globalcrossing.com

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

**Greenfly Networks, Inc.
dba Clearfly Communications**
550 South 24th Street West, Ste. 201
Billings, MT 59102
Tel: (406) 580-4530
Toll-Free: (866) 652-7520
Fax: (406) 869-4614
Web: www.clearfly.net

Hudson Fiber Network, Inc.
3030 Warrenville Rd., Ste. 340
Lisle, IL 60532

Tel: (630) 505-3800
Toll-Free: (888) 436-3690
Web: www.extenetsystem.com

IDT America Corp.
520 Broad Street, 17th Floor
Newark, NJ 07102
Tel: (973) 428-4854
Toll-Free: (800) 888-9126
Fax: (973) 438-1455

Impact Telecom, Inc.
9250 East Costilla Ave, Ste. 400
Greenwood Village, CO 80112
Tel: (303) 779-5700
Toll-Free: (866) 557-8919
Fax: (303) 779-0500

inCONTACT, Inc.
dba United Carrier Networks
75 West Town Ridge Parkway, Tower 1
Sandy, UT 84070
Tel: (866) 541-0000
Toll-Free: (800) 669-3319
Fax: (866) 800-0007
Web: www.inContact.com

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

Integra Telecom of Utah, Inc.
18110 SE 34th Street, Bldg. One, Ste. 100
Vancouver, WA 98683
Tel: (360) 558-6900
Toll-Free: (866) 468-3472
Web: www.integratelecom.com

InTTec, Inc.
1001 South Douglas Highway, Ste. 201
Gillette, WY 82717-2799
Tel: (307) 685-5536

Toll-Free: (888) 682-1884
Fax: (307) 682-2519
Web: www.inttec.biz

Ionex Communications North, Inc.
dba Birch Communications
2300 Main Street, Ste. 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, Ste. 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) 225-5877
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) 255-5877
Web: www.level3.com

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

Magna5, LLC
2828 North Harwood St, Ste. 1700

Dallas, TX 75201
Tel: (214) 932-9293

Matrix Telecom, LLC
dba Matrix Business Technologies
dba Excel Telecommunications
dba Trinsic Communications
dba Vartec Telecom

433 East Las Colinas Blvd., Ste. 500
Irving, TX 75039
Tel: (972) 910-1900
Toll-Free: (888) 411-0111
Fax: (866) 418-9750
Web: www.impacttelecom.com

MCI Communications Services, Inc.
dba Verizon Business Services
5055 North Point Parkway, 2nd Floor
Alpharetta, GA 30022
Tel: (678) 259-1749
Toll-Free: (888) 605-0469
Fax: (800) 854-7960
Web: www.verizon.com

MCImetro Access Transmission Services Corp.
5055 North Point Parkway, 2nd Floor
Alpharetta, GA 30022
Tel: (678) 259-1749
Toll-Free: (888) 605-0469
Fax: (800) 854-7960
Web: www.mci.com

McLeod USA Telecommunications Services, LLC
dba Paetec Business Services
4001 N. Rodney Parham Rd.
Little Rock, AR 72212
Tel: (501) 748-7000
Toll-Free: (800) 347-1991
Web: www.windstream.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.
dba 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 Management, LLC
2220 University Drive
Newport Beach, CA 92660
Tel: (509) 747-4040
Fax: (509) 747-4545
Web: www.mobilitie.com

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

Net Talk.com, Inc.
1100 NW 163rd Drive
North Miami, FL 33169
Tel: (305) 621-1200

Fax: (305) 621-1201
Web: www.nettalk.com

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

New Horizons Communications Corp.
420 Bedford St, Ste. 250
Lexington, MA 02420
Tel: (339) 222-7518

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

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

Onvoy, LLC
dba Onvoy Voice Services
550 West Adams St., Ste. 900
Chicago, IL 60661
Tel: (736) 230-2036
Toll-Free: (800) 933-1224
Fax: (736) 230-4200
Web: www.inteliquent.com

PAETEC Communications, LLC
4001 N. Rodney Parham Rd.
Little Rock, AR 72212
Tel: (501) 748-7000

Toll-Free: (800) 347-1991
Web: www.windstream.com

Peerless Network of Utah, LLC
222 South Riverside Plaza, Ste. 2730
Chicago, IL 60606
Tel: (407) 260-1011
Fax: (407) 260-1033

