ROCKY MOUNTAIN POWER
A DIVISION OF PACIFICORP

UTAH

SERVICE QUALITY

REVIEW

January 1 – June 30, 2011

Report

TABLE OF CONTENTS

EXECUTIVE SUMMARY

Rocky Mountain Power has a number of Performance Standards and Customer Guarantee service quality measures and reports currently in place. These standards and measures are reflective of Rocky Mountain Power's performance (both customer service and network performance) in providing customers with high levels of service. The Company developed these standards and measures using industry standards for collecting and reporting performance data where they exist. In some cases, Rocky Mountain Power has decided to exceed these industry standards. In other cases, largely where the industry has no established standards, Rocky Mountain Power has developed metrics, reporting and targets. These existing standards and measures can be used over time, both historically and prospectively, to measure the quality of service delivered to our customers.

1 Service Standards Program Summary

Effective April 1, 2008 through December 31, 2011

1.1 Rocky Mountain Power Customer Guarantees[1]

Customer Guarantee 1: Restoring Supply After an Outage	The Company will restore supply after an outage within 24 hours of notification with certain exceptions as described in Rule 25.
Customer Guarantee 2: Appointments	The Company will keep mutually agreed upon appointments, which will be scheduled within a two-hour time window.
Customer Guarantee 3: Switching on Power	The Company will switch on power within 24 hours of the customer or applicant's request, provided no construction is required, all government inspections are met and communicated to the Company and required payments are made. Disconnection for nonpayment, subterfuge or theft/diversion of service is excluded.
Customer Guarantee 4: Estimates For New Supply	The Company will provide an estimate for new supply to the applicant or customer within 15 working days after the initial meeting and all necessary information is provided to the Company and any required payments are made.
Customer Guarantee 5: Respond To Billing Inquiries	The Company will respond to most billing inquiries at the time of the initial contact. For those that require further investigation, the Company will investigate and respond to the Customer within 10 working days.
Customer Guarantee 6: Resolving Meter Problems	The Company will investigate and respond to reported problems with a meter or conduct a meter test and report results to the customer within 10 working days.
Customer Guarantee 7: Notification of Planned Interruptions	The Company will provide the customer with at least two days notice prior to turning off power for planned interruptions.

Note: See Rule 25 for a complete description of terms and conditions for the Customer Guarantee Program.

1.2 Rocky Mountain Power Performance Standards[1]

Network Performance Standard 1: Improve System Average Interruption Duration Index (SAIDI)	The Company will improve Controllable Distribution SAIDI by 29% by December 31, 2011.
Network Performance Standard 2: Improve System Average Interruption Frequency Index (SAIFI)	The Company will improve Controllable Distribution SAIFI by 27% by December 31, 2011.
Network Performance Standard 3: Improve Under Performing Circuits	The Company will reduce by 20% the circuit performance indicator (CPI) for a maximum of five underperforming circuits on an annual basis within five years after selection.
Network Performance Standard 4: Supply Restoration	The Company will restore power outages due to loss of supply or damage to the distribution system within three hours to 80% of customers on average.
Customer Service Performance Standard 5: Telephone Service Level	The Company will answer 80% of telephone calls within 30 seconds. The Company will monitor customer satisfaction with the Company's Customer Service Associates and quality of response received by customers through the Company's eQuality monitoring system.
Customer Service Performance Standard 6: Commission Complaint Response/Resolution	The Company will a) respond to at least 95% of non-disconnect Commission complaints within three working days; b) respond to at least 95% of disconnect Commission complaints within four working hours; and c) resolve 95% of informal Commission complaints within 30 days, except in Utah where the Company will resolve 100% of informal Commission complaints within 30 days.

Note: Performance Standards 1, 2 & 4 are for underlying performance days and exclude Major Events.

[1] In its June 11, 2009 Order in Docket 08-35-55, the Commission approved modifications to the Service Standards Program wherein network performance improvement targets are developed based upon Controllable Distribution causes, extending through December 31, 2011.

1.3 Reliability Definitions

Interruption Types

Below are the definitions for interruption events. For further details, refer to IEEE 1366-2003[2] Standard for Reliability Indices.

Sustained Outage
A sustained outage is defined as an outage of greater than 5 minutes in duration.

Momentary Outage
A momentary outage is defined as an outage equal to or less than 5 minutes in duration. Rocky Mountain Power has historically captured this data using substation breaker fault counts.

Reliability Indices

SAIDI
SAIDI (system average interruption duration index) is an industry-defined term to define the average duration summed for all sustained outages a customer experiences in a given period. It is calculated by summing all customer minutes lost for sustained outages (those exceeding 5 minutes) and dividing by all customers served within the study area. When not explicitly stated otherwise, this value can be assumed to be for a one-year period.

Daily SAIDI
In order to evaluate trends during a year and to establish Major Event Thresholds, a daily SAIDI value is often used as a measure. This concept was introduced in IEEE Standard 1366-2003. This is the day's total customer minutes out of service divided by the static customer count for the year. It is the total average outage duration customers experienced for that given day. When these daily values are accumulated through the year, it yields the year's SAIDI results.

SAIFI
SAIFI (system average interruption frequency index) is an industry-defined term that attempts to identify the frequency of all sustained outages that the average customer experiences during a given time-frame. It is calculated by summing all customer interruptions for sustained outages (those exceeding 5 minutes in duration) and dividing by all customers served within the study area.

CAIDI
CAIDI (customer average interruption duration index) is an industry-defined term that is the result of dividing the duration of the average customer's sustained outages by the frequency of outages for that average customer. While the Company did not originally specify this metric under the umbrella of the Performance Standards Program within the context of the Service Standards Commitments, it has since been determined to be valuable for reporting purposes. It is derived by dividing PS1 (SAIDI) by PS2 (SAIFI).

CEMI
CEMI is an acronym for Customers Experiencing Multiple (Sustained and Momentary) Interruptions. This index depicts repetition of outages across the period being reported and can be an indicator of recent portions of the system that have experienced reliability challenges.

[2] IEEE 1366-2003 was adopted by the IEEE on December 23, 2003. The definitions and methodology detailed therein are now industry standards. Later, in Docket No. 04-035-T13 the Utah Public Utilities Commission adopted the standard methodology for determining major event threshold.

CPI99

CPI99 is an acronym for Circuit Performance Indicator, which uses key reliability metrics of the circuit to identify underperforming circuits. It excludes Major Event and Loss of Supply or Transmission outages. The variables and equation for calculating CPI are:

CPI = Index * ((SAIDI * WF * NF) + (SAIFI * WF * NF) + (MAIFI * WF * NF) + (Lockouts * WF * NF))

Index: 10.645
SAIDI: Weighting Factor 0.30, Normalizing Factor 0.029
SAIFI: Weighting Factor 0.30, Normalizing Factor 2.439
MAIFI: Weighting Factor 0.20, Normalizing Factor 0.70
Lockouts: Weighting Factor 0.20, Normalizing Factor 2.00

Therefore, 10.645 * ((3-year SAIDI * 0.30 * 0.029) + (3-year SAIFI * 0.30 * 2.439) + (3-year MAIFI * 0.20 * 0.70) + (3-year breaker lockouts * 0.20 * 2.00)) = CPI Score

CPI05

CPI05 is an acronym for Circuit Performance Indicator, which uses key reliability metrics of the circuit to identify underperforming circuits. Unlike CPI99, it includes Major Event and Loss of Supply or Transmission outages. The calculation of CPI05 uses the same weighting and normalizing factors as CPI99.

Performance Types

Rocky Mountain Power recognizes two categories of performance: underlying performance and major events. Major events represent the atypical, with extraordinary numbers and durations for outages beyond the usual. Ordinary outages are incorporated within underlying performance. These types of events are further defined below.

Major Events

A Major Event is defined as a 24-hour period where SAIDI exceeds a statistically derived threshold value (Reliability Standard IEEE 1366-2003) based on the 2.5 beta methodology.

