



GARY R. HERBERT
Governor

GREG BELL
Lieutenant Governor

State of Utah
DEPARTMENT OF COMMERCE
Office of Consumer Services

MICHELE BECK
Director

Minutes of the Meeting of the Utah Committee of Consumer Services
Wednesday, January 11, 2012, 9:00 a.m.

Committee Members in Attendance:

Kelly Casaday	Dennis Nordfelt	Stephen Christensen
Carolyn Hunter	Kirsten Peterson	
Robert McMullin	Andrew Riggle	

Staff in Attendance:

Michele Beck	Eric Orton	Cheryl Murray
Dan Gimble	Bela Vastag	

Members of the Public in Attendance:

Raye Nielsen	Joshua Jones, Rocky Mountain Power
Dolores Ydart	Danny Harris, AARP
Don Kennedy	Earl Booth
Charlene Booth	Betsy Wolf, SLCAP
Christ Tallackson, OED	Sophie Hayes, Utah Clean Energy
Steve Bateson, Questar Gas	Larry Hartlerode
Dave Taylor, Rocky Mountain Power	Samantha Julian, OED

The attached powerpoint presentation was used to facilitate this meeting and is incorporated by reference into these minutes.

1. Welcome & Business

Kelly Casaday welcomed Committee members and members of the public.

2. Minutes

Dennis Nordfelt made a motion to approve the draft minutes from the Committee's May 26th meeting. Carolyn Hunter seconded the motion and it passed unanimously.

3. Case Updates

Michele Beck provided an update on the ongoing Rocky Mountain Power hedging collaborative and the implementation issues regarding the Rocky Mountain Power energy balancing account. She also noted that we are awaiting a Commission Order on the PacifiCorp IRP. Ms. Beck also explained that the recent Questar budget filings for the DSM and infrastructure replacement accounts will result in a very small rate decrease.

4. Overview: Budget and Priorities 2012

Michele Beck gave an overview of the cases worked on in 2011, major accomplishments of 2011 and the breakout of professional and technical (P&T) spending for 2012. She also outlined the

anticipated cases and P&T spending for 2012.

5. 2012 Legislative Session

Michele Beck noted that only one bill filed to date (SB12) impacts the work of the Office. The Office is supportive of the concepts and working with other stakeholders to ensure that the details continue to protect customers. Ms. Beck also noted that the energy code issue, as part of an effort to update the building code, may also arise this session. At this time, these are the only known issues that are relevant to the work of the Office and the Committee. The Committee determined to schedule meetings on an as-needed basis if any additional issues arise during the session. These meetings would generally occur at noon and would be held in person at the Heber Wells building for those able to attend, with phone-in arrangements for those who travel further distances or have business at the Capitol.

6. Office's Role in Assisting Consumers at the Commission

Michele Beck explained the difficulties associated with the Office's duties to assist customers in appearing before the Commission (see Utah Statutes 54-10a-301 (1)(b).) Processes do not facilitate customer awareness of the Office and prohibit legal representation or analytical support by the Office for individuals. Recent events have brought these issues to the forefront and Ms. Beck met with the head of the Division of Public Utilities and the chair of the Public Service Commission to discuss how to best approach this issue going forward. The result is that the Office will create consumer guides for both the DPU informal complaint process and the PSC formal complaint process, which the DPU and PSC agreed to distribute, and the DPU and PSC will also be rewriting some of their materials to increase clarity and user-friendliness for customers seeking to make complaints.

7. Recent FCC Order regarding the Universal Service Fund

In order to stay on schedule for a 10:00 start time for the smart grid discussion, the Committee did not hear the presentation on the FCC Order. Kelly Casaday suggested that Committee members read through the information and a follow up agenda item will be scheduled at the next meeting.

8. Smart Grid Discussion

The Committee heard a series of three presentations giving an overview of smart grid issues, during which they asked questions and had additional discussion. Bill Levis, Consumer Counsel in Colorado, gave a presentation about the Boulder, Colorado smart grid pilot program from the consumer perspective. Josh Jones from Rocky Mountain Power gave a presentation outlining the Company's perspective about smart grid issues, potential and current cost effectiveness. David Godfrey, VP of Operations and Planning for the Western Electricity Coordinating Council gave a presentation on an initiative led by WECC, in partnership with western electric utilities, to increase grid efficiencies.

9. Other Business

Members of the public requested to comment at the end of the meeting. It was explained to them how to get on to future agendas.

The next Committee meeting will be held in March, after the legislative session ends. Michele Beck will circulate an email to determine specific Committee member availability.

10. Adjourn

Stephen Christensen made a motion to adjourn and it passed unanimously.