Preferred Long Distance, Inc.
dba Telplex Communications
dba Ringplanet
16830 Ventura Blvd., Ste. 350
Encino, CA 91436-1716
Tel: (818) 380-9090
Toll-Free: (888) 235-2026
Fax: (818) 380-9099
Web: www.pldtel.com

Prestige Broadband, LLC
224 South Main St, Ste. 535
Springville, UT 84663
Tel: (801) 210-2099
Toll-Free: (888) 783-3327
Web: www.prestigebroadband.com

QuantumShift Communications, Inc.
dba vCom Solutions
12657 Alcosta Blvd., Ste. 418
San Ramon, CA 94583
Tel: (415) 209-7044
Toll-Free: (800) 804-8266
Fax: (415) 415-1458
Web: www.quantumshift.com

Qwest Communications Company, LLC
dba 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

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, Ste. 100
West Valley City, UT 84119
Tel: (801) 217-9000
Web: www.redlinephone.com

Sorenson Communications, Inc.

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

South Central Communications Telecom Services, LLC

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

Spectrotel, Inc.

dba OneTouch Communications
dba Touch Base Communications

3535 State Highway 66, Ste. 7
Neptune, NJ 07753
Tel: (732) 345-7000
Toll-Free: (888) 700-5830 (Residential)
Fax: (732) 345-7893
Web: www.spectrotel.com

SummitIG, LLC

22375 Broderick Dr., Ste. 165
Dulles, VA 20166
Tel: (703) 376-3694
Fax: (703) 652-0743
Web: www.summitig.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

Telequality Communications, Inc.

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

Teliix, Inc.

2150 W 29th Ave., Ste. 200
Denver, CO 80211
Tel: (303) 629-8301
Toll-Free: (888) 483-5429
Fax: (303) 629-8344
Web: www.teliix.com

Teltrust Corporation

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

Time Warner Cable Business LLC

12405 Powerscourt Drive
St. Louis, MO 63131
Tel: (833) 224-6603
Fax: (314) 288-3555
Web: www.spectrum.com

Velocity, A Managed Services Company, Inc.

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

Veracity Networks, LLC
357 S. 670 W., Ste. 300
Lindon, UT 84042
Tel: (801) 379-3000
Fax: (801) 373-0682
Web: www.veracitynetworks.com

Vesta Solutions, Inc.
42555 Rio Nedo
Temecula, CA 92590
Tel: (951) 719-2120
Toll-Free: (800) 491-1734
Fax: (951) 296-2727
Web: www.vestapublicsafety.com

Vitcom, LLC
4118 – 14th Avenue, Ste. 101
Brooklyn, NY 11219
Tel: (212) 571-4000
Toll-Free: (877) 766-1199

**Western Safety Communications, Inc.
f/k/a Intrado Communications, Inc.**
1601 Dry Creek Drive
Longmont, CO 80503
Tel: (720) 494-5800
Fax: (720) 494-6600
Web: www.intrado.com

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

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

WilTel Communications, LLC
1025 Eldorado Blvd.
Broomfield, CO 80021-8869
Tel: (720) 888-1000
Toll-Free: (877) 453-8353
Fax: (720) 225-5877
Web: www.level3.com

**WiMacTel, Inc.
dba Intellicall Operator Services of
North America**
2225 East Bayshore Road, Ste. 200
Palo Alto, CA 94303
Tel: (800) 820-4680
Toll-Free: (888) 476-0881
Fax: (877) 476-0890
Web: www.wimactel.com

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

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

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

XYN Communications of Utah, LLC
8275 South Eastern Avenue, Ste. 200
Las Vegas, NV 89123
Tel: (504) 832-1894

YMax Communications Corp.

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

Zayo Group, Inc.

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

ETCs**Blue Jay Wireless, LLC**

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

Q Link Wireless, LLC

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

Budget Prepay, Inc.

dba Budget Mobile
1325 Barksdale Blvd., Ste. 200
Bossier City, LA 71111
Tel: (407) 740-8575

Telrite Corporation

dba Life Wireless
4113 Monticello Street
Covington, GA 30014
Web: www.telrite.com

Cricket Communications, Inc.

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

Tempo Telecom, LLC

3060 Peachtree Road NW, Ste. 1065
Atlanta, GA 30305
Tel: (770) 235-1415
Web: www.mytempo.com

Global Connect, Inc.

dba Stand Up Wireless
5555 Oakbrook Parkway, Ste. 620
Norcross, Georgia 30093
Tel: (678) 741-6200
Toll-Free: (800) 544-4441
Fax: (678) 741-6333
Web: www.standupwireless.com

TracFone Wireless, Inc.