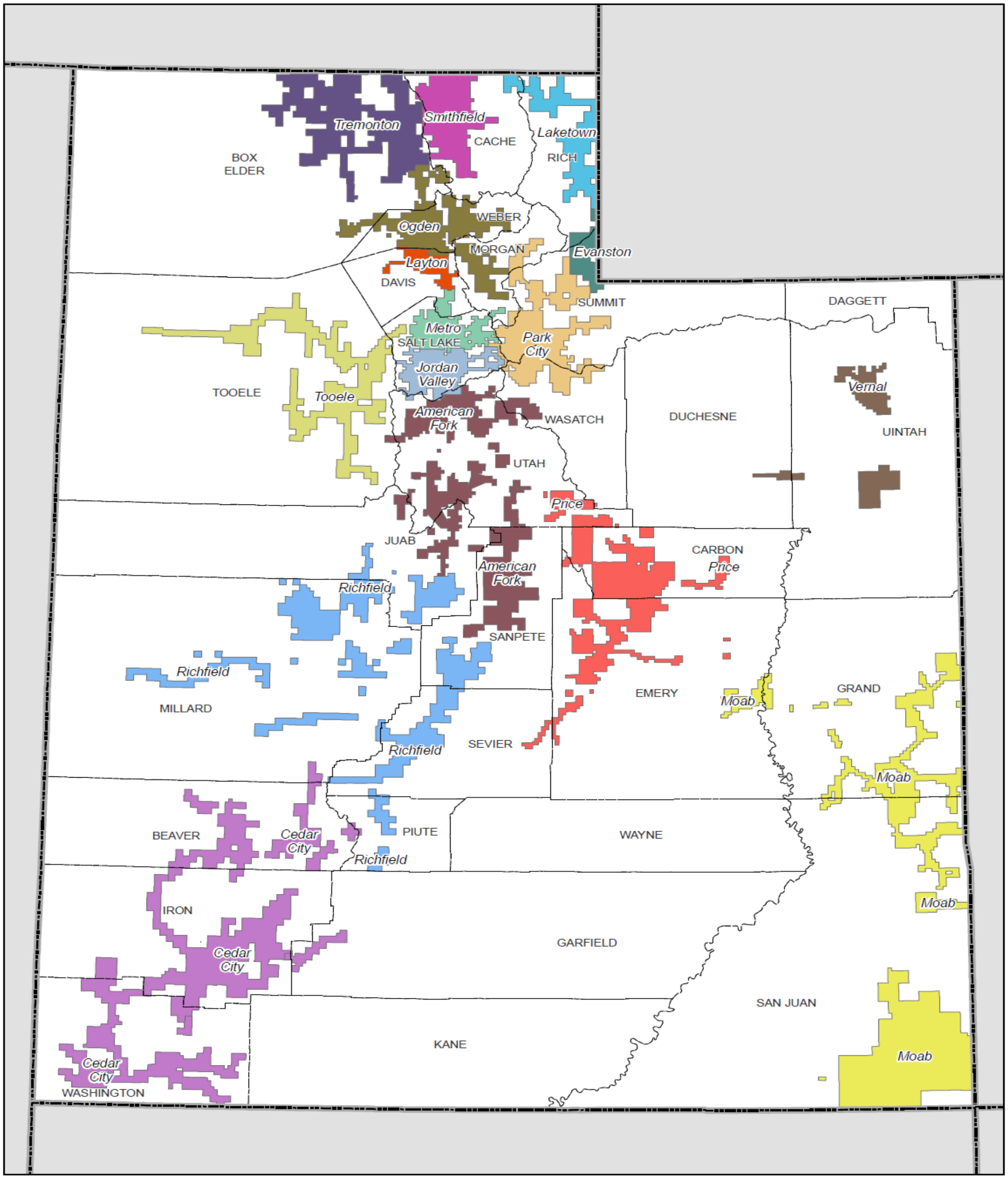
Underlying Events

Within the industry, there has been a great need to develop methodologies to evaluate year-on-year performance. This has led to the development of methods for segregating outlier days, via the approaches described above. Those days which fall below the statistically derived threshold represent “underlying” performance, and are valid (with some minor considerations for changes in reporting practices) for establishing and evaluating meaningful performance trends over time. Underlying events includes all sustained interruptions, whether of a controllable or non-controllable cause, exclusive of major events, prearranged and customer requested interruptions.

Controllable Events

In 2008, the company identified the benefit of separating its tracking of outage causes into those that can be classified as “controllable” (and thereby reduced through preventive work) from those that are “non-controllable” (and thus cannot be mitigated through engineering programs). For example, outages caused by deteriorated equipment or animal interference are classified as controllable distribution since the company can take preventive measures with a high probability to avoid future recurrences; while vehicle interference or weather events are largely out of the company’s control and generally not avoidable through engineering programs. (It should be noted that Controllable Events is a subset of Underlying Events. The *Cause Code Analysis* section of this report contains two tables for Controllable Distribution and Non-controllable Distribution, which list the company’s performance by direct cause under each classification.)

1.4 Utah Service Territory Map with Operating Areas/Districts



2 RELIABILITY PERFORMANCE

During the reporting period, the Company delivered reliability results closely in line with its commitment plan for controllable distribution outage duration and outage frequency[3] with the SAIDI results *slightly* off plan and SAIFI results right at plan. For underlying performance, results are close to internal operating plan levels.

During the period, two major events and six significant event days[4] were recorded; most were related to weather. The major events excluded 25 minutes from total performance during the period, and the significant event days account for approximately 22 minutes (25%) of the period's underlying results.

MAJOR EVENTS		
Date	Cause	SAIDI
February 16, 2011	Snow and Wind	12
April 3, 2011	Snow	13
	TOTAL	25

Major Event General Description

- On 2/16/11 – a winter storm caused numerous outages throughout the company's service territory in Utah, most significantly in the company's SLC Metro, Richfield, Jordan Valley and Ogden operating areas, due to high winds, heavy snow, and lightning. Sustained interruptions were caused by blown fuses, downed primary, broken crossarms, objects blown into lines, burned or broken jumpers, pulled apart connections, and loss of transmission. The 46 kV bus at Sigurd substation lost voltage when a switch insulator failed, de-energizing downstream substations. At the height of the event, more than 20,000 Rocky Mountain Power customers were without power. In Docket No. 11-035-91 the Commission acknowledged the filing and recognized the Division's recommendation for approval, designating the event as an Approved Major Event.
- On 4/3/11 – a storm passing through Utah's Wasatch Front caused numerous outages due to high winds, heavy rain and wet snow, most significantly in the company's Salt Lake City Metro and Jordan Valley operating areas. Sustained interruptions were caused by blown fuses, downed primary, broken crossarms, unloading snow or wind slapping conductor together, tree contacts, and loss of transmission. At the height of the event, more than 31,000 Rocky Mountain Power customers were without power. In Docket No. 11-035-75 the Commission acknowledged the filing and recognized the Division's recommendation for approval, designating the event as an Approved Major Event.

[3] For the period 8/1/2008- 7/31/2009 the Company successfully delivered its controllable distribution targets of SAIDI, 50.8 minutes (actual of 50.79 minutes) and SAIFI, 0.383 events (actual of 0.337 events).
[4] Significant event days are 1.75 times the standard deviation of the company's natural log daily SAIDI results (by state).

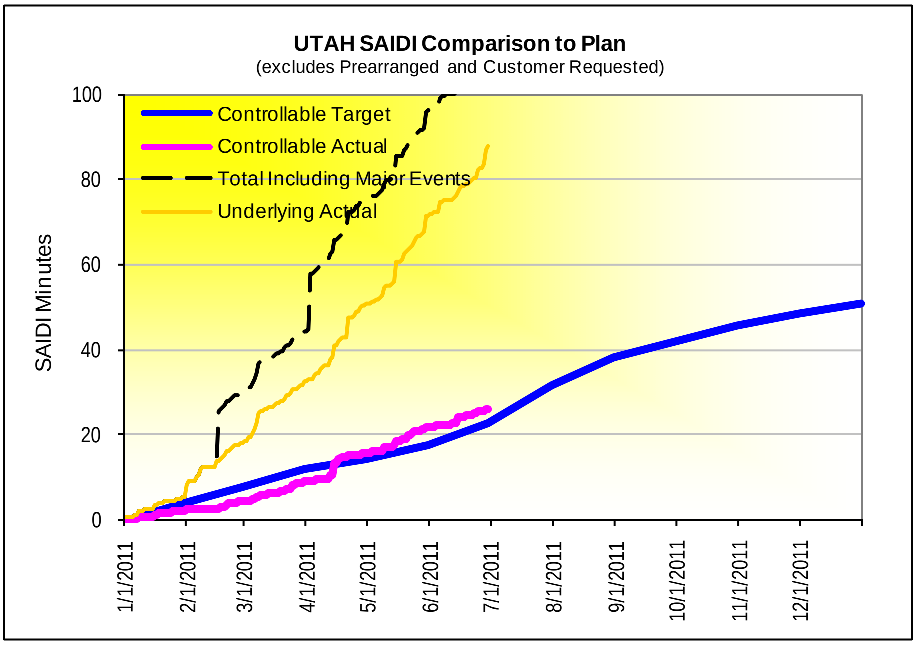
SIGNIFICANT EVENTS						
Date	Underlying SAIDI	Percent of Semiannual Underlying SAIDI (88)	CD SAIDI	Percent of Semiannual CD SAIDI (26)	CD Percent of Day	Primary Cause
February 1, 2011	2.71	3.08%	0.07	0.26%	2.50%	Loss of Transmission
April 15, 2011	2.83	3.21%	2.80	10.77%	99.14%	Equipment
April 21, 2011	4.65	5.28%	0.14	0.55%	3.10%	Windstorm
May 15, 2011	4.74	5.39%	1.03	3.98%	21.83%	Windstorm
May 30, 2011	3.84	4.36%	0.46	1.76%	11.91%	Loss of Substation
June 29, 2011	3.26	3.70%	0.26	1.02%	8.11%	Thunderstorms
TOTAL	22.03	25.03%	4.77	18.35%	21.70%	

Significant Event General Descriptions

- On 2/1/11 – wind and loss of 34.5 kV line Brian Head substation in Cedar City
- On 4/15/11 – switch burned up at Granger substation in SLC Metro
- On 4/21/11 – windstorm outages in Wasatch area with some loss of transmission lines due to slapping conductor
- On 5/15/11 – windstorm outages in Wasatch area with loss of substations at Pioneer and East Millcreek due to downed trees
- On 5/30/11 – loss of substation due to conductor down inside Sigurd substation and double circuit 46kV pole fire
- On 6/29/11 – widespread thunderstorms caused outages due to high winds, lightning, trees and pole fires

