

PUBLIC SERVICE COMMISSION OF UTAH

2020 ANNUAL REPORT

FOR THE PERIOD OF JULY 1, 2019 TO JUNE 30, 2020



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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 2020 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, 2020.

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

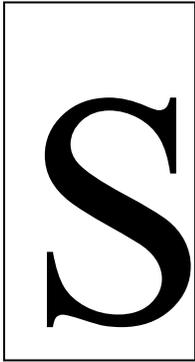
Ron Allen, Commissioner

Public Service Commission Personnel – June 30, 2020

<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>Carol Revelt</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>Sam Johnston</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>Fred Nass</i>
<i>Paralegal</i>	<i>Faqiha Zahra</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>
<i>Equipment Delivery Specialist</i>	<i>Diane Stidham</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 sixteen full-time and two part-time employees.

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 five full-time professionals led by a Director who is appointed by the Governor, with the concurrence of the Committee and consent of the Senate, for a term of six years. The Director, on behalf of the 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 2020, there were 332 active and opened dockets. The PSC regulated 178 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, who does business in Utah as Rocky Mountain Power. PacifiCorp is an investor-owned utility serving over approximately 935,000 residential, commercial, and industrial customers in Utah. PacifiCorp also serves retail customers in five other Western states and wholesale customers throughout the west. PacifiCorp provides approximately 80 percent of the electricity to Utah homes and businesses. Other Utah customers are served either by municipal utilities, which are not regulated by the PSC, or by rural electric cooperatives or electric service districts, which are subject to minimal state regulation.

Rate Changes

In fiscal year 2020, the PSC approved four rate changes, which resulted in an approximate one-half percent decrease in the annual bill of a typical residential customer (using an average 700 kilowatt-hours of electricity per month). The PSC also approved a one-time energy efficiency-related refund.

1. Energy Balancing Account (EBA)

Following a June 2019 Utah Supreme Court decision related to the applicability of interim rates to PacifiCorp's EBA, in July 2019 the PSC approved setting the EBA collection rates to zero, effective August 1, 2019. In March 2020, the PSC approved a \$22,320 adjustment, slightly reducing PacifiCorp's requested recovery of \$23.9 million. The PSC's approval of \$23.9 million in deferred 2018 EBA costs resulted in an approximate one percent increase in a typical residential customer's annual bill.

2. Demand Side Management (DSM)

In January 2020, the PSC approved Rocky Mountain Power's December 2019 proposal to revise Electric Service Schedule No. 194, Demand Side Management (DSM) Credit, to implement a one-time DSM-related refund of \$22 million to currently active retail customers subject to Electric Service Schedule No. 193, DSM Cost Adjustment. This resulted in an approximate average credit of \$10.66 on residential customers' February 2020 bills.

3. Renewable Energy Credit (REC) Balancing Account

In May 2020, the PSC approved an interim rate decrease to refund \$1.03 million associated with Electric Service Schedule No. 98, REC Revenue Adjustment balancing account, effective June 1, 2020. This rate change resulted in a 0.1 percent decrease in a typical residential customer's annual bill.

4. PacifiCorp's Sustainable Transportation & Energy Plan Act Initiatives

In March 2016, the Utah Legislature enacted Senate Bill 115, Sustainable Transportation and Energy Plan Act (STEP). Among other things, STEP establishes a 5-year pilot program authorizing Rocky Mountain Power to allocate, on average, \$10 million annually, subject to PSC approval, for the implementation of programs to develop solar resources, improve air quality, expand electric vehicle infrastructure, and to evaluate clean coal technologies, battery storage, and other emerging technologies.

In August 2019, the PSC approved Rocky Mountain Power's July 2019 request for authorization to refund \$3.06 million collected for the Solar Incentive Program (USIP) through a reduction in the Electric Service Schedule No. 196, STEP Cost Adjustment Pilot Program rates, effective November 1, 2019. This rate change resulted in a 0.13 percent decrease in a typical residential customer's annual bill.

Other Annual Rate Changes

In March 2020, the PSC approved PacifiCorp's application to lower the interest rate applicable to residential and non-residential deposits, as well as various balancing accounts, from 4.37% to 3.88%, effective April 1, 2020.

In June 2020, the PSC approved PacifiCorp's proposal to update the valuation of net excess generation credits for large non-residential customers in Schedule 135, Net Metering Service, effective July 1, 2020.

DSM and Electric Energy Conservation

In 2019, PacifiCorp spent approximately \$53.3 million on energy efficiency and load management programs. These programs help reduce load and improve energy efficiency in new and existing homes and non-residential buildings and processes, encourage the purchase of energy-efficient appliances, and directly control air conditioners and irrigation pumps. PacifiCorp reported that in 2019 its load management programs saved a maximum of 202 megawatts (MW) of power during a single load-reduction event. In addition, PacifiCorp reported its energy efficiency programs saved approximately 272,385 megawatt hours of energy.

All-Source Request for Proposal

In April 2020, PacifiCorp filed an application ("Application") requesting approval of its 2020 All-Source Request for Proposal ("AS RFP") to add up to 1,823 MWs of new solar resources co-located with 595 MWs of new battery energy storage system capacity and 1,920 MWs of new wind resources. In March 2020, as required by Utah Code Ann. § 54-17-203, the PSC hired an independent evaluator to monitor the 2020 AS RFP. Based on comments received, PacifiCorp filed revisions to the AS RFP which the PSC approved in early July 2020.

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

The PSC requires PacifiCorp 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, PacifiCorp files an update to its most recent IRP. In October 2019, PacifiCorp filed its 2019 IRP.

As presented in the 2019 IRP, PacifiCorp will meet its resource needs with new renewable resources, energy storage resources, demand side management resources, and short-term firm market purchases. Over the 20-year planning horizon 2019 through 2038, the preferred portfolio includes cumulative supply additions of 1,872 MW of new gas-fired capacity, 3,029 MW of new stand-alone wind resources, 81 MW of new wind resources that include storage, approximately 5,745 MW of new solar resources that include storage, approximately 1,365 MW of battery storage, 2,315 MW of incremental energy efficiency, 444 MW of new direct load control resources, and, on average through the 20-year horizon, 1,044 MW of unspecified annual firm power purchases.

The 2019 IRP preferred portfolio includes the early retirement or repowering of 2,043 MW of existing coal resources, the end-of-life retirement of 3,036 MW of thermal resources, and retirement of 282 MW of hydro, 40 MW of wind, and 33 MW of other resources. The preferred portfolio also includes the expiration of 1,284 MW of existing wind Power Purchase Agreements (PPAs) and 1,399 MW of existing solar PPAs.

In May 2020, the PSC issued an order acknowledging that the 2019 IRP substantially complies with the PSC's IRP Standards and Guidelines. The PSC, however, declined to acknowledge or approve the 2019 IRP's Action Plan due in part to inadequate evaluation of transmission alternatives.

PacifiCorp's 2020 Protocol for Cost and Revenue Allocation

PacifiCorp, a multi-jurisdictional utility operating in Utah, Wyoming, Idaho, Washington, Oregon, and California, must recover its costs in a manner sufficient to operate as a fully merged and integrated system. In 2016, the PSC approved a method for apportioning PacifiCorp's costs and revenues among its various jurisdictions and for determining PacifiCorp's Utah revenue requirement. That method expired at the end of 2019.

In December 2019, PacifiCorp filed an application requesting approval of a new agreement, the 2020 PacifiCorp Inter-Jurisdictional Allocation Protocol ("2020 Protocol") executed by more than 20 government agencies, customer associations, conservation groups, and individual large customers.

Among other things, the 2020 Protocol includes time frames and effective periods for implementation and resolution of certain issues. The actions in the 2020 Protocol are intended to result in a new allocation methodology for PacifiCorp's six states. The PSC approved the 2020 Protocol in April 2020.

Energy Service Contracts

In October 2019, PacifiCorp filed an application with the PSC requesting approval of its 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 Electric Service Schedule No. 34, Renewable Energy Purchases for Qualified Customers – 5,000 kW and Over (“Schedule 34”). PacifiCorp sought approval of the contracts as part of its ongoing efforts to help these customers meet all or a portion of their energy needs with new renewable resources acquired on their behalves. Following minor corrections, in February 2020, the PSC approved the contracts concluding that their prices, terms, and conditions were consistent with applicable law, relevant PSC orders, and Schedule 34.

Update of Depreciation Rates

In September 2018, PacifiCorp proposed to change its depreciation rates effective January 1, 2021. PacifiCorp’s proposed rates would increase Utah’s annual depreciation expense by approximately \$100.1 million. In addition, the proposed termination of excess reserve amortizations would increase depreciation expense by approximately \$28.0 million. In March 2020, parties to this docket agreed to a Stipulation.

As proposed in the Stipulation, PacifiCorp’s annual depreciation expense would increase by approximately \$61.6 million with rates becoming effective on January 1, 2021, while the excess reserve amortization would remain at \$28.0 million. The PSC approved the Stipulation in April 2020.

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

In April 2020, PacifiCorp filed an application requesting the PSC authorize an accounting order to record a regulatory asset associated with costs incurred as part of its response to the COVID-19 public health emergency. This case continued into FY 2021.

2020 General Rate Case Filing

In May 2020, PacifiCorp filed an application requesting authority to increase its retail rates by \$95.8 million, an approximate 4.8 percent increase in Utah revenues. 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. This case continued into FY 2021.