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

i-wireless, LLC

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

Virgin Mobile USA, L.P.

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

Relay Utah Overview

Telecommunications Relay Service & Equipment Distribution Program

The PSC began administering the Relay Utah program in 1987 with the goal of providing telecommunications access and equipment to those who are deaf, hard of hearing, or speech challenged. 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, amplified telephones, and wireless devices. Relay services have expanded to include Spanish language, Speech-to-Speech, Voice Carry Over (VCO), Captioned Telephone (CapTel), and Hearing Carry Over (HCO).

Funding

The PSC uses funds from the UUSF to administer the Relay Utah program. Expenditures for FY 21 totaled \$809,243 and were used for the following purposes:

1. Purchase and distribution of telecommunications devices.
2. Providing Telecommunications Relay Services (TRS) and Captioned Telephone Services (CTS) for individuals who are deaf, hard of hearing, or speech challenged.
3. General program administration and consumer education.
4. Training individuals as certified sign language interpreters.

Consumer Education

The PSC collaborates with Penna Powers for marketing, outreach, public relations, education, and grassroots activities for relay services and equipment distribution. Each year, Penna Powers and the PSC utilize print, television, and social media advertising to raise awareness of Relay Utah. The PSC contracts with Hamilton Relay for its TRS and CTS. Hamilton Relay provides a full-time in-state coordinator who provides outreach and education concerning relay services and equipment.

Outreach Activities

Outreach events provide educational information concerning equipment and service options. Unfortunately, due to the COVID-19 pandemic, many outreach events in which the Relay Utah program typically participates were canceled during FY 2021.

Completed Outreach Events

6/28/2021 STS Virtual Presentation with University of Utah
6/19/2021 Spanish Fork Health Fair
5/18/2021 Utah Public Health Association (UPHA) Virtual Conference and Expo
4/05/2021 USHA Virtual Conference
9/10/2020 NASRA Virtual Conference
9/10/2020 TEDPA Virtual Conference

Canceled Outreach Events

5/18/2021 Home Health and Hospice Conference & Expo
1/9/2021 Lehi Legacy Health Fair
11/2020 Sanderson Center Fall Bazaar
11/2020 Kearns Senior Center Health Fair
10/27/2020 St. George Celebrating Wellness Expo
10/19/2020 West Valley City Senior Health and Safety Drive Thru Event
9/24/2020 South Jordan Senior Health Fair Drive Thru Event
9/10/2020 UALA Conference
Tooele Senior Expo, typically held in September.
October Senior Expo, typically held in October.
North View Senior Health Fair, date never finalized.

Equipment Training and Distribution

The PSC employs one full-time and two part-time employees who provide equipment distribution, training, repairs, and outreach throughout Utah. Employees respond to questions by phone, email, and text regarding questions on equipment and training. This approach has improved customer service and reduced unnecessary on-site visits. For FY 21, the Relay Utah equipment and training distribution program issued 37 telecommunications devices to clients.

Sign Language Interpreting Training

Utah law states, “an individual is required to be certified as a certified interpreter if that individual provides interpreter services” (Utah Code Ann. § 35A-13-605). The PSC is contracted with Utah State University to train individuals as certified sign language interpreters. The goal is to train up to 150 interpreters over the term of the contract.

Community Feedback

Utah Code Ann. § 54-8b-10(7) states, “The [PSC] shall solicit advice, counsel, and physical assistance from deaf, hard of hearing, or severely speech impaired individuals and the organizations serving [them] in the design and implementation of the program.” The PSC attends quarterly meetings with the Relay Utah Consumer Council (RUCC). The RUCC is comprised of representatives of different groups or organizations including individuals who are deaf, hard of hearing, or speech challenged; and individuals who use the services provided by the PSC. The RUCC meetings are held in conjunction with Hamilton Relay for members to actively provide feedback and ideas of how to best meet the needs of relay consumers in Utah.

Relay Utah Website

The Relay Utah website can be found at relay.utah.gov. The website includes information on qualifying and applying for telecommunications equipment. Relay Utah also maintains a Facebook page.

