

Decision No. C04-0237

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF COLORADO**

DOCKET NO. 04I-098E

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REGARDING THE INVESTIGATION INTO THE RELIABILITY OF THE ELECTRIC  
DISTRIBUTION SYSTEM OF PUBLIC SERVICE COMPANY OF COLORADO.

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**ORDER OPENING DOCKET  
AND NOTICE OF PUBLIC MEETING**

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Mailed Date: March 11, 2004  
Adopted Date: March 10, 2004

**I. BY THE COMMISSION**

**A. Statement**

1. After a number of consumer complaints, we directed Staff of the Commission (Staff) to investigate power outages on Public Service Company of Colorado's (Public Service) system. On January 14, 2004, Staff and the Colorado Office of Consumer Counsel (OCC) submitted their report concerning the reliability of Public Service's distribution system. In their report, Staff and the OCC recommended that the Commission: 1) order a focused performance review to be conducted by a third party at the expense of the Company; 2) require, beginning April 2004, monthly progress updates on its plan; and 3) authorize a review of whether the existing Quality of Service Plan structure and incentives are sufficient to induce the Company to adequately and effectively respond to customers' issues.

2. On February 17, 2004, Public Service submitted its Response to Staff's and the OCC's initial report. That response included the Company's action plan to address issues concerning the reliability of its distribution system. In addition, Public Service orally presented its action plan to the Commission at a Commissioners' Deliberations Meeting on February 25, 2004.

3. The Commission is now considering what further actions should be taken in this matter. In order to make information concerning this investigation easily available to interested persons, we now open this docket to serve as a repository for the reports presented to the Commission regarding the investigation into the reliability of the Company's distribution system. Staff's and the OCC's report and the Company's Response shall be placed into the formal record for this docket. Additionally, further submissions to the Commission by interested persons regarding this specific investigation shall be filed in this docket.

4. The Commission intends to conduct a public meeting regarding this matter on March 17, 2004. Interested persons may provide oral or written comments to the Commission concerning this investigation. Written comments submitted by interested persons at the meeting shall be filed in this docket.

## **II. ORDER**

### **A. The Commission Orders That:**

1. This miscellaneous docket is opened for the above-stated and related purposes.

2. The Commission will conduct a public hearing in this docket at the following time and place:

DATE: March 17, 2004

TIME: 6:00 p.m.

PLACE: Colorado Public Utilities Commission  
Hearing Room A  
1580 Logan St., OL2  
Denver, Colorado

Interested persons may appear and submit oral or written comments concerning the above-referenced matters.

3. This Order is effective upon its Mailed Date.

**B. ADOPTED IN COMMISSIONERS' WEEKLY MEETING  
March 10, 2004.**

THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF COLORADO

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Commissioners