Utility Facility Review Board

The Utility Facility Review Board Act (“Act”), as defined by Utah Code Ann. § 54-14, provides for a Utility Facility Review Board (“Board”) to resolve disputes between local governments and public utilities regarding the siting and construction of facilities. In January 2020, PacifiCorp filed a petition before the Board concerning PacifiCorp’s efforts to construct a new double circuit 46kV and 138kV transmission line (the “Project”) located in Midway City, Heber City, and parts of unincorporated Wasatch County. The Petition is concerned with the approximately one-mile segment of the Project to be located in Midway City (“Midway Segment”) and a conditional use permit (“CUP”) Midway City issued to PacifiCorp to construct and operate the Project. The CUP expressed Midway City’s intention to require PacifiCorp to install the Midway Segment underground with the understanding that Midway City would pay the difference between the cost of overhead lines and the cost of underground lines. However, Midway City disputed the cost estimates and the schedule put forward by PacifiCorp for the underground installation of the Midway Segment.

The Board determined the Project, including the Midway Segment, is needed by PacifiCorp to provide safe, reliable, adequate, and efficient service to its customers. The Board found that construction of the Project and the Midway Segment must commence by November 2020 to avoid significant risk of impairment to safe, reliable, and adequate utility service, and established the actual excess costs Midway City must pay to proceed with underground construction.

PSC-Related 2020 Legislative and Rule Changes

During the 2020 General Session, the Utah Legislature passed and Governor Herbert signed:

House Bill 66: This bill enacts and modifies provisions relating to wildland fire planning and cost recovery in Utah Code Ann. §§ 54-24-101 to -203, Wildland Fire Planning and Cost Recovery Act. Among other things, this Act: requires the PSC to make rules to implement the requirements of HB 66; requires a qualified utility and an electric cooperative to prepare and submit for approval a wildland fire protection plan and specifies the information that is required to be included in a wildland fire protection plan; and requires a qualified utility to report annually on certain capital investments and expenses incurred for the implementation of a wildland fire protection plan to the PSC.

House Bill 396: This bill requires the PSC to authorize a large-scale electric utility to establish a vehicle charging infrastructure program that allows for a \$50,000,000 initial investment and authorizes the PSC to allow a large-scale electric utility to recover its investment in vehicle charging infrastructure and services.

Rule Changes

- On April 3, 2019, the PSC initiated Docket No. 19-R314-01, Proposed Rulemaking Concerning Utah Code Ann. §§ 54-17-901 to -909, Community Renewable Energy Act. In November 2019, the PSC filed a proposed new rule that was based on a consensus among all stakeholders. This rule was made effective January 8, 2020.
- On April 30, 2020, the PSC initiated Docket No. 20-R001-01, Proposed New Rule Utah Admin. Code R747-1, Utility Facility Review Board Rule. The proposed rule establishes the Board's authority to schedule electronic meetings and the opportunity for interested parties to request electronic meetings.

Other Activities

During FY 2020, the PSC completed its review of tariff filings from three electric cooperatives for compliance with Utah Code Ann. § 54-7-12(7), evaluated two electric cooperative applications for authority to issue securities, one request for a PSC determination related to the PSC's jurisdiction over a water user association's operation of power plants and the sale of power from those plants, and one electric cooperative's request for out-of-state distribution electric cooperative exemption from PSC jurisdiction.



ELECTRIC TECHNICAL CONFERENCES

The PSC sponsored the following technical conferences during fiscal year 2020:

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

- December 10, 2019: Rocky Mountain Power presented information and addressed questions pertaining to the 2019 Integrated Resource Plan.

[Docket No. 19-035-18](#): *Rocky Mountain Power's 2019 Avoided Cost Input Changes Quarterly Compliance Filing* and [Docket No. 20-035-T04](#): *Rocky Mountain Power's Proposed Tariff Revisions to Electric Service Schedule No. 37, Avoided Cost Purchases from Qualifying Facilities*

- May 8, 2020: Rocky Mountain Power presented information and addressed questions pertaining to routine and non-routine changes to its Third Quarter 2019 quarterly avoided cost filing.

[Docket No. 19-035-19](#): *Rocky Mountain Power's Service Quality Review Report*

- August 12, 2019: Rocky Mountain Power presented information and addressed questions related to its Wildfire Mitigation Plan.

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

- January 23, 2020: Rocky Mountain Power presented information and addressed questions pertaining to the 2020 Inter-Jurisdictional Cost Allocation Agreement.

[Docket No. 19-R314-01](#): *Proposed Rulemaking Concerning Utah Code Ann. §§ 54-17-901 to -909, Community Renewable Energy Act*

- November 21, 2019: Stakeholders involved in the rulemaking process presented and discussed the details of their proposed draft rules.

ELECTRIC DOCKETS

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

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

[Docket No. 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](#) – *In the Matter of Rocky Mountain Power’s Sustainable Transportation and Energy Plan (“STEP”) Act Initiatives*

[Docket No. 17-035-01](#) – *Application of Rocky Mountain Power to Decrease the Deferred EBA Rate through the Energy Balancing Account Mechanism*

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

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

[Docket No. 17-035-69](#) – *Investigation of Revenue Requirement Impacts of the New Federal Tax Legislation Titled: “An act to provide for reconciliation pursuant to titles*

II and V of the concurrent resolution of the budget for fiscal year 2018”

[Docket No. 18-035-01](#) – *Application of Rocky Mountain Power to Increase the Deferred EBA Rate through the Energy Balancing Account Mechanism*

[Docket No. 18-035-11](#) – *Rocky Mountain Power’s Annual Report of the Subscriber Solar Program for the Period of January 1, 2017 through December 31, 2017*

[Docket No. 18-035-15](#) – *Low Income Lifeline Program Reports 2018*

[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. 18-035-39](#) – *Investigation Re: Expiring Excess Generation Credits under Schedule 135*

[Docket No. 19-025-01](#) – *Formal Complaint of Joseph Anthony Musumeci against Empire Electric Association, Inc.*

[Docket No. 19-028-T01](#) – *Garkane Energy Cooperative, Inc.’s Proposed Tariff Revisions for Schedule SC- Plant Investment Fees & Service Charges*

[Docket No. 19-030-02](#) – *Formal Complaint of Virginia Keel against Moon Lake Electric Association, Inc.*

[Docket No. 19-035-01](#) – *Application of Rocky Mountain Power to Increase the Deferred EBA Rate through the Energy Balancing Account Mechanism*

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

[Docket No. 19-035-03](#) – *PacifiCorp’s Semi-Annual Hedging Report*

[Docket No. 19-035-08](#) – *PacifiCorp’s Financial Reports 2019*

[Docket No. 19-035-09](#) – *Application of Rocky Mountain Power for Approval of the Master Electric Service Agreement between PacifiCorp and Utah Refractories Corporation*

[Docket No. 19-035-11](#) – *Application of Rocky Mountain Power for Authority to Revise Rates in Tariff Schedule 98, Renewable Energy Credits Balancing Account*

[Docket No. 19-035-14](#) – *Rocky Mountain Power’s 2018 Annual Report of the Blue Sky Program*

[Docket No. 19-035-16](#) – *Low Income Lifeline Program Reports 2019*

[Docket No. 19-035-17](#) – *Rocky Mountain Power’s Second Annual Sustainable Transportation and Energy Plan Act (“STEP”) Program Status Report*

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

[Docket No. 19-035-19](#) – *Rocky Mountain Power’s Service Quality Review Report*

[Docket No. 19-035-20](#) – *Application of Rocky Mountain Power for Approval of the Non-Generation and Renewable Energy Credit Supply Agreement between PacifiCorp and Kennecott Utah Copper LLC*

[Docket No. 19-035-22](#) – *Rocky Mountain Power’s Demand-Side Management 2018 Annual Energy Efficiency and Peak Load Reduction Report*

[Docket No. 19-035-24](#) – *PacifiCorp d/b/a Rocky Mountain Power’s Affiliated Interest Report for Calendar Year 2018*

[Docket No. 19-035-25](#) – *Rocky Mountain Power’s Solar Photovoltaic Incentive Program (Schedule 107) 2019 Annual Report*

[Docket No. 19-035-27](#) – *Rocky Mountain Power’s Annual Cost of Service Study – 2018*

[Docket No. 19-035-28](#) – *Rocky Mountain Power’s Semi-Annual Demand-Side Management (DSM) Forecast Reports*

[Docket No. 19-035-29](#) – *Rocky Mountain Power’s Customer Owned Generation and Net Metering Report and Attachment A for the Period April 1, 2018 through March 31, 2019*

[Docket No. 19-035-30](#) – *Formal Complaint of Sarah John against Rocky Mountain Power*

[Docket No. 19-035-31](#) – *Formal Complaint of W. Michael Sessions against Rocky Mountain Power*

[Docket No. 19-035-32](#) – *Request of Rocky Mountain Power for Major Event Exclusion for the Weather-Related Events that Occurred on July 5-8, 2019*

[Docket No. 19-035-33](#) – *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. 19-035-34](#) – *Formal Complaint of Anne Francis against Rocky Mountain Power*

[Docket No. 19-035-35](#) – *Rocky Mountain Power’s Notice of Renewable Resources in 2019 – 2020*

[Docket No. 19-035-36](#) – *Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Kennecott Utah Copper LLC – Smelter*

[Docket No. 19-035-37](#) – *Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between PacifiCorp and Kennecott Utah Copper LLC – Refinery*