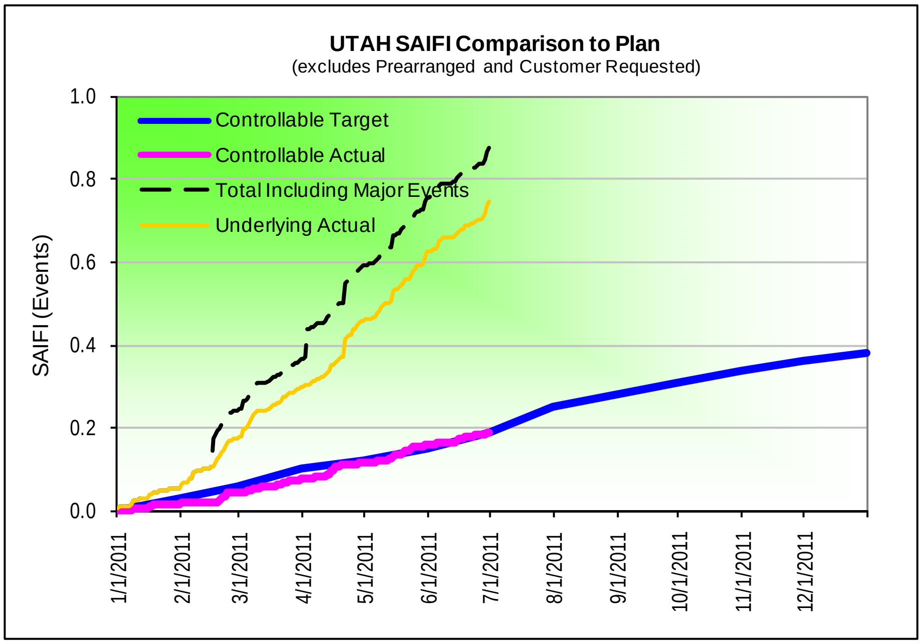
2.1 System Average Interruption Duration Index (SAIDI)

UTAH	January 1 through June 30, 2011	
	SAIDI Actual	SAIDI Plan
Total	113	-
Underlying	88	-
Controllable Distribution	26	23



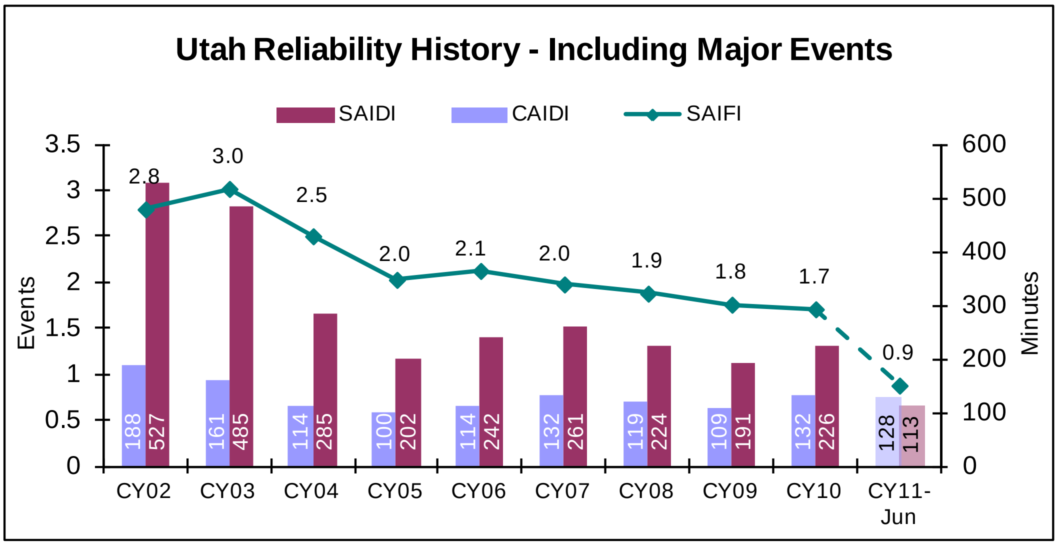
2.2 System Average Interruption Frequency Index (SAIFI)

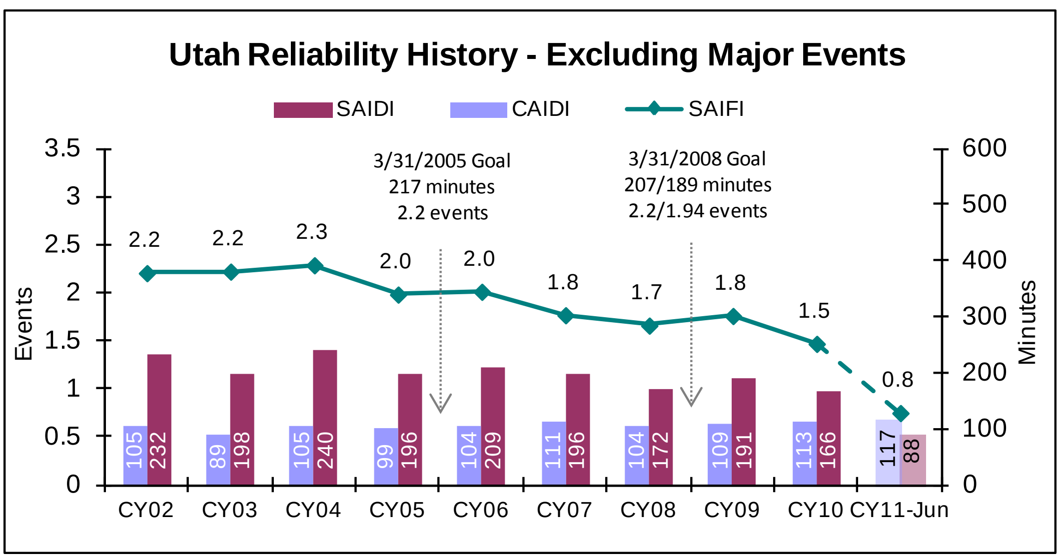
UTAH	January 1 through June 30, 2011	
	SAIFI Actual	SAIFI Plan
Total	0.88	-
Underlying	0.75	-
Controllable Distribution	0.19	0.19



2.3 Reliability History

Historically the company has significantly improved reliability as measured by all key reliability indices. These are shown below, and demonstrate the efficacy of the long-term improvement strategies undertaken since early in the decade. It is particularly noteworthy that reliability has been improved for both underlying and major event performance within the state.





2.4 Cause Analysis

Certain types of outages typically result in a large amount of customer minutes lost, but are infrequent, such as Loss of Supply outages. Others tend to be more frequent, but result in few customer minutes lost.

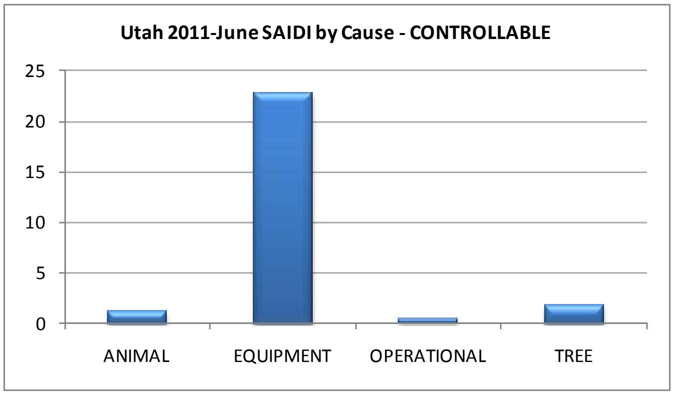
The cause analysis tables below detail SAIDI[5] and SAIFI by direct cause, with separate tables for the company's Controllable metrics and its Underlying metrics. (Both tables exclude major events.) Following the detail tables are pie charts showing the percentages attributed to each cause category with respect to three measures: total incidents, total customer minutes lost and total sustained customer interruptions, again with separate pie charts for Controllable and Underlying.

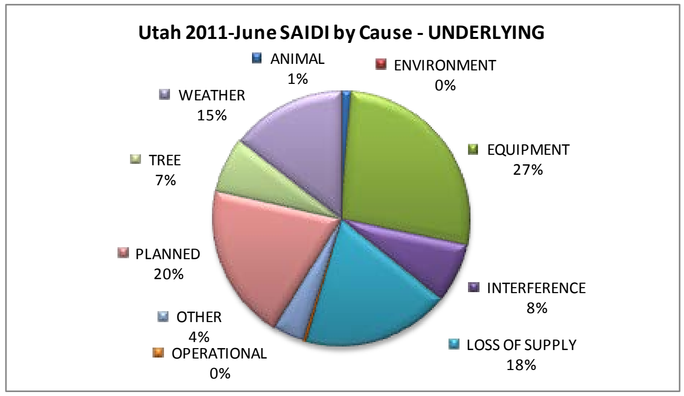
Note that the Underlying cause analysis table includes prearranged outages (*Customer Requested and Customer Notice Given* line items) with subtotals for their inclusion, while the grand totals in the table exclude these prearranged outages so that grand totals align with reported SAIDI and SAIFI metrics for the period. However, for ease of charting, the pie charts reflect the rollup-level cause category rather than the detail-level direct cause within each category. Therefore, the pie charts for Underlying include prearranged causes (listed within the *Planned* category). Following the pie charts, a table of definitions provides descriptive examples for each direct cause category.

