ROCKY MOUNTAIN POWER

A DIVISION OF PACIFICORP

UTAH

SERVICE QUALITY

REVIEW

January 1 – December 31, 2008

Report

Report filed pursuant to Docket No. 08-035-55.

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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, 2005 through March 31, 2008[1]

1.1 Rocky Mountain Power Customer Guarantees

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.

[1] The Company has filed proposed modifications to its Service Standards Program under Docket 08-35-55, wherein Network Performance Improvement Targets would be developed based upon Controllable Distribution causes, and extend through December 31, 2011. The Commission must approve any modifications made to the program.

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 under performing 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 on average to 80% of customers within three hours.
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.

1.3 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 equal to or greater than 5 minutes in duration.

Momentary Outage
A momentary outage is defined as an outage of 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 P1366-2003. 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] 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 (such as SAIDI and SAIFI) to identify underperforming circuits. It excludes Major Event and Loss of Supply or Transmission outages.

CPI05

CPI05 is an acronym for Circuit Performance Indicator, which uses key reliability metrics (such as SAIDI and SAIFI) to identify underperforming circuits. Unlike CPI99 it includes Major Event and Loss of Supply or Transmission outages.

Performance Types & Commitments

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[3]) 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.)

[3] 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

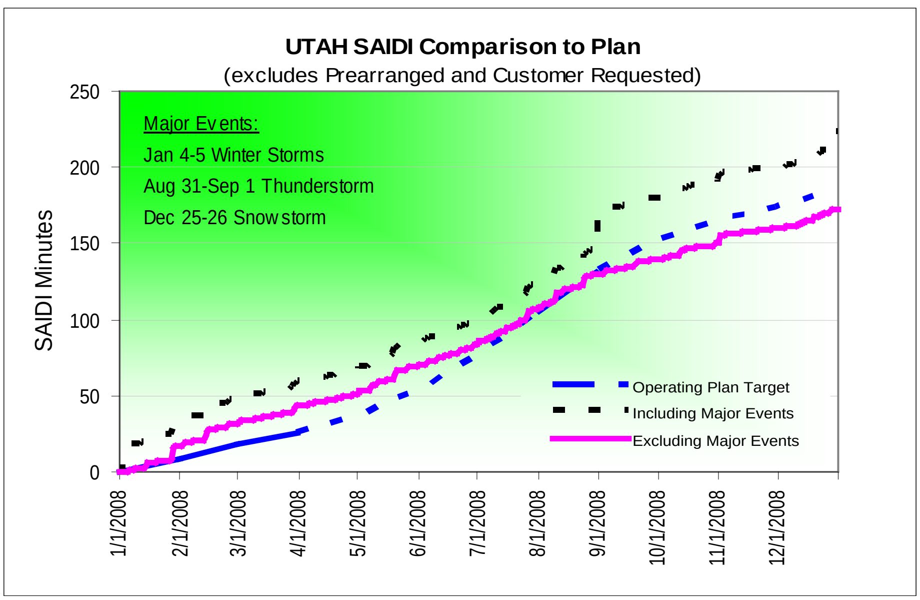
2 RELIABILITY

2.1 System Average Interruption Duration Index (SAIDI) - Underlying

During the reporting period, the Company experienced reliability results better than operating plan target for sustained outage duration and for sustained outage frequency. During the period, seven significant event days[4] were recorded. In total, they account for approximately 33 minutes of the year's results. Three major events were experienced and filed for exclusion from results.

SIGNIFICANT EVENTS		
Date	SAIDI	Primary Cause
1/28/2008	7.9	Weather
2/14/2008	3.9	Transmission Emergency
5/20/2008	3.6	Weather
7/27/2008	3.9	Weather
8/10/2008	4.6	Weather
8/24/2008	4.6	Loss of Supply
11/2/2008	4.2	Pole Fires
MAJOR EVENTS		
1/4/2008	16.2	Weather
8/31/2008	24.5	Weather
12/25/2008	11.2	Weather

Underlying SAIDI	January 1 through December 31, 2008							
	Qtr 1		Qtr 2		Qtr 3		Qtr 4	
	Actual	Plan	Actual	Plan	Actual	Plan	Actual	Plan
Utah	43	26	84	-	139	-	172	-



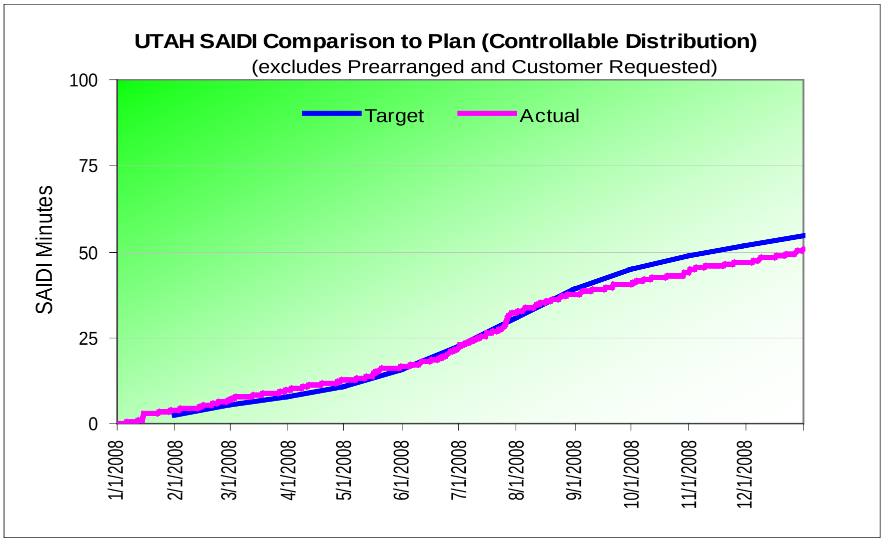
[4] On a trial basis, the company established a variable of 1.75 times the standard deviation of its natural log SAIDI results.