[Docket No. 19-035-38](#) – *Application of Rocky Mountain Power for Approval of the Power Purchase Agreement between*

PacifiCorp and Tesoro Refining & Marketing Company LLC

[Docket No. 19-035-39](#) – *Application of Rocky Mountain Power for Approval of Renewable Energy Service Contracts between Rocky Mountain Power and Six Qualified Customers Pursuant to Electric Service Schedule Number 34*

[Docket No. 19-035-40](#) – *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. 19-035-41](#) – *Formal Complaint of the Poplar Grove Neighborhood Alliance against Rocky Mountain Power*

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

[Docket No. 19-035-43](#) – *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. 19-035-44](#) – *Request of Rocky Mountain Power for Approval of its Eleventh-Year Strategic Communications and Outreach Action Plan and Budget for Demand Side Management*

[Docket No. 19-035-45](#) – *Application of Rocky Mountain Power for an Accounting Order to Defer Costs Related to Repowered Wind Plants or for Alternative Relief*

[Docket No. 19-035-46](#) – Rocky Mountain Power’s Utah Carbon Reduction Progress Report

[Docket No. 19-035-T06](#) – Application of Rocky Mountain Power for Approval of an Indoor Agricultural Lighting Tariff, Electric Service Schedule No. 22

[Docket No. 19-035-T07](#) – Rocky Mountain Power’s Proposed Tariff Revisions to Electric Service Schedule No. 37, Avoided Cost Purchases from Qualifying Facilities

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

[Docket No. 19-035-T10](#) – Rocky Mountain Power’s Proposed Tariff Revisions to Electric Service Schedule No. 111, Residential Energy Efficiency Program

[Docket No. 19-035-T11](#) – Rocky Mountain Power’s Proposed Tariff Revisions to Electric Service Schedule No. 94, Energy Balancing Account Pilot Program

[Docket No. 19-035-T12](#) – 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. 19-035-T13](#) – Rocky Mountain Power’s Proposed Tariff Revisions to Electric Service Regulation No. 6, Company’s Installation

[Docket No. 19-035-T14](#) – Rocky Mountain Power’s Proposed Tariff Revisions to Electric Service Regulation No. 4, Supply and Use of Service

[Docket No. 19-035-T15](#) – Rocky Mountain Power’s Proposed Tariff Revisions to Schedule Nos. 70 and 72, Renewable Energy Rider and Renewable Energy Rider Bulk Purchase

[Docket No. 19-035-T16](#) – Rocky Mountain Power’s Proposed Tariff Revisions to Schedule 120, Plug-in Electric Vehicle Incentive Pilot Program

[Docket No. 19-035-T17](#) – Rocky Mountain Power’s Proposed Tariff Revisions to Electric Service Schedule No. 94, Energy Balancing Account Pilot Program

[Docket No. 19-035-T18](#) – Rocky Mountain Power’s Proposed Tariff Revisions to Electric Service Schedule No. 194, Demand Side Management Credit

[Docket No. 19-999-01](#) – Miscellaneous Correspondence and Reports Regarding Electric Utility Services; 2019

[Docket No. 19-R314-01](#) – Proposed Rulemaking Concerning Utah Code Ann. §§ 54-17-901 to -909, Community Renewable Energy Act

[Docket No. 20-025-01](#) – Empire 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. 20-031-T01](#) – Mt. Wheeler Power, Inc.’s New Rate Large General Service KWH EV Rate

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

[Docket No. 20-035-02](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Monroe City, Utah*

[Docket No. 20-035-03](#) – *Rocky Mountain Power’s Petition for Review to the Utah Utility Facility Review Board*

[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. 20-035-06](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Parowan City, Utah*

[Docket No. 20-035-07](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Spring City, Utah*

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

[Docket No. 20-035-09](#) – *Application of Rocky Mountain Power for Approval of its*

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

[Docket No. 20-035-10](#) – *Application of Rocky Mountain Power for Approval of its Amendment to Agreement for Electric Service to Additional Customers with Monroe City, Utah*

[Docket No. 20-035-11](#) – *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. 20-035-14](#) – *Rocky Mountain Power’s 2019 Annual Report of the Subscriber Solar Program*

[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. 20-035-18](#) – *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. 20-035-19](#) – *Request of Rocky Mountain Power for Major Event Exclusion for the Earthquake-Related Events that Occurred on March 18, 2020*

[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 d/b/a Rocky Mountain Power’s Affiliated Interest Report for Calendar Year 2019*

[Docket No. 20-035-T01](#) – *Rocky Mountain Power’s Proposed Tariff Revisions to Schedule 300, Regulation Charges*

[Docket No. 20-035-T02](#) – *Rocky Mountain Power’s Proposed Changes to its Electric*

Service Schedule No. 94 – Energy Balancing Account (“EBA”)

[Docket No. 20-035-T03](#) – *Rocky Mountain Power’s Proposed Tariff Revisions to Electric Service Schedule No. 94, Energy Balancing Account*

[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-T05](#) – *Rocky Mountain Power’s Proposed Tariff Revisions to Electric Service Schedule No. 135, Net Metering Service*

[Docket No. 20-066-01](#) – *Application of Dixie-Escalante REA, d/b/a Dixie Power for Authority to Issue Securities in the Form of Paycheck Protection Program Loan Pursuant to the Coronavirus Aid, Relief, and Economic Security Act or CARES Act*

[Docket No. 20-066-T01](#) – *Dixie Power’s Proposed Tariff Revisions*

[Docket No. 20-506-01](#) – *Application of Deseret Generation & Transmission Co-operative for Authority to Issue Securities in the form of Payroll Protection Program Loan Pursuant to the Coronavirus Aid, Relief, and Economic Security Act or the CARES Act*

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

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 Ass'n, Inc.

d/b/a 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

Flowell Electric Association, Inc.

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

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.ticaboouid.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 through DEU’s distribution system, and the sale of compressed natural gas for use in natural gas vehicles (NGV).

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 May 2020, DEU’s pass-through application reflected commodity and SNG costs of \$428.4 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 decrease of approximately \$10.5 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 2019, DEU filed its 2020 Replacement Infrastructure Annual Plan and Budget indicating its plans to replace high pressure feeder line segments in Weber, Davis, and Salt Lake Counties, as well as several intermediate-high pressure belt line segments in Davis and Salt Lake Counties, at an estimated cost of \$80 million.

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 and third steps are set to occur in the early fall of 2020 and 2021, respectively.

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. PSC evaluation of this docket continues into FY 2021.

Non-DNG Rate Changes

In FY 2020, DEU filed eleven 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 August 30, 2019, DEU implemented an approximate \$16.4 million (1.84 percent) rate increase reflecting the following elements: 1) an \$11.4 million (1.32 percent) rate increase associated with the gas pass-through balancing account; 2) a \$2.0 million (0.14 percent) rate increase associated with the IT Pilot Program; 3) a \$3.0 million (2.34 percent) rate increase associated with the CET account balance; and 4) a \$0.02 million (0.01 percent) rate decrease associated with the low-income energy assistance program account balance.

Effective November 1, 2019, DEU implemented an approximate \$3.0 million (0.41 percent) rate increase reflecting the following elements: 1) a \$2.9 million (0.31 percent) rate increase associated with the IT Pilot Program and a \$0.1 million increase (0.10 percent) associated with the EE program.

Effective May 1, 2020, DEU implemented a \$10.5 million (1.28 percent) rate decrease associated with the gas pass-through balancing account.

B. Other Administrative Rate Changes

Transportation Imbalance Charge

In September 2019 and May 2020, 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 October 1, 2019 was a PSC approved increase to the TIC from \$0.08323 to \$0.08489 per decatherm. Effective June 1, 2020, the PSC approved DEU's application for a TIC rate decrease to \$0.07834 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, 191.1, 191.8, 191.9, and 235.1. The PSC approved an updated Carrying Charge of 3.88 percent from April 1, 2020 through March 31, 2021.

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 \$0.16531, and an effective charge of \$0.01503 for each line above the minimum, effective through March 31, 2021.

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

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

percent to 21 percent. Since then the PSC has approved various settlement stipulations between DEU, the DPU, the OCS, and UAE. The stipulations identify the level and timing of certain tax surcredits and other related ratemaking issues:

Tax Reform Surcredit 1: Approved in mid-2018 as a means to return corporate income taxes collected through revenues, DEU established a \$14.5 revenue requirement reduction.

Tax Reform Surcredit 2: Effective mid-2018, DEU implemented a \$9.5 million rate decrease to return to customers excess federal income taxes collected between January 1, 2018 and May 31, 2018, plus interest.

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 approved, the PSC approved an extension of the Tax Reform Surcredit 3 by 12 months, from May 31, 2020 to May 31, 2021, which implements an approximate \$3.6 million refund to customers.²

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 2020, the PSC concluded its evaluation of DEU's IRP for the plan year of June 1, 2019 - May 31, 2020 (2019 IRP) and commenced review of DEU's IRP for the plan year of June 1, 2020 - May 31, 2021 (2020 IRP), filed in June 2020.

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 2019, DEU spent \$23.6 million on its EE programs, or 92 percent of its PSC-approved \$25.4 million 2019 ThermWise® budget. According to DEU, in 2019 there were approximately 79,420 participants in the various ThermWise® rebate, low income efficiency, and energy plan programs, with the energy comparison report being distributed to 224,400 customers. This participation resulted in an estimated annual natural gas savings of over 960,178 Dths.

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.

