

1 Q. Please state your name, business address and present position with PacifiCorp (the
2 Company).

3 A. My name is Carole A. Rockney. My business address is 825 N.E. Multnomah
4 Street, Suite 800, Portland, Oregon 97232, and my present position is Manager of
5 Tariff Policy.

6 **Qualifications**

7 Q. Briefly describe your educational and professional background.

8 A. In 1985, I graduated from Portland State University with a Bachelor of Science
9 degree in Business Administration, with a minor in Economics. In addition, I
10 have taken graduate courses from Portland State University in the area of
11 Economics. I joined the Company's Regulation Department in 1985. I left that
12 department in 1990 to become a Commercial Segment Manager in the Market
13 Development section of the Marketing Department. In 1991, I returned to the
14 Regulation Department as Manager of Cost of Service. In 1993, I became a
15 Supervisor in Economic Regulation and in 1996 became Regulatory Policy
16 Manager. I assumed my present position in 1998.

17 Q. Have you appeared as a witness in previous regulatory proceedings?

18 A. Yes. I have testified previously in the states of Oregon, Utah, Wyoming,
19 California and Montana.

20 **Purpose of Testimony**

21 Q. What is the purpose of your testimony?

22 A. My testimony will describe the Company's proposed changes to Electric Service
23 Schedule No. 300 and will also reflect changes to various regulations.

1 Q. Why has the Company proposed changes to its schedules and regulations?

2 A. The Company has proposed these changes primarily to better reflect the cost of
3 providing service to customers. The proposed changes are more in line with the
4 cost of providing services to customers and will reduce the subsidization of a few
5 customers by the majority of customers. In addition, the proposed changes update
6 the regulations to better reflect current business practices.

7 Q. Please describe the specific changes you are proposing.

8 A. They are described below.

9 **Unauthorized Reconnection/Tampering Charge - Damages to Company Property**

10 Q. Please describe the changes you are proposing regarding unauthorized
11 reconnection/tampering charges.

12 A. The Company is proposing to increase the unauthorized reconnection/tampering
13 charge from \$15.00 to \$60.00. The purpose of this proposed change is to better
14 reflect the cost of field work in responding to tampering which is estimated to be
15 approximately \$90.00. In addition, the Company is proposing clarification to
16 Schedule 300 to reflect existing wording in Company Rule 11-3-c which states
17 that in addition to the tampering charge, the customer will be responsible for
18 paying for any damages to the Company's equipment as a result of tampering.
19 This clarification has been added to Schedule 300, Exhibit ____ (CAR-1). In
20 addition, the revision to the Company's tampering fee is shown in Schedule 300,
21 Exhibit ____ (CAR-1).

1 **Meter Test Charge**

2 Q. What is the Company proposing with regard to a customer's request for meter
3 tests?

4 A. For customers who request a meter test more than once in a twelve-month period,
5 the Company is proposing a charge of \$60.00 for each test in excess of one in a
6 twelve-month period. This change is shown in Schedule 300, Exhibit ____
7 (CAR-1).

8 Q. Is this proposed change consistent with the Company's current rules?

9 A. Yes. Rule 8.B.3 states if a customer requests more than one meter test in twelve
10 months, the Company may charge the customer the amount specified in Schedule
11 300.

12 **Service Call Charge**

13 Q. Please explain the new charge being proposed for service calls.

14 A. The Company is proposing to charge customers a fee for service calls when the
15 customer requests this service and the problem is in the customer's facilities. The
16 proposed charge is \$20.00 during normal office hours and \$60.00 for work done
17 at all other times.

18 Q. What is the purpose of this charge?

19 A. To require that the customer who requests this service pay a portion of the cost of
20 providing the service and to reduce the subsidy of providing this service.

21 Q. What is the estimated cost of providing this service?

22 A. We estimate the cost to be about \$30.00 during normal office hours and about
23 \$170.00 at all other times.

1 Q. Will the Company inform customers of the charge prior to performing service?

2 A. Yes. Business Center employees who respond to customer calls will be trained to
3 inform customers of the charge at the time the customer calls and requests the
4 service.

5 Q. Is this proposed change described in your exhibits?

6 A. Yes. It is described in Exhibit ____ (CAR-3). In addition, the proposed charge is
7 shown on Schedule 300, Exhibit ____ (CAR-1).

8 **Contract Administration Credit**

9 Q. Please describe the change you are proposing with regard to the Company's
10 Contract Administration Credit.

11 A. The Company currently gives customers the choice to receive a Contract
12 Administration Credit of \$250.00 and waive their right to receive refunds on line
13 extension advances. This credit is described in Rule 14 VII. The Company is
14 proposing to explicitly list the Contract Administration Credit in Schedule 300 to
15 be consistent in clarifying our charges throughout the tariff. This change is shown
16 in Schedule 300, Exhibit ____ (CAR-2).

17 **Whole House Surge Protection**

18 Q. Please describe the new charge being proposed for installation of a Whole House
19 Surge Protection (WHSP) unit.

20 A. The Company recently changed its policy to allow customers to have a customer-
21 owned WHSP unit installed by the company between the meter base and the
22 meter. The proposed charge for this service of \$40.00 approximates the cost of
23 installing this equipment at the customer's request.

1 Q. Why has the Company changed its policy with regard to the installation of WHSP
2 units?

3 A. This change is in response to requests from customers that the Company allow the
4 use of these units. The Company's proposal is that we install WHSP units when
5 requested by the customer, and at the customer's expense.

6 Q. Have you included this in your exhibits?

7 A. Yes. The proposed change is included in Schedule 300, Exhibit ____ (CAR-1). A
8 description of this service is included in Rule 11-5, Exhibit ____ (CAR-4).

9 **Other Changes**

10 Q. Are you proposing any other changes?

11 A. Yes. We are proposing minor wording changes to several tariffs for clarification
12 purposes. These changes are included in Exhibit ____ (CAR-5).

13 Q. Does this conclude your testimony?

14 A. Yes.