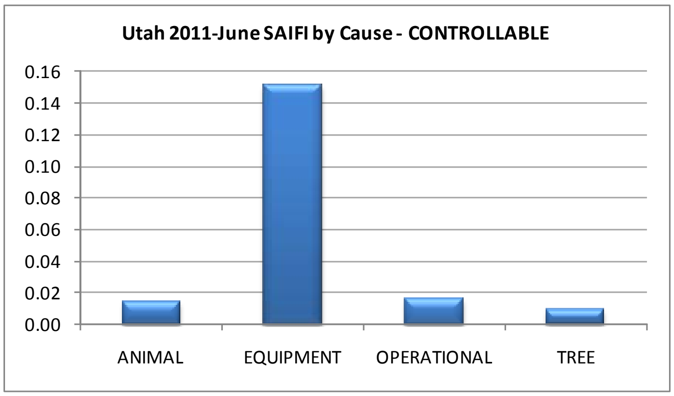
January 1 - June 30, 2011 Utah Cause Analysis - CONTROLLABLE					
Direct Cause	**Customers Hours Lost**	**Customers in Incident Sustained**	**Number of Sustained Incidents**	**SAIDI**	**SAIFI**
Animals	7,379.82	5,513	178	0.53	0.007
Bird Mortality (Non-protected species)	5,497.67	4,378	59	0.40	0.005
Bird Mortality (Protected species) (BMTS)	3,615.27	1,436	32	0.26	0.002
Bird Nest (BMTS)	29.17	17	10	0.00	0.000
Bird Suspected, No Mortality	451.25	271	34	0.03	0.000
ANIMAL	**16,973.17**	**11,615**	**313**	**1.23**	**0.014**
B/O Equipment	104,484.97	37,180	460	7.55	0.045
Deterioration or Rotting	210,075.45	87,748	2823	15.18	0.106
Overload	741.67	428	25	0.05	0.001
Structures, insulators, conductor	5.23	1	24	0.00	0.000
Relays, breakers, switches	0.00	0	3	0.00	0.000
EQUIPMENT	**315,307.32**	**125,357**	**3,335**	**22.78**	**0.151**
Faulty Install	121.40	89	19	0.01	0.000
Improper Protective Coordination	324.37	168	11	0.02	0.000
Incorrect Records	482.75	640	20	0.03	0.001
Internal Contractor	2,136.08	3,856	4	0.15	0.005
Internal Tree Contractor	425.30	99	3	0.03	0.000
PacifiCorp Employee - Field	359.52	649	11	0.03	0.001
PacifiCorp Employee - Sub	2,280.93	7,575	9	0.16	0.009
Switching Error	103.08	570	1	0.01	0.001
OPERATIONAL	**6,233.43**	**13,646**	**78**	**0.45**	**0.016**
Tree - Trimmable	24,142.28	7,457	184	1.74	0.009
TREE	**24,142.28**	**7,457**	**184**	**1.74**	**0.009**
UTAH - CONTROLLABLE	**362,656.20**	**158,075**	**3,910**	**26.20**	**0.190**

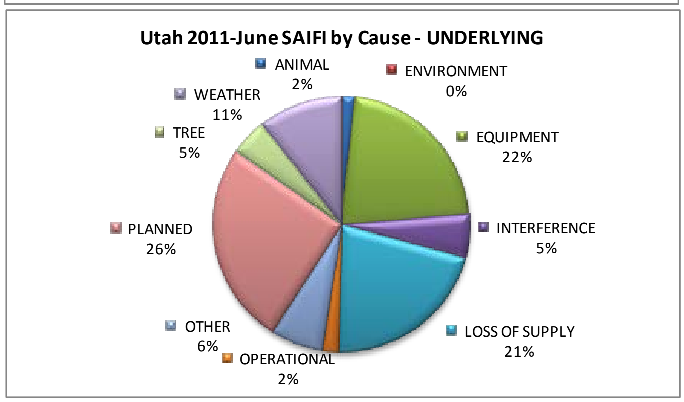
[5] To convert SAIDI (Outage Duration) and SAIFI (Outage Frequency) to Customer Minutes Lost and Sustained Customer Interruptions, respectively, multiply the SAIDI or SAIFI value by 830,483 (2011 Utah frozen customer count).

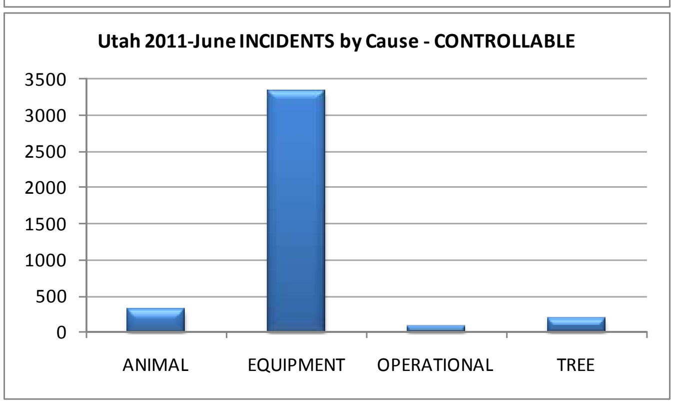
January 1 - June 30, 2011 Utah Cause Analysis - UNDERLYING					
Direct Cause	**Customers Hours Lost**	**Customers in Incident Sustained**	**Number of Sustained Incidents**	**SAIDI**	**SAIFI**
Animals	7,379.82	5,513	178	0.53	0.007
Bird Mortality (Non-protected species)	5,497.67	4,378	59	0.40	0.005
Bird Mortality (Protected species) (BMTS)	3,615.27	1,436	32	0.26	0.002
Bird Nest (BMTS)	29.17	17	10	0.00	0.000
Bird Suspected, No Mortality	451.25	271	34	0.03	0.000
ANIMAL	**16,973.17**	**11,615**	**313**	**1.23**	**0.014**
Condensation / Moisture	5.93	2	1	0.00	0.000
Contamination	110.40	56	4	0.01	0.000
Fire/Smoke (not due to faults)	19.43	15	6	0.00	0.000
Flooding	115.15	52	4	0.01	0.000
ENVIRONMENT	**250.92**	**125**	**15**	**0.02**	**0.000**
B/O Equipment	104,484.97	37,180	460	7.55	0.045
Deterioration or Rotting	210,075.45	87,748	2823	15.18	0.106
Nearby Fault	949.72	466	8	0.07	0.001
Overload	741.67	428	25	0.05	0.001
Pole Fire	47,738.42	19,265	122	3.45	0.023
Structures, insulators, conductor	5.23	1	24	0.00	0.000
EQUIPMENT	**363,995.45**	**145,088**	**3,462**	**26.30**	**0.175**
Dig-in (Non-PacifiCorp Personnel)	15,198.07	5,792	112	1.10	0.007
Other Interfering Object	2,962.25	1,821	39	0.21	0.002
Other Utility/Contractor	1,090.83	708	46	0.08	0.001
Vandalism or Theft	5,348.77	975	19	0.39	0.001
Vehicle Accident	77,161.08	27,581	173	5.57	0.033
INTERFERENCE	**101,761.00**	**36,877**	**389**	**7.35**	**0.044**
Loss of Feed from Supplier	202.30	67	1	0.01	0.000
Loss of Substation	34,636.42	21,039	28	2.50	0.025
Loss of Transmission Line	214,540.95	118,550	263	15.50	0.143
System Protection	0.15	1	1	0.00	0.000
LOSS OF SUPPLY	**249,379.82**	**139,657**	**293**	**18.02**	**0.168**
Faulty Install	121.40	89	19	0.01	0.000
Improper Protective Coordination	324.37	168	11	0.02	0.000
Incorrect Records	482.75	640	20	0.03	0.001
Internal Contractor	2,136.08	3,856	4	0.15	0.005
Internal Tree Contractor	425.30	99	3	0.03	0.000
PacifiCorp Employee - Field	359.52	649	11	0.03	0.001
PacifiCorp Employee - Sub	2,280.93	7,575	9	0.16	0.009
Switching Error	103.08	570	1	0.01	0.001
Unsafe Situation	2.32	1	1	0.00	0.000
OPERATIONAL	**6,235.75**	**13,647**	**79**	**0.45**	**0.016**
Other, Known Cause	3,958.48	2,889	51	0.29	0.003
Unknown	50,308.60	40,892	596	3.63	0.049
OTHER	**54,267.08**	**43,781**	**647**	**3.92**	**0.053**
Construction	2,071.80	3,025	136	0.15	0.004
Customer Notice Given	129,353.70	41,840	1552	9.35	0.050
Customer Requested	514.10	327	133	0.04	0.000
Emergency Damage Repair	123,291.95	115,670	846	8.91	0.139
Intentional to Clear Trouble	2,284.12	985	25	0.17	0.001
Transmission Requested	7,333.78	7,823	22	0.53	0.009
PLANNED	**264,849.45**	**169,670**	**2,714**	**19.13**	**0.204**
Tree - Non-preventable	69,782.15	23,240	317	5.04	0.028
Tree - Trimmable	24,142.28	7,457	184	1.74	0.009
TREE	**93,924.43**	**30,697**	**501**	**6.79**	**0.037**
Freezing Fog & Frost	64.27	34	4	0.00	0.000
Ice	63.30	27	12	0.00	0.000
Lightning	28,440.38	10,549	150	2.05	0.013
Snow, Sleet and Blizzard	66,429.10	23,498	585	4.80	0.028
Wind	101,143.43	36,542	439	7.31	0.044
WEATHER	**196,140.48**	**70,650**	**1,190**	**14.17**	**0.085**
UTAH including Prearranged	**1,347,777.55**	**661,807**	**9,603**	**97.37**	**0.797**
UTAH - UNDERLYING	**1,217,909.75**	**619,640**	**7,918**	**87.99**	**0.746**

