

**BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION**

<b>IN THE MATTER OF ROCKY MOUNTAIN</b>	)	<b>CASE NO. PAC-E-21-15</b>
<b>POWER’S APPLICATION FOR</b>	)	
<b>AUTHORITY TO REVISE ELECTRIC</b>	)	
<b>SERVICE SCHEDULE NO. 300—</b>	)	<b>ORDER NO. 35153</b>
<b>REGULATION CHARGES</b>	)	

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On June 23, 2021, PacifiCorp dba Rocky Mountain Power (“Company”) applied to the Commission for authority to revise Electric Service Schedule No. 300—Regulation Charges—to add a fee for remote reconnection of service. The Company requests an effective date of September 1, 2021, and that its Application be processed by Modified Procedure.

On August 3, 2021, the Commission issued a Notice of Application and Notice of Modified Procedure setting comment deadlines. Staff filed the only comments. The Company did not reply.

Having reviewed the record, we issue this Order approving the Application and the revised Schedule No. 300, as filed, effective September 1, 2021.

**THE APPLICATION**

The Company is currently installing the field area network for advanced metering infrastructure (“AMI”) in its Idaho service territory. The Company anticipates completing replacement of existing electric service meters by fall of 2022.

The implementation of AMI infrastructure in Idaho will provide a secure network that will allow two-way communications from smart meters. AMI will provide functionality that enables efficiencies in metering and operations including the ability to remotely disconnect and reconnect customer service for non-payment and move-in and move-outs.<sup>1</sup>

When the AMI infrastructure has been installed and the network is fully operational, the Company anticipates using remote disconnection and reconnection functions, eliminating the need to dispatch any personnel for these tasks. The Company proposes to add a remote reconnect fee subject to the terms stated in Rule 10—Termination of Service and Payment Arrangements—for disconnections due to non-payment.

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<sup>1</sup> For a complete list of the efficiencies in metering and operations provided by AMI infrastructure please see the Company’s Application at 2.

During the AMI rollout not all meters will have the ability to remotely disconnect or reconnect. Until the meter can utilize its full AMI capabilities, if the Company must dispatch personnel to a customer's home, the currently authorized Schedule No. 300 non-remote reconnection fees will apply.

Once the AMI meters are installed and have the capabilities for remote disconnect and reconnect, the Company proposes a remote reconnection fee based on the resources required to process a customer's initial request for a quote to have power turned on but excluding truck or field labor expenses. The proposed remote reconnection fee is \$7 and would be included in Schedule No. 300, if approved.<sup>2</sup>

### **STAFF COMMENTS**

Staff reviewed the Company's Application and accompanying tariff revisions and supported the proposal to add a \$7 fee for remote reconnection for customers with AMI meters. Staff noted that the Commission previously found it "reasonable and in the public interest for Idaho Power and Avista to reduce their reconnection charges..." in Order No. 33229. Staff also noted that for customers with remote connect/disconnect capabilities, the \$7 fee would be a considerable cost reduction in the currently authorized reconnection fees and it would eliminate the variable reconnection fee based on time and date of reconnection.

Staff recommended the Company improve its method for calculating the Idaho remote reconnection fees to align the fee with the actual costs to reconnect customers. Staff stated the proposed \$7 reconnection fee is based on the Company's average operations and maintenance cost for each call answered by the Company's call center employees in 2017 which helped it align its reconnection fee across its multi-state service territory. Staff suggested that using more recent data may have led to a higher proposed reconnection fee. Staff suggested that the Company should consider Idaho specific data and the proposed fee should be based on costs directly related to remote reconnection.

### **COMMISSION FINDINGS AND DECISION**

The Commission has jurisdiction over this matter under Title 61 of the *Idaho Code*. *Idaho Code* § 61-501 gives the Commission the power to "supervise and regulate public utilities

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<sup>2</sup> The Company is currently authorized to collect a Reconnection Charge of \$25 for reconnections during normal business hours and \$50 for reconnections outside normal business hours. Staff comments at 2-3.

in the state.” Additionally, the Company is an electrical corporation under *Idaho Code* § 61-119 and a public utility under *Idaho Code* § 61-129.

Having reviewed the record, including the Application and Staff’s comments, the Commission finds the Company’s proposed change to Schedule No. 300 is fair, just, and reasonable and should be approved, effective September 1, 2021. We commend the Company for updating Schedule No. 300 to reflect the changes in metering technology and pass on the cost savings to customers. We note that the fee was based on the Company’s average cost for labor, material, and operating costs to handle a customer’s request by a call center agent in all its jurisdictions. We direct the Company to review its remote reconnection costs for Idaho customers when it applies to modify the charge in Schedule No. 300.

**ORDER**


IT IS HEREBY ORDERED the Company’s Application to establish a new \$7 fee for remote reconnection of service for customers with capable meters under Schedule No. 300, effective September 1, 2021, is approved.

IT IS FURTHER ORDERED that the Company shall base any updates to its reconnection fee on up-to-date, Idaho specific data.

THIS IS A FINAL ORDER. Any person interested in this Order may petition for reconsideration within twenty-one (21) days of the service date of this Order regarding any matter decided in this Order. Within seven (7) days after any person has petitioned for reconsideration, any other person may cross-petition for reconsideration. *See Idaho Code* § 61-626.

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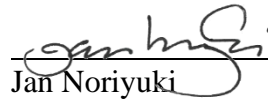
DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 31<sup>st</sup> day of August 2021.

  
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PAUL KJELLANDER, PRESIDENT

  
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KRISTINE RAPER, COMMISSIONER

  
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ERIC ANDERSON, COMMISSIONER

ATTEST:

  
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Jan Noriyuki  
Commission Secretary

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