

P.O. Box 25308  
Salt Lake City, Utah 84125

UTAH PUBLIC  
SERVICE COMMISSION



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VIA OVERNIGHT MAIL

February 23, 2007

Utah Public Service Commission  
Heber M. Wells Building, 4<sup>th</sup> Floor  
160 East 300 South  
Salt Lake City, UT 84111

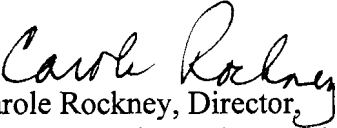
Attn: Julie P. Orchard, Commission Secretary

**RE: Service Standards Report Submitted Pursuant to Docket No. 05-035-54**

Please find enclosed Rocky Mountain Power's annual report for the period January 1, 2006 through December 31, 2006 detailing Rocky Mountain Power's performance in meeting the service standards approved in the above docket.

If you have any questions or require further information, please call me at (503) 331-4390.

Sincerely,

  
Carole Rockney, Director,  
Customer and Regulatory Liaison

c: Service List

Enclosures

# customer guarantees

January to December 2006

**Utah**

Description	2006				2005			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	1,655,787	3	99.9%	\$425	1,664,184	8	99.9%	\$700
CG2 Appointments	8,628	22	99.7%	\$1,100	8,100	25	99.7%	\$1,250
CG3 Switching on Power	15,403	30	99.8%	\$1,500	22,507	41	99.8%	\$2,600
CG4 Estimates	2,392	40	98.3%	\$2,000	3,147	55	98.3%	\$2,750
CG5 Respond to Billing Inquiries	7,348	21	99.7%	\$1,050	8,759	17	99.8%	\$850
CG6 Respond to Meter Problems	1,046	7	99.3%	\$350	985	9	99.1%	\$450
CG7 Notification of Planned Interruptions	58,862	20	99.9%	\$1,000	45,667	15	99.9%	\$750
	<b>1,749,466</b>	<b>143</b>	<b>99.9%</b>	<b>\$7,425</b>	<b>1,753,349</b>	<b>170</b>	<b>99.9%</b>	<b>\$9,350</b>

**General Comments:** Overall guarantee performance remains above 99%, demonstrating Rocky Mountain Power's continued commitment to customer satisfaction.

Fifteen reconnects for credit were not reconnected within twenty-four hours. Credit customers are exempted from CG3, but the company attempts to connect these customer's within twenty-four hours.

Description	Baseline	Performance at Dec 2006	Performance at Dec 2005	Goal
• SAIDI (System availability in minutes per customer) <sup>1</sup>	217	211	204	Underlying SAIDI of 189 by end of FY2008
• SAIFI (System reliability in interruptions per customer)	2.21	2.03	2.01	Underlying SAIFI of 1.94 by end of FY2008
• Worst Performing Circuits - Circuit Performance Indicator (CPI) <sup>2</sup>				Reduce CPI by 20% from modified baseline
	Original	Modified		
<u>Program Year 3:</u>				
University 1	107	344		
West Cedar	613	4306		
Parowan Valley 25	1563	1121		
Eureka 12	90	3397		
Coleman 15	110	1574		
<u>Program Year 4:</u>				
Toquerville 32	1596	1596		
Toquerville 31	1016	1016		
Saratoga 13	578	885		
Nibley 21	442	465		
Middleton 24	476	823		
<u>Program Year 5:</u>				
Dumas 16	N/A	1312		
West Com 11	N/A	1035		
Quarry 15	N/A	735		
Brooklawn 12	N/A	557		
North Bench 13	N/A	225		
<u>Program Year 6:</u>				
Cudahy 11	N/A	908		
Garden City 12	N/A	521		
Black Mountain 11	N/A	406		
Uintah 13	N/A	367		
West Roy 14	N/A	354		
<u>Program Year 7:</u>				
Tooele 12	N/A	228		
Box Elder 12	N/A	319		
Oakley 11	N/A	367		
Brighton 12	N/A	608		
Timber Lakes 11	N/A	309		
• Power supply restored within 3 hours	Not applicable	87%	86%	80%
• Calls answered within 30 seconds	Not applicable	80%	80%	80%
• Respond to commission complaints within 3 days	Not applicable	100%	100%	95%
• Respond to commission complaints regarding service disconnects within 4 hours <sup>3</sup>	Not applicable	100%	93.3%	95%
• Commission complaints resolved within 30 days	Not applicable	100%	100%	100%

1 SAIDI and SAIFI baselines and targets have been agreed upon.

2 Baseline CPI figures are based on 3-years ended data as of December 31, 1998 for FY 2001 circuits; 3-years ended data as of March 31, 2001 for FY 2002 circuits; 3-years ended March 31, 2002 for FY 2003 circuits; 3-years ended March 31, 2003 for FY 2004 circuits; 3-years ended March 31, 2004 for FY 2005 circuits. For FY2001 through FY2004 circuits, baseline CPI has been modified since originally reported to reflect uplift consistent with baseline methodology of other performance metrics. Modified baseline CPI are shown above. Improvement period is 2 years after identification year, followed by a 3-year period to recalculate CPI.

3 Target not achieved due to one missed complaint.

Note: Performance figures exclude impacts of major events.

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