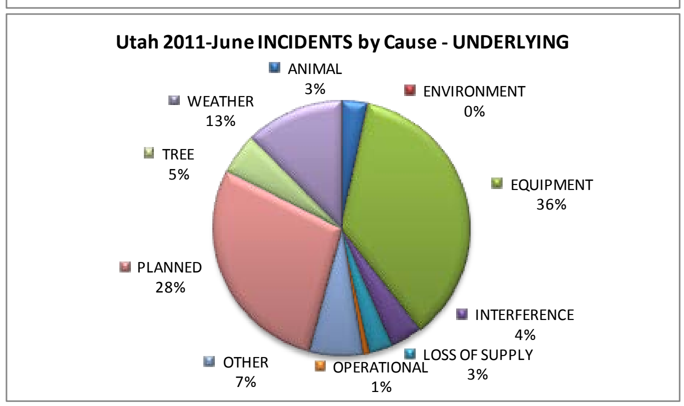

Utah 2011-June SAIDI by Cause - CONTROLLABLE
25
20
15
10
5
0
ANIMAL
EQUIPMENT
OPERATIONAL
TREE


Utah 2011-June SAIDI by Cause - UNDERLYING
ANIMAL 1%
ENVIRONMENT 0%
WEATHER 15%
EQUIPMENT 27%
TREE 7%
PLANNED 20%
INTERFERENCE 8%
OTHER 4%
OPERATIONAL 0%
LOSS OF SUPPLY 18%


Utah 2011-June SAIFI by Cause - CONTROLLABLE
0.16
0.14
0.12
0.10
0.08
0.06
0.04
0.02
0.00
ANIMAL
EQUIPMENT
OPERATIONAL
TREE


Utah 2011-June SAIFI by Cause - UNDERLYING
ANIMAL 2%
ENVIRONMENT 0%
WEATHER 11%
TREE 5%
EQUIPMENT 22%
PLANNED 26%
INTERFERENCE 5%
OTHER 6%
OPERATIONAL 2%
LOSS OF SUPPLY 21%


Utah 2011-June INCIDENTS by Cause - CONTROLLABLE
3500
3000
2500
2000
1500
1000
500
0
ANIMAL
EQUIPMENT
OPERATIONAL
TREE


Utah 2011-June INCIDENTS by Cause - UNDERLYING
ANIMAL 3%
ENVIRONMENT 0%
WEATHER 13%
TREE 5%
EQUIPMENT 36%
PLANNED 28%
INTERFERENCE 4%
LOSS OF SUPPLY 3%
OTHER 7%
OPERATIONAL 1%

CATEGORY	DESCRIPTION AND EXAMPLES
Environment	Contamination or Airborne Deposit (i.e., salt, trona ash, other chemical dust, sawdust, etc.); corrosive environment; flooding due to rivers, broken water main, etc.; fire/smoke related to forest, brush or building fires (not including fires due to faults or lightning).
Weather	Wind (excluding windborne material); snow, sleet or blizzard; ice; freezing fog; frost; lightning.
Equipment Failure	Structural deterioration due to age (incl. pole rot); electrical load above limits; failure for no apparent reason; conditions resulting in a pole/cross arm fire due to reduced insulation qualities; equipment affected by fault on nearby equipment (i.e. broken conductor hits another line). B/O refers to bad order equipment.
Interference	Willful damage, interference or theft; such as gun shots, rock throwing, etc; customer, contractor or other utility dig-in; contact by outside utility, contractor or other third-party individual; vehicle accident, including car, truck, tractor, aircraft, manned balloon; other interfering object such as straw, shoes, string, balloon.
Animals and Birds	Any problem nest that requires removal, relocation, trimming, etc; any birds, squirrels or other animals, whether or not remains found.
Operational	Accidental Contact by Rocky Mountain Power or Rocky Mountain Power's Contractors (including live-line work); switching error; testing or commissioning error; relay setting error, including wrong fuse size, equipment by-passed; incorrect circuit records or identification; faulty installation or construction; operational or safety restriction.
Loss of Supply	Failure of supply from Generator or Transmission system; failure of distribution substation equipment.
Planned	Transmission requested, affects distribution sub and distribution circuits; Company outage taken to make repairs after storm damage, car hit pole, etc.; construction work, regardless if notice is given; rolling blackouts.
Trees	Growing or falling trees
Other	Cause Unknown; use comments field if there are some possible reasons.
Trans Line Failure	(Transmission Line Failure) Failure of transmission line
Trans Term Equip	(Transmission Termination Equipment) Failure of equipment at either end of a transmission line, such as at the transmission or distribution substation

2.5 Reduce CPI for Worst Performing Circuits by 20%

On a routine basis, the Company reviews circuits for performance. One of the measures that it uses is called circuit performance indicator (CPI), which is a blended weighting of key reliability metrics covering a three-year period. The higher the number, the poorer the blended performance the circuit is delivering. As part of the Company's Performance Standards Program, it annually selects a set of Worst Performing Circuits for improvements, which are to be completed within two years of selection. Within five years of selection, the average performance of the five-selection set must improve by at least 20% (as measured by comparing current performance against baseline performance).

WORST PERFORMING CIRCUITS	STATUS	BASELINE	Performance 6/30/2011
Program Year 12: (CY2011)			
Lincoln 15	Studies Pending	192	
Huntington City 12	Studies Pending	371	
Magna 15	Studies Pending	233	
Gunnison 12	Studies Pending	246	
Capitol 11	Studies Pending	143	
TARGET SCORE = **190**		**237**	
Program Year 11: (CY2010)			
Decker Lake 12	Projects in Process	112	205
North Bench 13	Projects in Process	105	306
Newgate 14	Projects in Process	178	97
Newton 12	Projects in Process	194	177
St Johns 11	Projects in Process	755	679
TARGET SCORE = **215**		**269**	**293**

Note: Goals were met for Program Years 1 through 10 and filed in prior reporting periods.

2.6 Supply Restoration

The table below shows the percent of customers restored within three hours for each month in the reporting period, cumulative year to date and cumulative program to date (measured across 3 years). The cumulative 3-year program goal is 80%; the company's internal stretch goal is 85% annually.

UTAH RESTORATIONS WITHIN 3 HOURS					
Cumulative 3-Year Program-to-date					84%
Cumulative January 1 – June 30, 2011					82%
January	February	March	April	May	June
85%	87%	83%	82%	83%	72%
July	August	September	October	November	December

2.7 Telephone Service and Response to Commission Complaints

COMMITMENT	GOAL	PERFORMANCE
PS5-Answer calls within 30 seconds	80%	80%
PS6a) Respond to commission complaints within 3 days	95%	100%
PS6b) Respond to commission complaints regarding service disconnects within 4 hours	95%	100%
PS6c) Address commission[6] complaints within 30 days	100%	100%

[6] Rocky Mountain Power follows the definitions for informal and formal complaints as set forth in the Utah Code, Title 54, Public Utilities Statutes and Public Service Commission Rules, R746-200-8 Informal review (A) and Commission review (D).

2.8 Utah State Customer Guarantee Summary Status

customer*guarantees*

January to June 2011

Utah

		2011				2010			
	Description	Events	Failures	%Success	Paid	Events	Failures	%Success	Paid
CG1	Restoring Supply	609,167	1	99.9%	$50	593,210	0	100%	$0
CG2	Appointments	3,272	4	99.9%	$200	3,410	3	99.9%	$150
CG3	Switching on Power	4,930	2	99.9%	$100	5,196	7	99.9%	$350
CG4	Estimates	758	2	99.7%	$100	769	1	99.9%	$50
CG5	Respond to Billing Inquiries	1,017	0	100%	$0	1,412	2	99.9%	$100
CG6	Respond to Meter Problems	360	0	100%	$0	383	0	100%	$0
CG7	Notification of Planned Interruptions	41,840	33	99.9%	$1,650	38,488	27	99.9%	$1,350
		661,344	**42**	**99.9%**	**$2,100**	**642,868**	**40**	**99.9%**	**$2,000**

Overall Customer Guarantee performance remains above 99%, demonstrating Rocky Mountain Power's continued commitment to customer satisfaction.

One reconnect for credit was not reconnected within twenty-four hours and is not included in the above numbers. (Credit customers are exempt from Customer Guarantee 3; however, the company attempts to connect these customers within twenty-four hours.)

Major Events are excluded from the Customer Guarantees program. The program also defines certain exemptions, which are primarily for safety, access to outage site and emergencies.

3 MAINTENANCE COMPLIANCE TO ANNUAL PLAN

3.1 T&D Preventive and Corrective Maintenance Programs

Preventive Maintenance

The primary focus of the preventive maintenance plan is to inspect facilities, identify abnormal conditions[7], and perform appropriate preventive actions upon those facilities.

Transmission and Distribution lines have a combination of preventive maintenance programs.

- Visual assurance inspections are designed to identify damage or defects that may endanger public safety or adversely affect the integrity of the electric system. (2 year cycle distribution and sub-transmission, 1 year cycle main grid)
- Detailed inspections are careful visual inspections of each structure and the spans between each structure.[8]
- Pole test and treat includes intrusive tests performed on wood poles to determine the strength of the pole, with subsequent application of chemicals or other measures to maximize the lifespan of the pole. (20 year cycle)

Substations and Major Equipment

- Rocky Mountain Power inspects all substations to ascertain all components within the substation are operating as expected. These components can include breaker counters or target levels, which are critical information in monitoring the equipment. Abnormal conditions that are identified are prioritized for repair (corrective maintenance). (Monthly cycle)
- Rocky Mountain Power also performs minor maintenance or overhauls on major substation equipment based on elapsed time or number of equipment operations, also to maximize the lifespan of this major equipment. (Based upon type of equipment)

Corrective Maintenance

The primary focus of the corrective maintenance plan is to correct the abnormal conditions found during the preventive maintenance process.

Transmission and Distribution Lines

- Correctable conditions are identified through the preventive maintenance process.
- Outstanding conditions are recorded in a database and remain until corrected.

Substations and Major Equipment

- Correctable conditions are identified through the preventive maintenance process, often associated with actions performed on major equipment.
- Corrections consist of repairing equipment or responding to a failed condition.