In December 2019, the PSC approved DEU's proposed 2020 EE programs and market transformation initiative budget of \$26.4 million. DEU estimated an annual savings of 1,139,452 Dths (five percent below the 2019 EE programs savings estimate). The energy savings are approximately equivalent to the average annual natural gas consumption of almost 14,250 residential homes served by DEU, assuming an annual average consumption of 80 Dths.

In 2019, DEU will continue to offer EE programs and initiatives associated with the 2019 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

Natural Gas Amendments (Utah House Bill 129 of the 2020 General Legislative Session) to the Energy Procurement Act and DEU's Attendant Request to Extend Natural Gas Service to Eureka, Utah

Based on legislation enacted in 2018 and 2020, DEU requested: 1) to expand rural natural gas facilities to Eureka, Utah and surrounding communities, and 2) to implement a rate for installation of service lines throughout Eureka, Utah. The PSC's evaluation of DEU's Rural Expansion Facilities docket continues into FY 2021.

D. Renewable Natural Gas (RNG) Related Issues

Rawhide Leasing, LLC for Compressed Natural Gas Service

In September 2019, in Docket No. 19-057-23, DEU requested PSC approval of the Compressed Natural Gas Tank Filling Service Agreement between DEU and Rawhide Leasing, LLC. Following the submission of a settlement stipulation, the PSC approved the agreement in October 2019.

GreenThermSM Renewable Energy Program

In early 2019, DEU filed a request for approval of a new renewable energy program, known as GreenThermSM, and a related accounting order as a means to provide DEU customers an opportunity to voluntarily contribute to a fund that would be used to purchase RNG, to fund projects designed to promote RNG and energy efficiency projects, and to cover GreenTherm'sSM administrative costs. The PSC approved a settlement stipulation in July 2019.

E. Sustainable Transportation and Energy Plan (STEP) Act Related Issues

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 of \$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, such as the CHP project DEU concurrently proposes, which was identified by the IIAC; and 3) implementation of a regulatory balancing account attendant to these requests. The PSC’s consideration of this program continues into FY 2021.



NATURAL GAS TECHNICAL CONFERENCES

The PSC sponsored the following technical conferences during fiscal year 2020:

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

- [August 14, 2019](#): The purpose of the technical conference was for DEU to address the questions submitted by the parties regarding revenue requirement.
- [September 12, 2019](#): The purpose of the technical conference was for DEU to present information regarding cost of service and rate design and to address the questions submitted by the parties.

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

- [June 23, 2020](#): DEU presented an update to the PSC and stakeholders regarding the status of its infrastructure replacement program.

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

- [January 21, 2020](#): DEU presented information and answered questions concerning its proposal to extend natural gas service to Eureka, Utah.

[Docket No. 19-057-32](#): *Application of Dominion Energy Utah for Approval to Implement a GSE Rate to Provide Service Lines to Customers in Eureka, Utah*

- [January 21, 2020](#): DEU presented information and answered questions concerning its proposal 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*

- [February 5, 2020](#): The purpose of this technical conference was for DEU to present information and answer questions regarding DEU's proposals for a natural gas clean air project and funding for the Intermountain Industrial Assessment Center.

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

- [March 9, 2020](#): DEU presented information and answered questions pertaining to: the IRP Standards and Guidelines, the PSC's 2019 order regarding IRP LNG project update, and an update on sustainability initiatives.
- [April 23, 2020](#): DEU presented information and answered questions pertaining to: 2019/2020 heating season review, update on system integrity, review of fuel line issue, update on Wexpro matters (confidential), and RFP review (confidential).
- [May 12, 2020](#): DEU presented information and answered questions pertaining to: IRP project detail discussion, long-term planning, future rural expansion update, and future STEP project update.
- [June 30, 2020](#): DEU provided a summary of and answered questions pertaining to its 2020 IRP filed in mid-June 2020.

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. 13-057-05](#) – *In the Matter of the Application of Questar Gas Company to Increase Distribution Rates and Charges and to Make Tariff Modifications*

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

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

[Docket No. 16-057-09](#) – *In the Matter of the Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 17-057-07](#) – *Pass-Through Application of Questar Gas Company for an Adjustment in Rates and Charges for Natural Gas Service in Utah*

[Docket No. 17-057-26](#) – *Investigation of Revenue Requirement Impacts of the New Federal Tax Legislation Titled: “An act to provide for reconciliation pursuant to titles II and V of the concurrent resolution of the budget for fiscal year 2018”*

[Docket No. 18-057-01](#) – *Dominion Energy Utah’s Integrated Resource Plan (IRP) for Plan Year: June 1, 2018 to May 31, 2019*

[Docket No. 18-057-07](#) – *Dominion Energy’s Gas Line Coverage Letter*

[Docket No. 18-057-20](#) – *Dominion Energy Utah’s Application for Approval of the 2019 Year Budget for Energy Efficiency Programs and Market Transformation Initiative*

[Docket No. 18-057-21](#) – *Application of Dominion Energy Utah to Change the Infrastructure Rate Adjustment*

[Docket No. 18-057-22](#) – *Dominion Energy Utah’s Replacement Infrastructure 2019 Annual Plan and Budget*

[Docket No. 18-2602-01](#) – *Pacific Energy & Mining Company*

[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. 19-057-03](#) – *Application of Dominion Energy Utah for Authority to Change its Depreciation Rates*

[Docket No. 19-057-07](#) – *Dominion Energy Utah’s Energy Efficiency Reports, 2019*

[Docket No. 19-057-08](#) – *Formal Complaint of Nadra Haffar against Dominion Energy Utah*

[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. 19-057-13](#) – *Request of Dominion Energy Utah for Approval of a Voluntary Resource Decision to Construct a Liquefied Natural Gas Facility*

[Docket No. 19-057-14](#) – *Dominion Energy Utah Financial Documents Filed in 2019*

[Docket No. 19-057-15](#) – *Formal Complaint of Alan Kruckenberg Construction, Inc. against Dominion Energy Utah*

[Docket No. 19-057-16](#) – *Dominion Energy Utah’s Affiliate Transaction Report for the 12 Months Ending December 31, 2018*

[Docket No. 19-057-17](#) – *Dominion Energy Utah’s Quarterly Integration Progress Reports for 2019*

[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. 19-057-20](#) – *Application of Dominion Energy Utah to Change the Infrastructure Rate Adjustment*

[Docket No. 19-057-21](#) – *Application of Dominion Energy Utah to Amortize the Conservation Enabling Tariff Balancing Account*

[Docket No. 19-057-22](#) – *Application of Dominion Energy Utah for an Adjustment to the Low Income Assistance/Energy Assistance Rate*

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

[Docket No. 19-057-24](#) – *Formal Complaint of Alan Kruckenberg Construction, Inc. against Dominion Energy Utah*

[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. 19-057-27](#) – *Formal Complaint of Tim A. Skougard against Dominion Energy Utah*

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

[Docket No. 19-057-29](#) – *Application of Dominion Energy Utah to Amortize the Energy Efficiency Deferred Account Balance*

[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. 19-057-32](#) – Application of Dominion Energy Utah for Approval to Implement a GSE Rate to Provide Service Lines to Customers in 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. 19-057-T05](#) – Application of Dominion Energy Utah for Approval of Modifications of Tariff Sections 2.01, 4.01, and 5.01

[Docket No. 19-999-02](#) – Miscellaneous Correspondence and Reports Regarding Gas Utility Services; 2019

[Docket No. 19-999-06](#) – Pipeline and Hazardous Material Safety Administration (PHMSA) Incident Reports and Miscellaneous Notifications Filed in 2019

[Docket No. 19-R409-01](#) – Proposed Change to Utah Admin. Code R746-409-1, Pipeline Safety

[Docket No. 19-R409-02](#) – Proposed Change to Utah Admin. Code R746-409-1, Pipeline Safety

[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. 20-057-03](#) – Formal Complaint of D. Lynn Conger and Michael Paul Adams against Dominion Energy Utah

[Docket No. 20-057-04](#) – Formal Complaint of Frankie and Rusty Baker against Dominion Energy Utah

[Docket No. 20-057-05](#) – Motion of Dominion Energy Utah for Approval to Deviate from Applicable Tariff Provisions and Commission Order Regarding TS Customer Deadlines

[Docket No. 20-057-06](#) – Application of Dominion Energy Utah to Account for the Excess Deferred Income Tax Amortization between January 2019 – March 2020

[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. 20-057-09](#) – Formal Complaint of Michael Lyons against Dominion Energy Utah

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

[Docket No. 20-057-T01](#) – Review of the Carrying Charges Applied to Various Dominion Energy Utah Account Balances

[Docket No. 20-057-T02](#) – *Dominion Energy Utah’s Annual Calculation of the Third-Party Billing Rate and Request for Tariff Change*

[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. 20-999-07](#) – *Pipeline and Hazardous Materials Safety Administration (PHMSA) Annual Reports for Calendar Year 2019 of Natural or Other Gas Transmission and Gathering Systems*

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

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 fiscal year 2020, Utah’s ILECs served approximately 250,000 traditional landline telephone accounts, while CLECs served approximately 360,000. Wireless carriers served about 2.7 million accounts/customers. In addition, an unknown, but likely increasing, number of customers are choosing to use voice-over-internet-protocol (VoIP) for voice service. Overall, local exchange and voice service in Utah is characterized by intra-industry competition among local exchange companies, 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 0.61 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 UUSF distributions through regulation using a statutory framework for the seventeen Rural Incumbents. These Rural Incumbents generally do not face competition from CLECs but, like CenturyLink, they compete with both wireless and VoIP providers. Many of these companies are part of larger corporate entities that also compete in the wireless, internet, video, and VoIP markets. The PSC does not regulate the rates or service quality of wireless providers, toll resellers, video providers, internet service providers, or VoIP companies.