Relay Utah Demo Room

To assist individuals with hearing issues, the Relay Utah office, located at 168 N. 1950 W., Suite 103, Salt Lake City, has a demo room that contains an induction audio loop system that assists individuals who use hearing aids or cochlear implants with telecoil (t-coil) capability. The demo room is open to the public and has different types of phones for individuals with hearing loss available for testing. The Robert G. Sanderson Community Center in Taylorsville and its satellite office in St. George also have demo rooms.

Water Utilities Overview

Most Utah residences and businesses receive culinary water from municipal systems, quasi-governmental special improvement districts, or water districts, none of which are subject to PSC regulation. Similarly, the PSC does not regulate irrigation water that is delivered by irrigation cooperatives in Utah. However, the PSC is charged by the legislature with regulating private water companies to ensure their customers have access to safe and reliable water service at just and reasonable rates.

Water Companies

Most private water companies are established as non-profit cooperatives, with control and ownership of the company transferring to the lot owners as the lots are sold. As long as a developer retains effective voting control of the water company, the water company is subject to the PSC's jurisdiction. Once the lot owners/water users attain voting control, the PSC no longer retains jurisdiction.

The PSC adjudicates the status of a water company informally unless that status is contested. While a company is subject to PSC jurisdiction, it is required to hold a Certificate of Public Convenience and Necessity (CPCN), to operate under a PSC approved tariff, and to obtain approval from the PSC for all rates. A company that is verified to be a customer-owned and operated cooperative is issued an informal letter of exemption from regulation.

PSC Jurisdiction

As with other utilities, the PSC exercises regulatory jurisdiction over rates and changes in water company tariffs. Water company rate cases are relatively infrequent and are usually resolved collaboratively. The PSC also adjudicates consumer complaints regarding water companies, as it does with other utilities.

FY 2021 Activities

During FY 2021, the PSC granted the request of South Duchesne Culinary Water, Inc. (SDCW) to cancel its CPCN and to exempt it from regulation (Docket No. 18-2372-01) as SDWC is now wholly owned by the two homeowner associations it serves. The PSC also granted exemption from regulation and canceled the CPCN of Willow Creek Water Company (Docket No. 20-2506-01) as it provides service only to its shareholders.

The PSC approved rate increases for WaterPro, Inc. (Docket No. 20-2443-01) and Pineview West Water Company (Docket No. 19-2438-01). The PSC also dismissed a complaint against Pineview West Water Company (Docket No. 20-2438-01).

The PSC granted exemption from regulation to North Fork Cottages Water Company (Docket No. 21-2625-01), Tru North Holdings LC (Docket No. 21-2626-01), Blackhawk Utilities LLC (Docket No. 21-2627-01), and Kolob Heights Water Users Association (Docket No. 21-2629-01).

Bridgerland Water Company filed an application for a rate increase (Docket No. 21-001-01) and Highland Water Company, Inc. filed a notice of intent to request a rate review (Docket No. 21-010-01). Both of these dockets continue into FY 2022.

WATER DOCKETS

[Docket No. 19-2438-01](#) – *Request of Pineview West Water Company for a Rate Review for Approval of a Conservation Rate Increase*

[Docket No. 20-2438-01](#) – *Formal Complaint of Roger and Kim Arave against Pineview West Water Company*

[Docket No. 20-2443-01](#) – *WaterPro, Inc.'s Application for Culinary Water Rate Increase*

[Docket No. 20-2506-01](#) – *Application of Willow Creek Water Company for Exemption*

[Docket No. 21-001-01](#) – *Bridgerland Water Company's Application for Culinary Water Rate Increase*

[Docket No. 21-010-01](#) – *Highland Water Company, Inc.'s Notice of Intent to Request a Rate Review*

[Docket No. 21-2625-01](#) – *Application of Tru North Holdings LC for Exemption*

[Docket No. 21-2626-01](#) – *WaterPro, Inc.'s Application for Culinary Water Rate Increase*

[Docket No. 21-2627-01](#) – *Application of Blackhawk Utilities LLC for Exemption*

[Docket No. 21-2629-01](#) – *Application of Kolob Heights Water Users Association for Exemption*



Water Companies

Bridgerland Water Company, Inc.