---

[7] The primary focus of the preventive maintenance plan is to inspect facilities, identify abnormal conditions, and perform appropriate preventive actions upon those facilities. Condition priorities are as follows:

Priority A: Conditions that pose an immediate hazard to the public or employees, or that risk immediate loss of supply or damage to the electrical system.

Priority B: Conditions that are nonconforming, but that in the opinion of the inspector do not pose an immediate hazard.

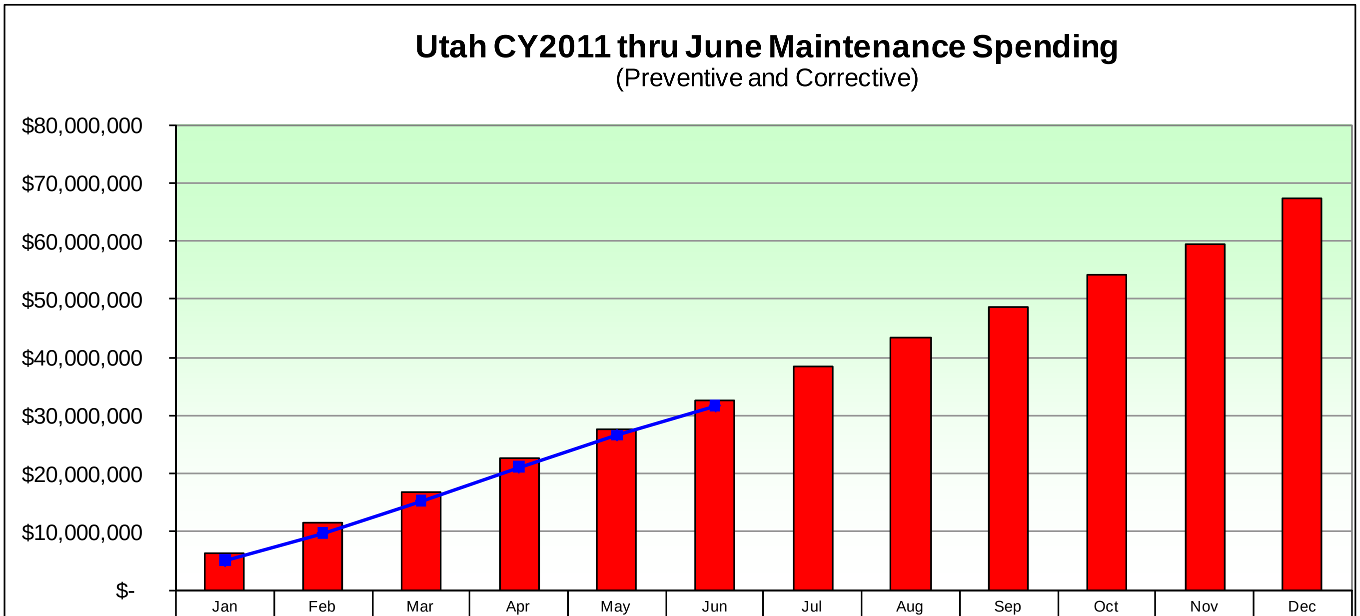
Priority C: Conditions that are nonconforming, but that in the opinion of the inspector do not need to be corrected until the next scheduled work is performed on that facility point.

Priority D: Conditions that conform to the NESC and are not reportable to the associated State Commission. These conditions do not have a regulatory timeline for correction.

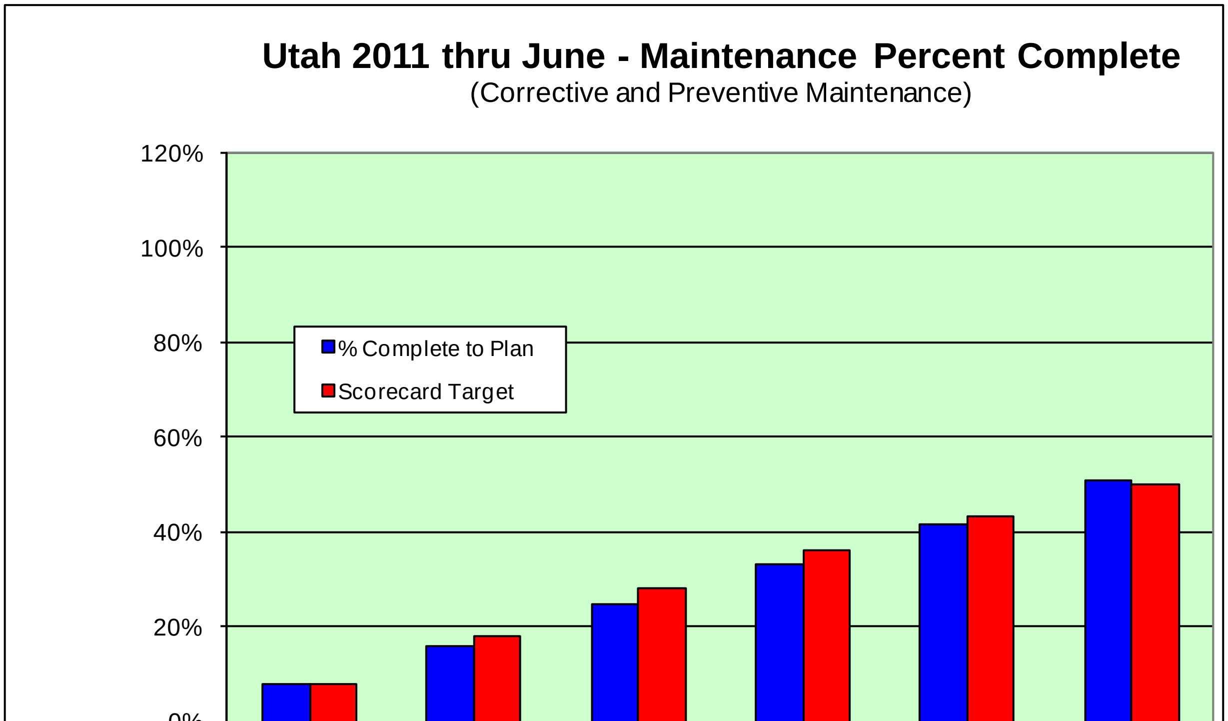
Priority G: Conditions that conform to the NESC, GO95, or GO128 requirement that was in place when construction took place but do not conform to more recent code adoptions. These conditions are “grandfathered” and are considered conforming.

[8] Effective 1/1/2007, Rocky Mountain Power modified its reliability & preventive planning methods to utilize repeated reliability events to prioritize localized preventive maintenance activities, using its Reliability Work Planning methodology. At this time, repeated outage events experienced by customers will result in localized inspection and correction activities, rather than being programmatically performed at either the entire circuit or map section level.

3.2 Maintenance Spending

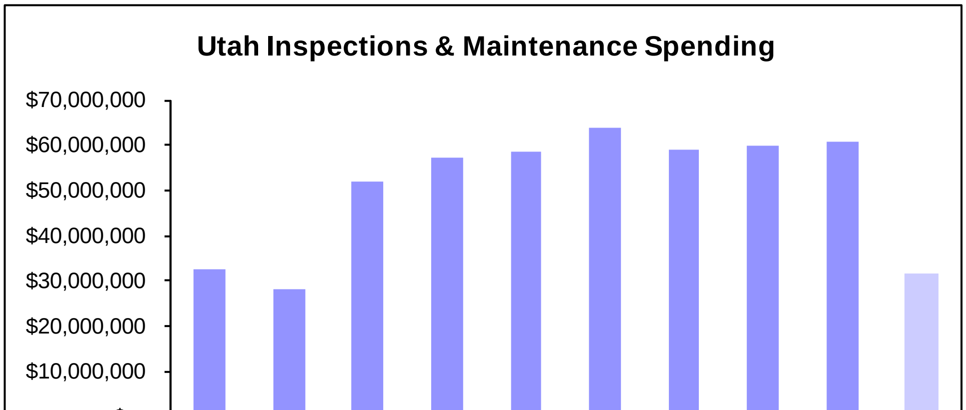


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Plan	$6,234,253	$11,499,53	$16,841,76	$22,695,01	$27,679,78	$32,534,22	$38,463,05	$43,320,69	$48,645,45	$54,223,99	$59,536,59	$67,419,85
Actual	$5,031,488	$9,737,017	$15,307,97	$21,104,79	$26,583,70	$31,634,21						



	Jan	Feb	Mar	Apr	May	Jun
% Complete to Plan	7.9%	16.0%	24.6%	33.2%	41.7%	50.9%
Scorecard Target	8.0%	18.0%	28.0%	36.0%	43.0%	50.0%