The other major providers of telephone service are the CLECs. Since 1995, the PSC has received 342 applications from CLECs for Certificates of Public Convenience and Necessity (CPCN), and has granted 264 (some of which have been canceled or withdrawn). In fiscal year 2019, there were 162 currently certificated CLECs. Of these, 147 made at least one payment into the UUSF during FY 2020.

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.

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.

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 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.

In FY 2020 the UUSF receipts grew at a faster rate than projected as the number of connections subject to the charge grew faster than anticipated. The PSC opened a rulemaking proceeding in May 2020 to decrease the monthly UUSF surcharge from \$0.60 to \$0.54 per connection, effective July 8, 2020.

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.

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

TOTAL FY 2020 UUSF DISTRIBUTIONS TO UTAH RURAL	
ILECS	
All West Communications, Inc.	\$1,380,420.96
Beehive Telephone Company, Inc.	\$1,429,883.52
Carbon/Emery Telcom, Inc.	\$1,842,894.48
Central Utah Telephone, Inc.	\$331,855.98
Direct Communications Cedar Valley, LLC	\$2,523,856.44
Emery Telephone	\$1,020,643.50
Hanksville Telcom, Inc.	\$42,917.82
Gunnison Telephone Company	\$193,164.96
Manti Telephone Company	\$994,089.48
South Central Utah Telephone Association, Inc.	\$5,333,158.02
STRATA Networks (UBTA - UBET Communications, Inc.)	\$2,491,561.50
TOTAL	\$17,584,446.66

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 2020 UUSF LIFELINE (UTAH TELEPHONE ASSISTANCE PROGRAM) DISTRIBUTIONS	
All West Communications, Inc.	\$409.50
Beehive Telephone Company, Inc.	\$287.00
Carbon/Emery Telcom, Inc.	\$4,879.00
Central Utah Telephone, Inc.	\$1,211.00
Citizens Telecommunications Company of Utah, dba Frontier Communications of Utah	\$3,150.00
Direct Communications Cedar Valley, LLC	\$514.50
Emery Telephone	\$1,512.00
Global Connection Inc. of America, dba Stand Up Wireless	\$581.00
Gunnison Telephone Company	\$672.00
Hanksville Telcom, Inc.	\$21.00
i-wireless, LLC	\$9,646.00
Manti Telephone Company	\$2,254.00
Navajo Communications Company, Inc., dba Frontier Navajo Communications Company	\$129.50
Q Link Wireless, LLC	\$298,581.50
Qwest Corporation, dba CenturyLink QC	\$55,951.00
Skyline Telecom	\$595.00
South Central Utah Telephone Association, Inc.	\$2,506.00
STRATA Networks (UBTA - UBET Communications, Inc.)	\$4,935.00
TracFone Wireless, Inc.	\$104,646.50
Virgin Mobile USA, L.P./Assurance Wireless	\$99,816.50
TOTAL	\$592,298.00

Certificates of Public Convenience and Necessity and Interconnection Agreements

During FY 2020, Utah continued to experience interest from potential entrants into the telecommunications sector. The PSC approved five CPCN applications, canceled two existing CPCNs, approved the discontinuation of service for two providers, and acknowledged thirteen interconnection agreements (new and amendments) between CLECs and ILECs. At the end of FY 2020 there were three CPCN applications in process.

Eligible Telecommunications Carriers

During FY 2020 the PSC received and granted twelve 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. At the end of FY 2020 there were two applications undergoing PSC review, one Federal ETC application, and one application to participate in the Utah Lifeline fund.

Telecommunications Dockets Summary

The PSC addressed approximately 163 telecommunications dockets in FY 2020. Most involved setting UUSF support levels; tariffs; price lists; complaints; and the entry, exit, or reorganization of CLECs. Of the remainder, 13 dealt with the interconnection between carriers, and 14 dealt with requests from carriers to participate in either the federal or state Lifeline programs. The PSC addressed changes to UUSF disbursements for all rural carriers.



TELECOMMUNICATIONS DOCKETS

Administrative Rule Dockets

[Docket No. 19-R008-01](#) – *Utah Administrative Code R746-8-405a, New Technology Equipment Distribution Program*

[Docket No. 20-R008-01](#) – *Proposed Amendment to Utah Admin. Code R746-8-301, Calculation and Application of UUSF Surcharge; and [Docket No. 19-999-08](#) – Universal Service and Speech/Hearing Impaired Funds Status Reports*

Annual Report Dockets

[Docket No. 19-040-01](#) – *2018 Annual Report of Central Utah Telephone, Inc. d/b/a CentraCom*

[Docket No. 19-052-01](#) – *2018 Annual Report of South Central Utah Telephone Association, Inc.*

[Docket No. 19-041-03](#) – *2018 Annual Report of Citizens Telecommunications Company of Utah d/b/a Frontier Communications of Utah*

[Docket No. 19-053-01](#) – *2018 Annual Report of UBTA-UBET Communications, Inc. d/b/a STRATA Networks*

[Docket No. 19-042-01](#) – *2018 Annual Report of Emery Telephone d/b/a Emery Telcom*

[Docket No. 19-054-01](#) – *2018 Annual Report of Union Telephone Company, Inc.*

[Docket No. 19-576-01](#) – *2018 Annual Report of Skyline Telecom d/b/a CentraCom*

[Docket No. 19-043-01](#) – *2018 Annual Report of Gunnison Telephone Company*

[Docket No. 19-2180-01](#) – *2018 Annual Report of All West Communications, Inc.*

[Docket No. 19-046-01](#) – *2018 Annual Report of Manti Telephone Company*

[Docket No. 19-2201-01](#) – *2018 Annual Report of Bear Lake Communications, Inc.*

[Docket No. 19-050-01](#) – *2018 Annual Report of Navajo Communications Company, Inc. dba Frontier Navajo Communications Company*

[Docket No. 19-2302-01](#) – *2018 Annual Report of Carbon/Emery Telcom, Inc.*

[Docket No. 19-051-01](#) – *2018 Annual Report of Beehive Telephone Company, Inc.*

[Docket No. 19-2303-01](#) – *2018 Annual Report of Hanksville Telcom, Inc.*

[Docket No. 19-2419-01](#) – *2018 Annual Report of Direct Communications Cedar Valley, LLC*

[Docket No. 20-040-01](#) – 2019 Annual Report of Central Utah Telephone, Inc. d/b/a CentraCom

[Docket No. 20-041-01](#) – 2019 Annual Report of Citizens Telecommunications Company of Utah d/b/a Frontier Communications of Utah

[Docket No. 20-042-01](#) – 2020 Annual Report of Emery Telephone d/b/a Emery Telcom

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

[Docket No. 20-046-01](#) – 2019 Annual Report of Manti Telephone Company

[Docket No. 20-050-01](#) – 2019 Annual Report of Navajo Communications Company, Inc. dba Frontier Navajo Communications Company

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

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

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

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

[Docket No. 20-576-01](#) – 2019 Annual Report of Skyline Telecom d/b/a CentraCom
[Docket No. 20-999-13](#) – Competitive Local Exchange Carrier Annual Reports for Calendar Year 2019

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

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

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

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

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

Complaint Dockets

[Docket No. 19-041-01](#) – Formal Complaint of SRR Partners, LLC d/b/a Sorrel River Ranch Resort & Spa against Frontier Communications of Utah

[Docket No. 19-041-02](#) – Formal Complaint of Jayne Dillon May against Frontier Communications of Utah

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

[Docket No. 19-049-09](#) – Formal Complaint of Anne Francis against CenturyLink

CPCN Dockets

[Docket No. 19-2236-01](#) – *Application of Talk America Services, LLC to Discontinue Telecommunications Services within the State of Utah*

[Docket No. 19-2480-01](#) – *Mitel Cloud Services, Inc.'s Request to Cancel Certificate of Public Convenience and Necessity and Withdraw Tariffs*

[Docket No. 19-2488-01](#) - *Request of Access Point, Inc. for Cancellation of its Certificate of Public Convenience and Necessity*

[Docket No. 19-2562-01](#) – *Application of YipTel, LLC to Discontinue Telecommunication Services and Applicable Tariff*

[Docket No. 19-2613-01](#) – *Application of Commnet Rural America, LLC for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Telecommunications Services within the State of Utah*

[Docket No. 19-2614-01](#) – *Application of Utah Broadband LLC for a Certificate of Public Convenience and Necessity to Provide Facilities-Based and Resold Local Exchange, Access, and Interexchange Telecommunications Services in the State of Utah*

[Docket No. 19-2615-01](#) – *Application of Time Warner Cable Business LLC for a Certificate of Public Convenience and Necessity to Provide Interexchange Telecommunications Services within the State of Utah*

[Docket No. 20-2366-01](#) – *West Safety Communications Inc.'s Notification of Company Name Change to Intrado Safety Communications, Inc.*

[Docket No. 20-2500-01](#) – *Notification Regarding the Change in Name of TeleQuality Communications, LLC to ENA Healthcare Services, LLC*