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

Cedar Ridge Distribution Company

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

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

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

Dammeron Valley Water Works, LLC

1 Dammeron Valley Drive East
Dammeron Valley, UT 84783
Tel: (435) 574-2295
Fax: (435) 656-0504

Eagle's Landing Water Company, LLC

9155 North Cedar Pass Road
Eagle Mountain, UT 84005
Tel: (801) 794-9559
Fax: (801) 794-9669

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, Ste. 201
Salt Lake City, UT 84107
Tel: (801) 268-1087
Fax: (801) 262-7937

Grand Staircase Water Company, LLC

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

**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**

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

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.
dba 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

Legacy Sweet Water, Inc.
3451 North Triumph Blvd., Garden Level

SEWER COMPANIES

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

Lehi, UT 84043
Tel: (800) 973-3715
Fax: (801) 384-7143

Pine Valley Irrigation Company
316 Diagonal Street
St. George, UT 84770
Tel: (435) 680-2286

Pineview West Water Company
828 Radford Lane
Eden, UT 84310
Tel: (801) 675-1711

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

Willow Creek Water Company, Inc.
14015 North 400 West
Beaver Dam, UT 84306
Tel: (435) 458-3429

Miscellaneous Dockets

[Docket No. 20-999-01](#) – *Miscellaneous Correspondence and Reports Regarding Electric Utility Services; 2020*

[Docket No. 20-999-02](#) – *Miscellaneous Correspondence and Reports Regarding Gas Utility Services; 2020*

[Docket No. 20-999-03](#) – *Miscellaneous Correspondence and Reports Regarding Telecommunications Utility Services; 2020*

[Docket No. 20-999-05](#) – *2020 Universal Service Fund (USF) CAF Review*

[Docket No. 20-999-09](#) – *Universal Service and Speech/Hearing Impaired Funds Status Reports*

[Docket No. 20-999-11](#) – *Pipeline and Hazardous Material Safety Administration (PHMSA) Incident Reports and Miscellaneous Notifications Filed in 2020*

[Docket No. 21-999-01](#) – *Miscellaneous Correspondence and Reports Regarding Electric Utility Services; 2021*

[Docket No. 21-999-02](#) – *Miscellaneous Correspondence and Reports Regarding Gas Utility Services; 2021*

[Docket No. 21-999-03](#) – *Miscellaneous Correspondence and Reports Regarding Telecommunications Utility Services; 2021*

[Docket No. 21-999-05](#) – *Eligible Telecommunications Carriers' Annual Lifeline Recertification Filings*

[Docket No. 21-999-06](#) – *Pipeline and Hazardous Materials Safety Administration (PHMSA) Annual Reports for Calendar Year 2020 of Natural or Other Gas Transmission and Gathering Systems*

[Docket No. 21-999-07](#) – *2021 Universal Service Fund (USF) CAF Review*

[Docket No. 21-999-09](#) – *Pipeline and Hazardous Material Safety Administration (PHMSA) Incident Reports and Miscellaneous Notifications Filed in 2021*

[Docket No. 21-999-10](#) – *Universal Service and Speech/Hearing Impaired Funds Status Reports*

Rule Dockets

[Docket No. 20-R315-01](#) – Proposed
Rulemaking Concerning Utah Code Ann.
§§ 54-24-101 to -203, Wildland Fire
Planning and Cost Recovery Act

[Docket No. 21-R008-01](#) – Proposed
Amendment to Utah Admin. Code R746-8-

301, Calculation and Application of UUSF
Surcharge

[Docket No. 21-R008-02](#) – Investigation into
Potential Amendments to Utah Admin. Code
R746-8-403, Lifeline Support

Complaint Resolution

The Role of the Division of Public Utilities

A dissatisfied customer who cannot resolve utility service issues through contact with the utility can seek assistance from state regulators. Utility consumers may contact the DPU (dpu.utah.gov) through an informal complaint process. DPU 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 OCS. Through following the same sort of process the DPU does, if the OCS learns that other customers are experiencing similar utility service issues, 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. By far, most customer complaints are resolved during the informal process. Complaints that are escalated to a formal process create a PSC docket.

Type of Utility Complaint	Informal Complaints	Formal Complaints
Electric	127	6
Natural Gas	53	3
Telecom – ILEC* (including CenturyLink)	64	0
Telecom – CLEC*	15	0
Telecom – Long Distance	0	0
Water and Sewer	6	1
TOTAL	265	10

* ILEC – Incumbent Local Exchange Carrier

* CLEC – Competitive Local Exchange Carrier

FY 2021 ANNUAL REPORT

**Public Service Commission of Utah
160 East 300 South
Salt Lake City, UT 84111**

Web: psc.utah.gov | Email: psc@utah.gov

Phone: 801-530-6716 | Fax: 801-530-6796 | Toll Free: 866-772-8824