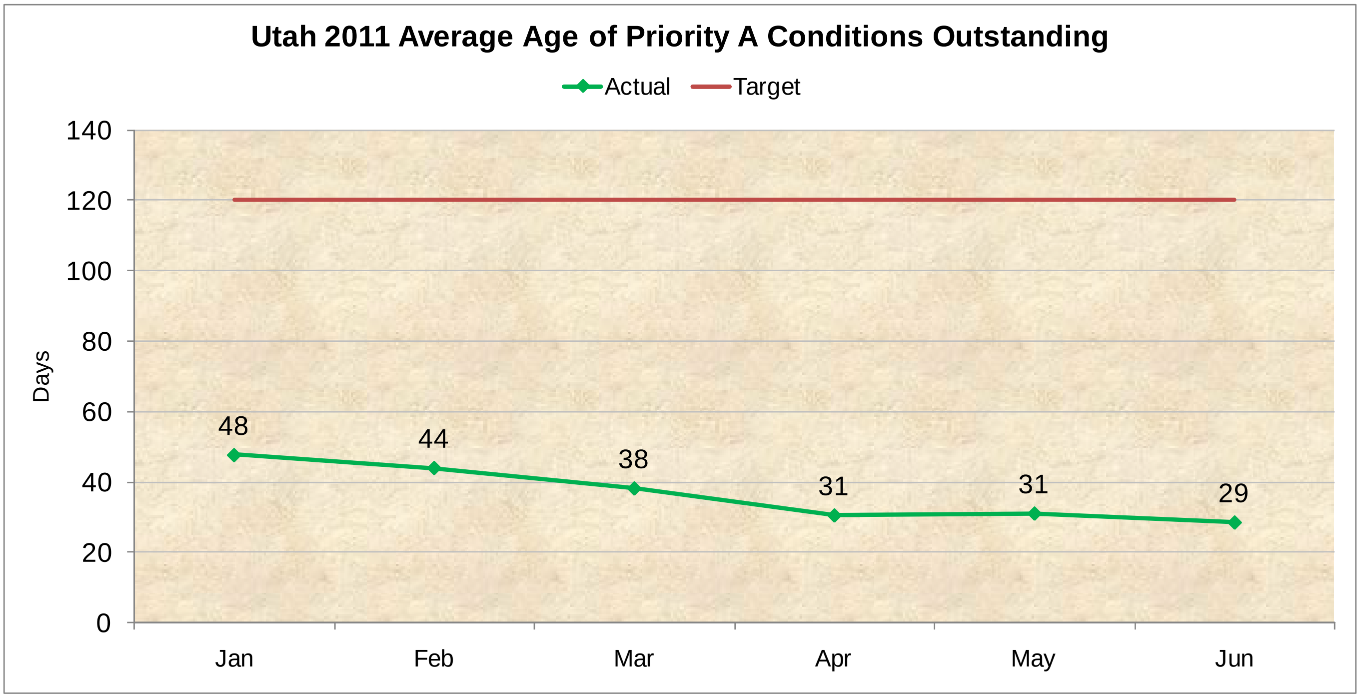
3.2.1 Maintenance Historical Spending



	CY2002	CY2003	CY2004	CY2005	CY2006	CY2007	CY2008	CY2009	CY2010	CY2011-Jun
$ Spend	32,560,16	28,022,05	51,831,02	57,327,64	58,758,21	63,886,57	58,875,93	59,955,42	60,648,27	31,634,21

3.3 T&D Priority "A" Conditions Correction History & Compliance

The company reports its compliance for the average age of "A" priority corrections. As can be seen in the chart below, compliance to the target has been consistently delivered.

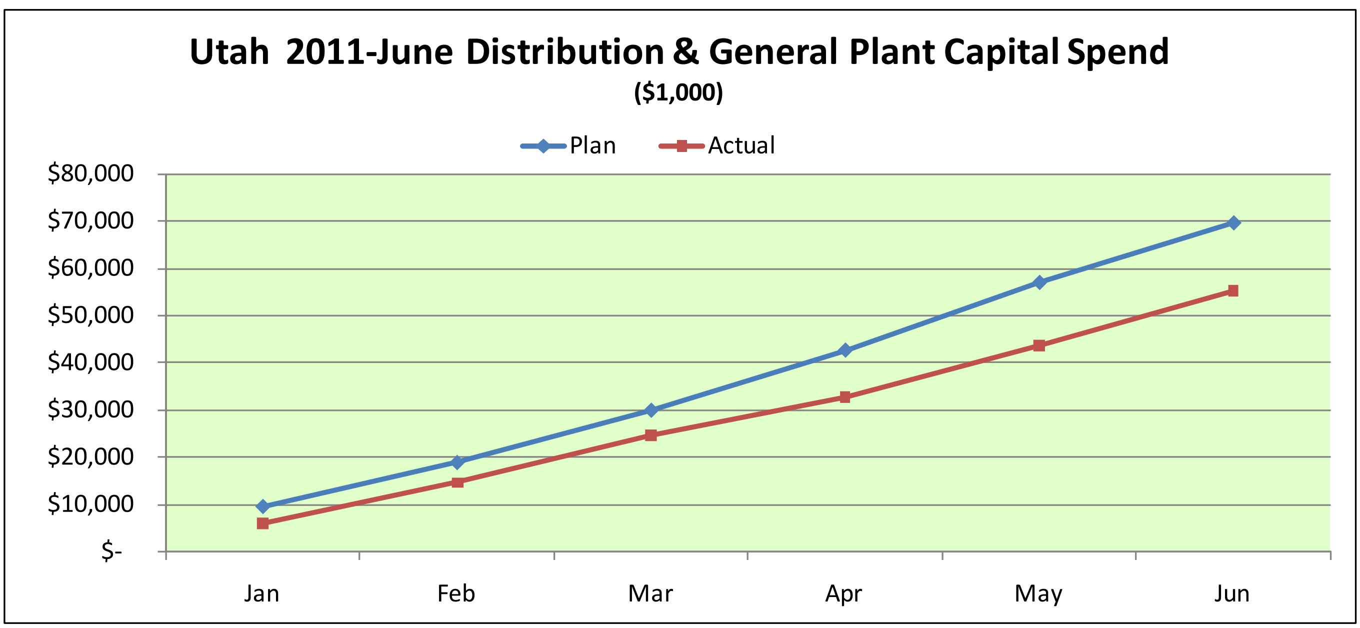


4 CAPITAL INVESTMENT

4.1 Capital Spending - Distribution and General Plant

Second Quarter ending June 30, 2011

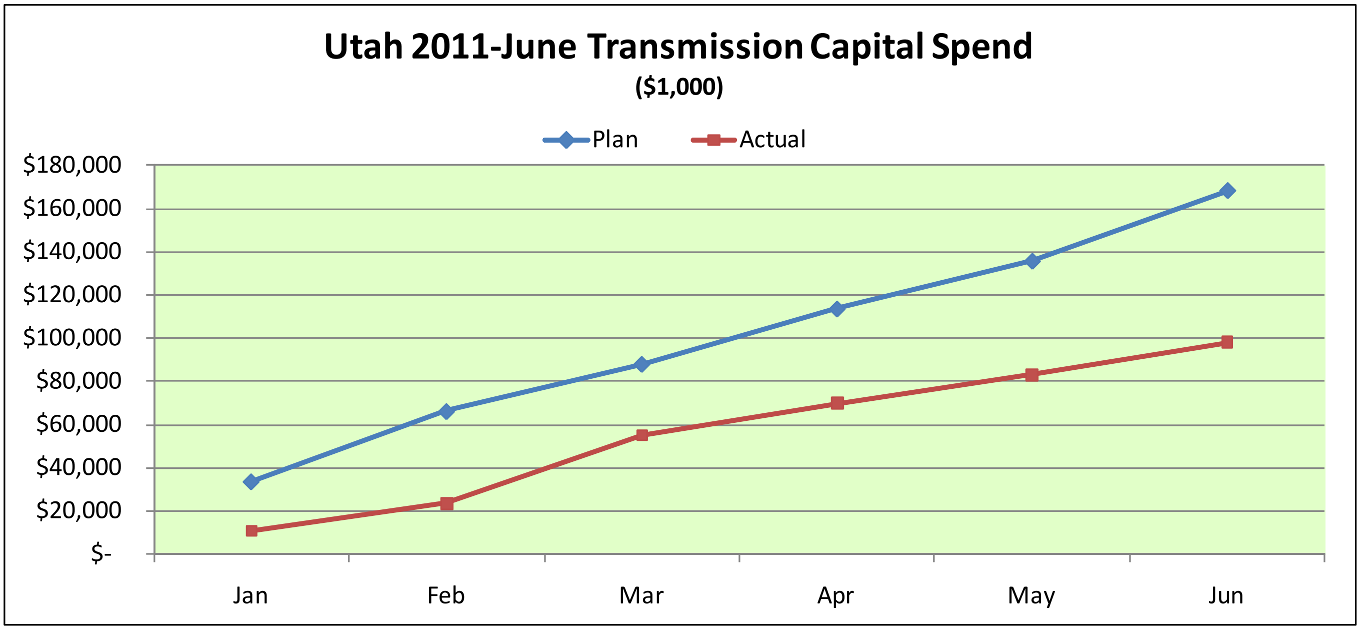
Investment	Actuals ($M)	Plan ($M)	Variance Explanation
1. Mandated	13.9	12.0	Highway Relocations $3.8m over plan, Environmental/Avian Protection $2m over plan; partially offset by National & Regional Regulatory Mandates $4m under plan.
2. New Connects	16.3	20.4	Residential $2.6m under plan and Commercial $2.2m under plan.
3. System Reinforcement	12.4	24.1	Feeder $0.9m over plan, subtransmission $1m over plan; offset by substation $14m under plan.
4. Replacements	11.7	12.7	Communications $106k under plan, Poles, Lines & Cable $36k under plan, Other $806k under plan; partially offset by Storm $209k over plan.
5. Upgrade & Modernize	1.0	0.5	Feeder Improvements $342k over plan and automated meter reading $176m over plan.
Total	**55.2**	**69.7**	