[Docket No. 20-2521-01](#) – *Notification of Name Change of Virgin Mobile USA, L.P. to Assurance Wireless USA, L.P.*

[Docket No. 20-2616-01](#) – *Application of Arcadian Infracom, Inc. for a Certificate of Public Convenience and Necessity to Provide Interexchange Telecommunications Services within the State of Utah*

[Docket No. 20-2617-01](#) – *Application of Intrado Communications, LLC for a Certificate of Public Convenience and Necessity to Provide Resold and Facilities-Based Local Exchange Services within the State of Utah*

[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*

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. 12-2549-01](#) – *In the Matter of the Petition of Q LINK WIRELESS LLC for Designation as an Eligible Telecommunications Carrier in the State of Utah*

[Docket No. 12-2553-01](#) – *In the Matter of the Petition of Telrite Corporation d/b/a Life Wireless for Limited Designation as an Eligible Telecommunications Carrier*

[Docket No. 13-2432-01](#) – *In the Matter of the Petition of Global Connection Inc. of America dba STAND UP WIRELESS for Designation as an Eligible Telecommunications Carrier in the State of Utah*

[Docket No. 17-2597-01](#) – *Petition of Assist Wireless, Inc. for Designation as an Eligible Telecommunications Carrier for the Purpose of Offering Lifeline Service on a Wireless Basis*

[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. 19-2432-01](#) – *Petition of Global Connection Inc. of America d/b/a 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. 20-999-04](#) – *Eligible Telecommunications Carriers' Annual Lifeline Recertification Filings*

[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 d/b/a TruConnect to Amend its Designation as an Eligible Telecommunications Carrier in the State of Utah to Participate in the Utah Universal Service Fund*

ILEC and CLEC Reorganization Dockets

[Docket No. 19-2202-01](#) – *Electric Lightwave, LLC – Joint Application of Zayo Group, LLC, Electric Lightwave, LLC, and Front Range TopCo, Inc. for Approval to Transfer Indirect Control of Zayo Group, LLC and Electric Lightwave, LLC to Front Range TopCo, Inc.*

[Docket No. 19-2366-01](#) – *Notice of Indirect Transfer of Control of West Safety Communications Inc.*

[Docket No. 19-2452-01](#) – *Matrix Telecom, LLC – Notification of Proposed Changes in Indirect Control of Lingo Communications North, LLC and Matrix Telecom, LLC*

[Docket No. 19-2452-02](#) – *Matrix Telecom, LLC d/b/a Matrix Business Technologies d/b/a Trinsic Communications d/b/a VarTec Telecom d/b/a Excel Telecommunications d/b/a Startec’s Notification of Name Change to Add d/b/a Lingo*

[Docket No. 19-2536-01](#) – *Zayo Group, LLC – Joint Application of Zayo Group, LLC, Electric Lightwave, LLC, and Front Range TopCo, Inc. for Approval to Transfer Indirect Control of Zayo Group, LLC and Electric Lightwave, LLC to Front Range TopCo, Inc.*

[Docket No. 19-2600-02](#) – *Fusion Cloud Services, LLC – Joint Notice of Fusion Connect, Inc., Debtor-In-Possession, Fusion Cloud Services, LLC, Debtor-In-Possession, and Telecom Holdings LLC of a Transaction that will Result in a Material Change to the Indirect Ownership and Control of Fusion Cloud Services, LLC*

[Docket No. 20-041-02](#) – *Citizens Telecommunications Company of Utah d/b/a 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. 20-049-01](#) – *Notification of Qwest Communications International Inc. and CenturyTel, Inc. d/b/a CenturyLink for Consent to Transfer Control*

[Docket No. 20-050-02](#) – *Navajo Communications Company, Inc. d/b/a 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. 20-2218-01](#) – *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. 20-2600-01](#) – *Joint Notice of Fusion Connect, Inc., and Fusion Cloud Services, LLC of a Transaction that will Result in a Material Change to the Indirect Ownership and Control of Fusion Cloud Services, LLC*

Interconnection Dockets

[Docket No. 19-049-10](#) – *Interconnection Agreement between Qwest Corporation dba CenturyLink QC and CSC Wireless, LLC d/b/a Altice Mobile*

[Docket No. 20-049-02](#) – *Interconnection Agreement between Qwest Corporation d/b/a CenturyLink QC and AT&T Corporation*

[Docket No. 20-049-03](#) – *Amendment to the Interconnection Agreement between Qwest Corporation d/b/a CenturyLink QC and BullsEye Telecom, Inc.*

[Docket No. 20-049-04](#) – *Amendment to the Interconnection Agreement between Qwest Corporation d/b/a CenturyLink QC and BullsEye Telecom, Inc.*

[Docket No. 20-049-05](#) – *Interconnection Agreement between Qwest Corporation d/b/a CenturyLink QC and Wide Voice, LLC*

[Docket No. 20-049-06](#) – *Interconnection Agreement between Qwest Corporation d/b/a CenturyLink QC and Airus, Inc.*

[Docket No. 20-049-07](#) – *Interconnection Agreement between Qwest Corporation d/b/a CenturyLink QC and Onvoy, LLC*

[Docket No. 20-049-08](#) – *Interconnection Agreement between Qwest Corporation d/b/a CenturyLink QC and BCN Telecom, Inc.*

[Docket No. 20-049-09](#) – *Interconnection Agreement between Qwest Corporation d/b/a CenturyLink QC and EnTelegent Solutions, Inc.*

[Docket No. 20-049-10](#) – *Interconnection Agreement between Qwest Corporation d/b/a CenturyLink QC and Peerless Network of Utah, LLC*

Lifeline Dockets

[Docket No. 17-2590-01](#) – *Notice by Boomerang Wireless, LLC d/b/a enTouch Wireless Re: Updated Lifeline Plan Description*

[Docket No. 19-041-T04](#) – *Citizens Telecommunications Company of Utah dba Frontier Communications of Utah's Tariff Revisions to Reduce Federal Lifeline support for voice-only Lifeline Service from \$9.25 per month per Lifeline subscriber to \$7.25, as a result of the FCC's Lifeline Modernization Order, WC Docket No. 11-42, Issued April 27, 2016.*

[Docket No. 19-049-P09](#) – *Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing revises Federal Lifeline terms and Conditions regarding the manner in which applicants may request Lifeline assistance.*

[Docket No. 19-049-P10](#) – *Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing proposes revisions to reflect the phased-in reductions in the Federal Lifeline credit and adds clarifying language regarding qualifying services.*

[Docket No. 19-050-T04](#) – Navajo Communications Company, Inc. dba Frontier Navajo Communications Company’s Tariff Revisions to reduce the Federal Lifeline support for voice-only

Lifeline service from \$9.25 per month per Lifeline subscriber to \$7.25, as a result of the FCC’s Lifeline Modernization Order, WC Docket No. 11-42, issued April 27, 2016.

Numbering Utilization Requirements Waiver Dockets

[Docket No. 19-2558-02](#) – Teleport Communications America, LLC’s Request for Waiver – Midvale Rate Center

[Docket No. 19-2558-04](#) – Teleport Communications America, LLC’s Request for Waiver – Logan Rate Center

[Docket No. 19-2558-03](#) – Teleport Communications America, LLC’s Request for Waiver – Midvale Rate Center

Reports and Reviews Dockets

[Docket No. 19-049-04](#) – 2019 CenturyLink QC Monthly Performance Assurance Plan PID-PAP Reports

[Docket No. 19-999-13](#) – 2019 Universal Service Fund (USF) CAF ICC Review

[Docket No. 19-999-03](#) – Miscellaneous Correspondence and Reports Regarding Telecommunications Utility Services; 2019

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

[Docket No. 19-999-08](#) – Universal Service and Speech/Hearing Impaired Funds Status Reports

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

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

Tariff and Price List Dockets

[Docket No. 19-041-T03](#) – *Citizens Telecommunications Company of Utah dba Frontier Communications of Utah's Tariff Revisions to Introduce Vacation Get Away Service Available to Residential Exchange Access Service as well as Vertical Features, Bundles, and Other Basic Services*

[Docket No. 19-041-T05](#) – *Citizens Telecommunications Company of Utah dba Frontier Communications of Utah's Tariff Revisions to include less restrictive language regarding Vacation Get Away Service available to customers.*

[Docket No. 19-042-T01](#) – *Emery Telephone's Proposed Tariff Revisions*

[Docket No. 19-043-T02](#) – *Gunnison Telephone Company's Proposed Tariff Revisions*

[Docket No. 19-046-T01](#) – *Manti Telephone Company's Proposed Tariff Revisions*

[Docket No. 19-046-T02](#) – *Manti Telephone Company's Proposed Tariff Revisions*

[Docket No. 19-049-P07](#) – *Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing deletes a technically obsolete calling feature, Wireless Extension.*

[Docket No. 19-049-P08](#) – *Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing adds an international blocking section to Qwest Corporation d/b/a CenturyLink QC's Utah Price List for consistency and clarification.*

[Docket No. 19-050-T03](#) – *Navajo Communications Company, Inc. dba Frontier Navajo Communications Company's Tariff Revisions to Vacation Get Away Service Available to Residential Exchange Access Service as well as Vertical Features, Bundles, and Other Basic Services*

[Docket No. 19-050-T05](#) – *Navajo Communications Company, Inc. dba Frontier Navajo Communications Company's Tariff Revisions to include less restrictive language regarding Vacation Get Away Service available to customers.*

[Docket No. 19-051-T02](#) – *Beehive Telephone Company, Inc.'s Proposed Tariff Revisions*

[Docket No. 19-052-T02](#) – *South Central Utah Telephone Association, Inc.'s Proposed Tariff Revisions*

[Docket No. 19-053-T02](#) – *UBTA-UBET Communications Inc.'s Proposed Tariff Revisions*

[Docket No. 19-087-P05](#) – *AT&T Corp. – Custom Network Services Price List – This filing increases the rates for selected All In One Local Plans.*

[Docket No. 19-087-P06](#) – *AT&T Corp. – Custom Network Services Price List – This filing increases ABN Rate Schedules 1 and 2.*

[Docket No. 19-087-P07](#) – *AT&T Corp. – Custom Network Services Price List – This filing increases the rates for selected plans*

for All In One Intrastate Long Distance Service.

[Docket No. 19-087-P08](#) – AT&T Corp. – Residential Local Exchange Services Price List – This filing increases several residential local calling plans.

[Docket No. 19-2180-T01](#) – All West Communications, Inc. 's Proposed Tariff Revisions

[Docket No. 19-2208-P01](#) – XO Communications Services, LLC – This filing grandfathers products and services.

[Docket No. 19-2208-P02](#) – XO Communications Services, LLC – This filing revises the terms and conditions of its tariffed retail services and limits these services to federal, state, and local government agencies and educational institutions.

[Docket No. 19-2208-P03](#) – XO Communications Services, LLC – This filing is the first revision amendment to replace pages originally filed on October 31, 2019 with an issued date of October 31, 2019.

[Docket No. 19-2245-P01](#) – MCImetro Access Transmission Services Corp. dba Verizon Access Transmission Services – Revision for Verizon Access Services Price List No. 1. The purpose of this filing is to hard grandfather its Residential and Small Business services.

[Docket No. 19-2245-P02](#) – MCImetro Access Transmission Services Corp. dba Verizon Access Transmission Services – Revision for Verizon Access Services Price List No. 1. The purpose of this filing is to

decrease the monthly recurring rates for its non-listed and non-published services.

[Docket No. 19-2245-P03](#) – MCImetro Access Transmission Services Corp. dba Verizon Access Transmission Services – Revision for Verizon Access Services Price List No. 3. The purpose of this filing is to decrease the monthly recurring rates for its non-listed and non-published services.

[Docket No. 19-2299-P01](#) – Electric Lightwave, LLC dba Allstream f/k/a Integra Telecom of Utah, Inc. – This filing updates the company name to Electric Lightwave, LLC dba Allstream (f/k/a Integra Telecom of Utah, Inc.); updates contact information; adds Month-to Month Rate; and increases the monthly recurring charge for On-Net Basic Business Lines.

[Docket No. 19-2301-P06](#) – SBC Long Distance, LLC, dba SBC Long Distance, dba AT&T Long Distance – The purpose of this filing is to increase the rates for Business Default Plan for Hierarchical Billing.

[Docket No. 19-2301-P07](#) – SBC Long Distance, LLC, dba SBC Long Distance, dba AT&T Long Distance – The purpose of this filing is to increase the out of term month-to-month MRC and usage charges for the following Business Block of Time II plans: 700 II, 1200 II and 2500 II.

[Docket No. 19-2301-P08](#) – SBC Long Distance, LLC, dba SBC Long Distance, dba AT&T Long Distance – The purpose of this filing is to withdraw Business grandfathered plans with no customers.

[Docket No. 19-2302-T01](#) – Carbon/Emery Telcom, Inc. 's Proposed Tariff Revisions

[Docket No. 19-2303-T01](#) – *Hanksville Telcom, Inc. 's Proposed Tariff Revisions*

[Docket No. 19-2419-T01](#) – *Direct Communications Cedar Valley, LLC's Proposed Tariff Revisions*

[Docket No. 19-2450-P01](#) – *Preferred Long Distance, Inc. dba Telplex Communications dba Telplex – With this submission Telplex makes modest increases to the Company's local exchange service monthly recurring charge.*

[Docket No. 19-2452-P01](#) – *Matrix Telecom, LLC d/b/a Matrix Business Technologies d/b/a Trinsic Communications d/b/a VarTec Telecom d/b/a Excel Telecommunications d/b/a Startec – The purpose of this filing is to cancel and replace in their entirety UT Price List Nos. 3 and 4.*

[Docket No. 19-2457-P02](#) – *Metropolitan Telecommunications of Utah, Inc. d/b/a MetTel – The purpose of this filing is to change rates for Local Lines, per use Feature activation and Subscription Features.*

[Docket No. 19-2457-P03](#) – *Metropolitan Telecommunications of Utah, Inc. dba MetTel – The purpose of this filing is to change rates for Local Lines, PBX Trunks, Local Usage, DID Service, Optional Calling Features, ISDN BRI Service and Centrex Service.*

[Docket No. 19-2600-P02](#) – *Fusion Cloud Services, LLC Price List – This filing increases monthly rates for selected local exchange services by \$5.00.*

[Docket No. 20-040-T01](#) – *Central Utah Telephone, Inc. 's Proposed Tariff Revisions*

[Docket No. 20-041-T01](#) – *Citizens Telecommunications Company of Utah dba Frontier Communications of Utah's Tariff Revisions to Grandfather Stay Connected Seasonal Offering*

[Docket No. 20-043-T01](#) – *Gunnison Telephone Company's Proposed Tariff Revisions*

[Docket No. 20-049-P01](#) – *Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing removes the option under MOE that allows customers one Ethernet Virtual Connection (EVC) or Operator Virtual Connection (OVC) at no additional charge.*

[Docket No. 20-049-P02](#) – *Qwest Corporation dba CenturyLink QC – Exchange and Network Services Price List – This filing revises the Line Extension language for the purpose of standardization and simplification.*

[Docket No. 20-050-T01](#) – *Navajo Communications Company, Inc. dba Frontier Navajo Communications Company's Tariff Revisions to Grandfather Stay Connected Seasonal Offering.*

[Docket No. 20-051-T01](#) – *Beehive Telephone Company, Inc. 's Proposed Tariff Revisions*

[Docket No. 20-087-P01](#) – *AT&T Corp. – Local Exchange Services Price List – This filing increases the rates for selected All In One local plans.*

[Docket No. 20-087-P02](#) – AT&T Corp. – Custom Network Services Price List – This filing increases the rates for AT&T Business Network Service (ABN) rate schedules 1 and 2.

[Docket No. 20-087-P03](#) – AT&T Corp. – Custom Network Services Price List – This filing increases the rates for selected plans for All In One Intrastate Long Distance Service.

[Docket No. 20-087-P04](#) – AT&T Corp. – Residential Long Distance Price List – This filing changes rates and consolidates some consumer optional calling plans.

[Docket No. 20-576-T01](#) – Skyline Telecom’s Proposed Tariff Revisions

[Docket No. 20-2180-T01](#) – All West Communications, Inc.’s Proposed Tariff Revisions

[Docket No. 20-2201-T01](#) – Bear Lake Communications, Inc.’s Proposed Tariff Revisions

[Docket No. 20-2202-P01](#) – Electric Lightwave, LLC dba Allstream – This filing makes the following changes to 23rd Revised Sheet No. 1- Revised Check Sheet and 5th Revised Sheet No. 75 – Added Month- to- Month rate for ISDN PRI; Increased monthly recurring charge for ISDN PRI.

[Docket No. 20-2204-P01](#) – CenturyLink Communications, LLC – This filing makes the following changes to its residential long distance calling plan, Preferred Unlimited. The unlimited plan reflects the monthly recurring charge for the portion of the plan

that applies to intrastate long distance calling and that the monthly recurring charge for the portion of the plan that applies to interstate long distance services is located in the company’s Interstate and International Rates and Services Schedule No. 9. The monthly recurring charge for this grandfathered plan is increasing by \$2.00.

[Docket No. 20-2204-P02](#) – CenturyLink Communications, LLC – This filing makes the following changes to its grandfathered residential and small business customers long distance plans. In order to simplify the ordering and the billing systems, CenturyLink will no longer support these old long distance plans.

[Docket No. 20-2208-P01](#) – XO Communications Services, LLC – This filing Introduces grandfathering language for Federal, State and Local Government Agencies, and Educational Institutions.

[Docket No. 20-2208-P02](#) – XO Communications Services, LLC – This filing introduces grandfathering language for special access services.

[Docket No. 20-2270-P01](#) – This filing is made in compliance with the Federal Communication Commission’s (FCC) Title 47: Telecommunication; Part 51- Interconnection; Subpart J-Transitional Access Service Pricing; §51.909 Transition of rate-of-return carrier access charges; Step 9.

[Docket No. 20-2301-P01](#) – SBC Long Distance, LLC, d/b/a SBC Long Distance, d/b/a AT&T Long Distance – The purpose of this filing is to increase the Business Default Plan for Hierarchical Billing rates.

[Docket No. 20-2366-P01](#) – *Intrado Safety Communications, Inc. Previously West Safety Communications Inc – The purpose of this filing is to replace in its entirety the company’s Utah Price List No. 2.*

[Docket No. 20-2405-P01](#) – *ACN Communication Services, LLC – The purpose of this filing is to increase monthly recurring charges for residential and business local exchange service plans.*

[Docket No. 20-2450-P01](#) – *Preferred Long Distance, Inc. dba Telplex Communications dba Telplex – With this submission Telplex*

makes modest increases to the Company’s local exchange service monthly recurring charge.