4.2 Capital Spending - Transmission

Second Quarter ending June 30, 2011

Investment	Actuals ($M)	Plan ($M)	Variance Explanation
1. Mandated	6.8	4.3	Mandated Highway Relocations $495k over plan, NERC Facility Rating Projects and Mandated Non-conforming Code Issues $2.5m over plan, Environmental/Avian Protection $333k over plan; partially offset by Public Accomodations and Other $491k under plan and National & Regional Regulatory Mandates $474k under plan.
2. New Connects	(0.5)	0.1	Industrial $574k under plan.
3. System Reinforcement	16.2	18.2	Feeder $487k under plan, subtransmission $7.8m under plan; partially offset by substation $6.3m over plan.
4. Main Grid Reinforcements / Interconnections	24.7	42.6	Main Grid $14.1m under plan, Generation and Municipal Interconnections $3.9m under plan.
5. Gateway Transmission	46.5	99.1	Mona Oquirrh Line $28.1m under plan, Oquirrh Terminal 345 kV Line $11.7m under plan, Sigurd Red Butte Crystal 345 kV Line $4.8m under plan and Clover Sub Install 345-138 kV Sub & Lines $8m under plan.
6. Replacements	4.2	3.9	Substation $1m under plan; offset by Storms $1.1m over plan and Other $179k over plan.
7. Upgrade & Modernize	0.2	0.2	
Total	**98.0**	**168.5**	



4.3 New Connects

	2010	2011								
	Jan - Dec 2010	Jan	Feb	Mar	Q1 Total	Apr	May	Jun	Q2 Total	YEAR TO DATE
Residential										
UT South	579	35	38	37	110	45	41	61	147	257
UT North/Metro	2,862	273	101	174	548	151	142	223	516	1,064
UT Central	4,350	335	226	310	871	281	356	454	1,091	1,962
Total Residential	**7,791**	**643**	**365**	**521**	**1,529**	**477**	**539**	**738**	**1,754**	**3,283**
Commercial										
UT South	227	15	11	10	36	23	19	16	58	94
UT North/Metro	809	40	46	50	136	45	47	62	154	290
UT Central	1,027	70	56	63	189	63	69	94	226	415
Total Commercial	**2,063**	**125**	**113**	**123**	**361**	**131**	**135**	**172**	**438**	**799**
Industrial										
UT South	6	-	-	-	-	-	1	-	1	1
UT North/Metro	2	-	-	-	-	-	-	-	-	-
UT Central	2	-	-	-	-	-	-	2	2	2
Total Industrial	**10**	**-**	**-**	**-**	**-**	**-**	**1**	**2**	**3**	**3**
Irrigation										
UT South	39	1	3	2	6	11	2	4	17	23
UT North/Metro	5	-	-	-	-	-	-	3	3	3
UT Central	19	-	-	1	1	-	2	6	8	9
Total Irrigation	**63**	**1**	**3**	**3**	**7**	**11**	**4**	**13**	**28**	**35**
TOTAL New Connects										
UT South	851	51	52	49	152	79	63	81	223	375
UT North/Metro	3,678	313	147	224	684	196	189	288	673	1,357
UT Central	5,398	405	282	374	1,061	344	427	556	1,327	2,388
TOTAL New Connects	**9,927**	**769**	**481**	**647**	**1,897**	**619**	**679**	**925**	**2,223**	**4,120**

Utah South region includes Moab, Price, Cedar City and Richfield
Utah North/Metro region includes SLC Metro, Ogden and Layton
Utah Central region includes American Fork, Vernal, Tooele, Jordan Valley and Park City
Region areas are subject to change for operational purposes and may differ from historical reporting
New Connects report reflects the volume of all new connections in the system in the reporting period, which may include temporary connections that are subsequently removed in future periods; therefore, it is not necessarily an auditable count of new permanent connections for the reporting period.

5 VEGETATION MANAGEMENT

5.1 Production

UTAH
Tree Program Reporting
January 1, 2011 through June 30, 2011
Distribution

		2011 Progress				**2011-2013 Cycle Progress**			
	1/1/2011-12/31/2013 3 Year Program/Total *column a*	1/1/2011-6/30/2011 Miles Planned *column b*	1/1/2011-6/30/2011 Actual Miles *column c*	01/01/2011-6/30/2011 Ahead/Behind *column d*	1/1/2011-6/30/2011 % Completion to Plan *column e*	1/1/2011-6/30/2011 Miles Planned *column f*	1/1/2011-6/30/2011 Actual Miles *column g*	01/01/2011-6/30/2011 Ahead/Behind *column h*	1/1/2011-6/30/2011 % Completion to Plan *column i*
UTAH	11,377	1,896	2,079	183	109.7%	1,896	2,079	183	109.7%
AMERICAN FORK	852	142	125	-17	88.0%	142	125	-17	88.0%
CEDAR CITY	1,342	224	367	143	163.8%	224	367	143	163.8%
JORDAN VALLEY	820	137	60	-77	43.8%	137	60	-77	43.8%
LAYTON	390	65	61	-4	93.8%	65	61	-4	93.8%
MOAB	962	160	166	6	103.8%	160	166	6	103.8%
OGDEN	1,050	175	162	-13	178.0%	175	162	-13	178.0%
PARK CITY	543	91	40	-51	37.4%	91	40	-51	37.4%
PRICE	641	107	163	56	69.7%	107	163	56	69.7%
RICHFIELD	1,406	234	134	-100	76.1%	234	134	-100	76.1%
SL METRO	1,056	176	365	189	207.4%	176	365	189	207.4%
SMITHFIELD	847	141	232	91	164.5%	141	232	91	164.5%
TOOELE	475	79	27	-52	34.2%	79	27	-52	34.2%
TREMONTON	709	118	147	29	124.6%	118	147	29	124.6%
VERNAL	284	47	30	-17	63.8%	47	30	-17	63.8%

Distribution cycle $/tree:	$60.31
Distribution cycle $/mile:	$2,781
Distribution cycle removal %	33.05%

Transmission

Total Line Miles	Line Miles Scheduled	Line Miles Worked	Miles Ahead(behind) Schedule	Miles on Schedule	% of miles on/behind Schedule
6,076	841	848	7	6,076	101%

Transmission $/mile: $2,323

Notes:
Column a: Total overhead distribution pole miles by district for the three year cycle ending December 31, 2013
Column b: Total overhead distribution pole miles planned for the period January 1, 2011 through June 30, 2011
Column c: Actual overhead distribution pole miles worked during the period January 1 2011 through June 30, 2011
Column d: Miles ahead or behind for the period January 1, 2011 through June 30, 2011 (column c-column b)
Column e: Percent of actual compared to planned for the period January 1, 2011 through June 30, 2011 ((column c÷b)×100)
Column f: Total overhead distribution pole miles planned for the period January 1, 2011 through June 30, 2011
Column g: Actual overhead distribution pole miles worked during the period January 1 2011 through June 30, 2011
Column h: Miles ahead or behind for the period January 1, 2011 through June 30, 2011 (column g-column f)
Column i: Percent of actual compared to planned for the period January 1, 2011 through June 30, 2011 ((column g÷f)×100)

5.2 Budget

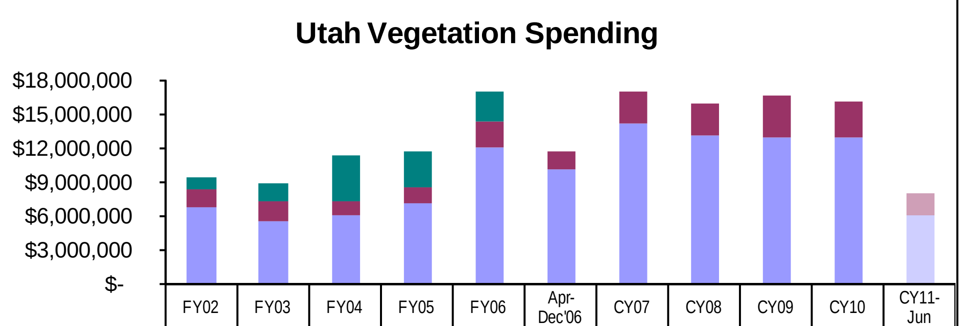
UTAH
Tree Program Reporting

	CY2012	CY2013	CY2014
Distribution			
Tree Budget	$12,695,373	$12,695,373	$12,695,373
Transmission			
Tree Budget	$4,292,292	$4,292,292	$4,292,292
Total Tree Budget	$16,987,665	$16,987,665	$16,987,665

	Distribution			Transmission		
	Actuals	Budget	Variance	Actuals	Budget	Variance
Calendar year 2011						
Jan	$888,155	$1,057,948	-$169,793	$314,144	$274,622	$39,522
Feb	$815,076	$957,191	-$142,115	$276,523	$262,186	$14,337
Mar	$1,027,049	$1,158,705	-$131,656	$356,927	$323,231	$33,696
Apr	$1,089,619	$1,057,948	$31,671	$302,123	$320,807	-$18,684
May	$1,061,453	$1,057,948	$3,505	$288,227	$325,006	-$36,779
Jun	$1,114,425	$1,108,326	$6,099	$354,929	$310,446	$44,483
Jul			$0			$0
Aug			$0			$0
Sep			$0			$0
Oct			$0			$0
Nov			$0			$0
Dec			$0			$0
Total	$5,995,777	$6,398,066	-$402,289	$1,892,873	$1,816,298	$76,575

Average # Tree Crews on Property (YTD) 73

5.2.1 Vegetation Historical Spending



	FY02	FY03	FY04	FY05	FY06	Apr-Dec'06	CY07	CY08	CY09	CY10	CY11-Jun
Miscellaneous	932,055	1,719,069	4,127,062	3,306,952	2,666,318						
Transmission	1,585,685	1,646,644	1,235,702	1,351,143	2,273,513	1,489,985	2,809,622	2,777,814	3,716,266	$3,180,95	1,892,873
Distribution	6,784,788	5,503,859	5,934,507	7,070,339	12,072,30	10,107,31	14,097,44	13,053,51	12,934,36	$12,866,2	5,995,777

Miscellaneous = storm and casualty, line extension work, special request projects, administrative.