[Docket No. 20-2457-P01](#) – *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. 20-2558-P01](#) – *Teleport Communications America, LLC – Local Exchange Services Price List – The purpose of this filing is to extend the discontinuance date for PrimeNBX and PrimePath NBX Services.*

Telecommunications Companies

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CLECs

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Greenfly Networks, Inc.

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Hudson Fiber Network, Inc.

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2828 North Harwood St, Ste. 1700

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

Matrix Telecom, LLC
d/b/a Matrix Business Technologies
d/b/a Excel Telecommunications
d/b/a Trinsic Communications
d/b/a Vartec Telcom
433 East Las Colinas Blvd., 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.
d/b/a 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
d/b/a 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.
d/b/a MetTel
55 Water Street, 31st Floor
New York, NY 10041
Tel: (212) 607-2004
Toll-Free: (800) 876-9823
Fax: (212) 635-5074
Web: www.mettelagents.com

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

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

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.
d/b/a OneTouch Communications
d/b/a 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

Sprint Communications Company LP
6200 Sprint Parkway
Overland Park, KS 66251
Toll-Free: (800) 829-0965
Web: www.sprint.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

Teledial Communications, Inc.
16601 Blanco Road
San Antonio, TX 78232
Tel: (210) 481-5499
Fax: (210) 408-1700
Web: www.teledial.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.
d/b/a 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

ETCs

Assist Wireless, LLC
415 Macfarlan Road, Ste. 108
Kennett Square, PA 19348
Tel: (855) 392-7747
Web: www.assistwireless.com

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

Budget Prepay, Inc.
d/b/a Budget Mobile
1325 Barksdale Blvd., Ste. 200
Bossier City, LA 71111
Tel: (407) 740-8575

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

Global Connect, Inc.
d/b/a Stand Up Wireless
5555 Oakbrook Parkway, Ste. 620
Norcross, Georgia 30093
Tel: (678) 741-6200
Toll-Free: (800) 544-4441

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

Fax: (678) 741-6333
Web: www.standupwireless.com

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

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

Telrite Corporation
d/b/a Life Wireless
4113 Monticello Street
Covington, GA 30014
Web: www.telrite.com

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

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

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



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, and 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 2020 totaled \$879,067 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.
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 Sprint Relay for its TRS and CTS. Sprint Relay provides a full-time in-state coordinator who provides outreach and education concerning relay services and equipment.

Outreach Activities

Outreach events provide educational and outreach information concerning equipment and service options.

Highlight of Outreach Activities

08/24/2019 Be Well Utah Family Health Fair
08/27/2019 Mountainland Continuum of Care Presentation
08/27/2019 Taylorsville Senior Center Health Fair
09/12/2019 Mountainland Senior Health Fair
09/18/2019 UHCA Fall Showcase (64 packets, 64 brochures)
09/18/2019 Millcreek Senior Health Fair (7 applications, 56 brochures)
09/25/2019 West Jordan Chamber of Commerce Best of the West
09/26/2019 South Jordan Senior Center Health Fair
09/28/2019 Tooele County Senior Expo
10/09/2019 Hyrum Senior Center Health Fair
10/10/2019 Senior Expo
10/19/2019 Sanderson Center Technology Fair
11/02/2019 Caregiver Conference (11 applications, 8 wireless, 107 brochures)
11/08/2019 Kearns Senior Center Health Fair
01/18/2020 Lehi Legacy Center Health Fair
02/17/2020 South Jordan Health and Fitness Fair (3 applications, 7 brochures)
02/25/2020 Union Gardens Apartments presentation to residents
03/05/2020 USHA Conference (31 applications, 22 CapTel applications, 46 brochures)
05/16/2020 Walk for Hearing-online virtual platform
05/28/2020 Aspen Senior Care presentation-packets delivered

Canceled Outreach Activities resulting from the COVID-19 pandemic

03/13/2020 Springville Center
03/15/2020 Goshen Center
03/25/2020 Bear River/Tremonton
04/01/2020 Utah Aging Alliance Annual Conference
04/23/2020 WVC Spring Fest
04/24/2020 Utah Pride Health Fair
04/30/2020 Beaver Health Fair

Equipment Training and Distribution

The PSC employs one full-time and three (3) part-time employees who provide equipment distribution, training, repairs, and outreach throughout Utah. To provide effective services, employees respond to requests by phone, email, and text regarding questions on equipment and training. This approach has improved customer service and reduced unnecessary on-site visits.

The Relay Utah equipment and training distribution program provided telecommunications equipment distribution, troubleshooting, and training for 72 clients in FY 2020. Deliveries were suspended in March 2020 because of the COVID-19 pandemic, but device shipments continued.

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 Sprint Relay for members to actively provide feedback and ideas of how to best meet the needs of Relay consumers in Utah.

Mobile Device Pilot Program

The Mobile Device Pilot Program was discontinued February 10, 2020 as a result of legislative changes related to state UUSF support for lifeline phones. Four devices were distributed during FY 2020.

Relay Utah Website

Relay Utah released an updated website in February 2020. The 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., 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. During FY 2020, 59 visits were accommodated in the demo room. 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 maintain a 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.

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 2020 Activities

During FY 2020, the PSC continued its examination of issues related to complaints against South Duchesne Culinary Water, Inc. (SDCW) and ordered SDCW to file a general rate case on or before October 1, 2020 (Docket No. 18-2372-01). In May 2020, SDWC filed a request that the PSC cancel its CPCN because SDWC is now wholly owned by the two homeowners associations it serves. The docket continued into FY 2021.

Requests for rate changes were made by WaterPro Inc. and Pineview West Water Company and were filed in March and April 2020, respectively. These dockets are undergoing PSC review with final orders anticipated to be issued in FY 2021.

WATER DOCKETS

[Docket No. 17-2506-01](#) – *Willow Creek Water Company Rate Case*

Review for Approval of a Conservation Rate Increase

[Docket No. 18-098-01](#) – *Request of Community Water Company for Exemption*

[Docket No. 20-999-12](#) – *Miscellaneous Correspondence and Reports Regarding Water Utility Services; 2020*

[Docket No. 18-2372-01](#) – *Investigation of South Duchesne Culinary Water, Inc.'s Compliance with Applicable Administrative Rules and Tariff*

[Docket No. 20-2372-01](#) – *Request of South Duchesne Culinary Water, Inc. to Cancel its Certificate of Public Convenience and Necessity*

[Docket No. 19-034-01](#) – *Strawberry Water Users Association's Petition for Declaratory Ruling*

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

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



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

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

Hidden Creek Water Company

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

Highlands' Water Company, Inc.

5880 North Highland Drive

Mountain Green, UT 84050
Tel: (801) 876-2510
Fax: (801) 876-2510

**Horseshoe Mountain Ranch Estates
Owners Assoc., Inc.**
10160 Roseboro Road
Sandy, UT 84092
Tel: (801) 572-4728
Fax: (801) 572-7456

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

**Lake Front Estates Water Users
Association**
156 North Main Street
Richfield, UT 84701
Tel: (801) 561-1752
Fax: (801) 561-6083

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

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. 19-999-01](#) – *Miscellaneous Correspondence and Reports Regarding Electric Utility Services; 2019*

[Docket No. 19-999-02](#) – *Miscellaneous Correspondence and Reports Regarding Gas Utility Services; 2019*

[Docket No. 19-999-03](#) – *Miscellaneous Correspondence and Reports Regarding Telecommunications Utility Services; 2019*

[Docket No. 19-999-05](#) – *Eligible Telecommunications Carriers' Annual Lifeline Recertification Filings*

[Docket No. 19-999-06](#) – *Pipeline and Hazardous Material Safety Administration*

(PHMSA) Incident Reports and Miscellaneous Notifications Filed in 2019

[Docket No. 19-999-07](#) – *Pipeline and Hazardous Materials Safety Administration (PHMSA) Annual Reports for Calendar Year 2018 of Natural or Other Gas Transmission and Gathering Systems*

[Docket No. 19-999-10](#) – *Competitive Local Exchange Carrier ("CLEC") Annual Reports for Calendar Year 2018*

[Docket No. 19-999-11](#) – *Investigation into Potential Statutory Change to Utah Code Ann. § 54-7-15*

[Docket No. 19-999-13](#) – *2019 Universal Service Fund (USF) CAF ICC Review*

Rules Dockets

[Docket No. 18-R450-01](#) – Proposed
*Rulemaking Concerning Utah Code Ann. §
54-17-807, Solar Photovoltaic or Thermal
Solar Energy Facilities, Enacted May 8,
2018*

[Docket No. 18-R460-01](#) – Proposed
*Rulemaking Concerning Utility/Customer
Relations regarding Third-Party
Solicitations*

[Docket No. 19-R310-01](#) – Proposed
*Amendment to R746-310, Uniform Rules
Governing Electricity Service by Electric
Utilities*

[Docket No. 19-R314-01](#) – Proposed
*Rulemaking Concerning Utah Code Ann. §§
54-17-901 to -909, Community Renewable
Energy Act*

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	66	8
Natural Gas	51	5
Telecom – ILEC* (including CenturyLink)	61	1
Telecom – CLEC*	14	0
Telecom – Long Distance	1	0
Water and Sewer	6	0
TOTAL	199	14

* ILEC – Incumbent Local Exchange Carrier

* CLEC – Competitive Local Exchange Carrier

FY 2020 ANNUAL REPORT

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