UTAH

January 1 – December 31, 2008

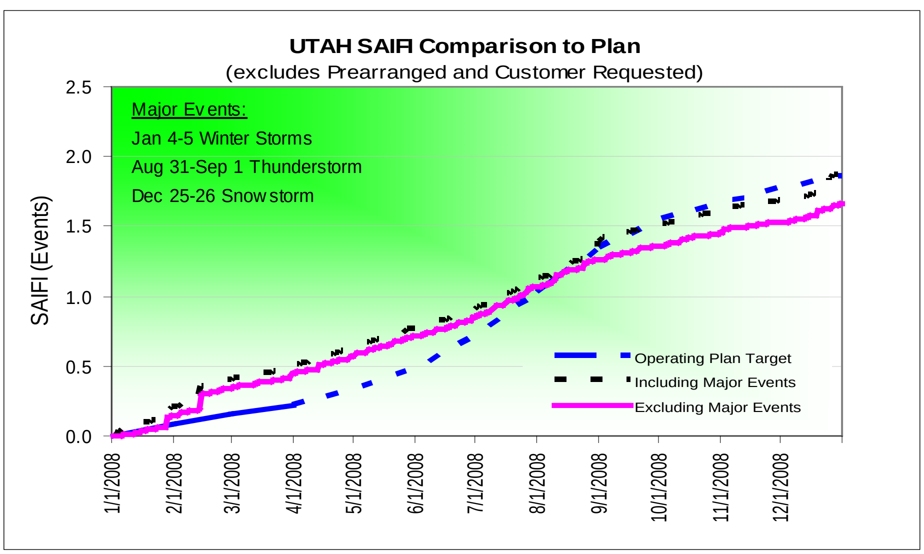
2.1.1 System Average Interruption Duration Index (SAIDI) - Controllable

Controllable SAIDI	January 1 through December 31, 2008							
	Qtr 1		Qtr 2		Qtr 3		Qtr 4	
	Actual	Plan	Actual	Plan	Actual	Plan	Actual	Plan
Utah	10	8	22	21	41	43	51	52



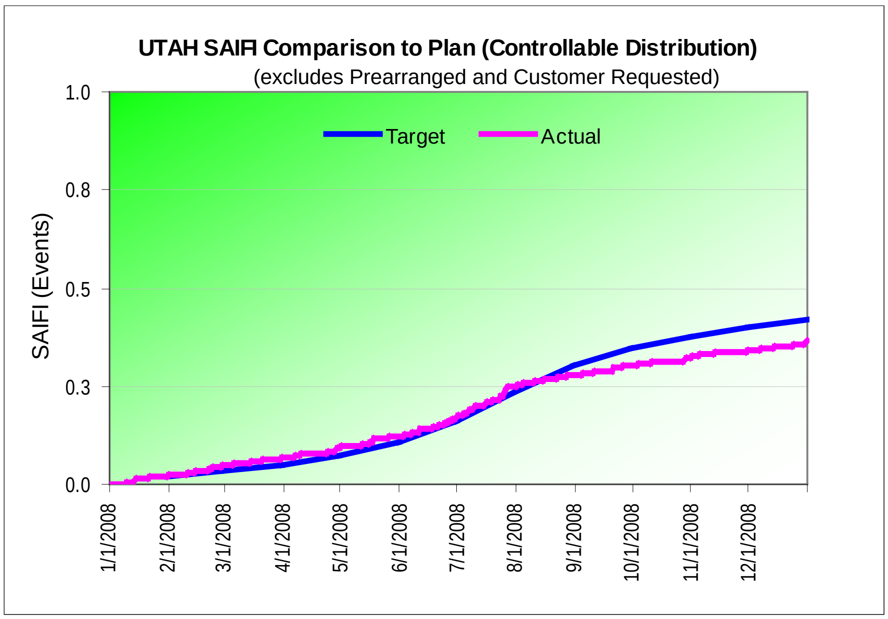
2.2 System Average Interruption Frequency Index (SAIFI)

Underlying SAIFI	January 1 through December 31, 2008							
	Qtr 1		Qtr 2		Qtr 3		Qtr 4	
	Actual	Plan	Actual	Plan	Actual	Plan	Actual	Plan
Utah	0.45	0.22	0.85	-	1.36	-	1.66	-

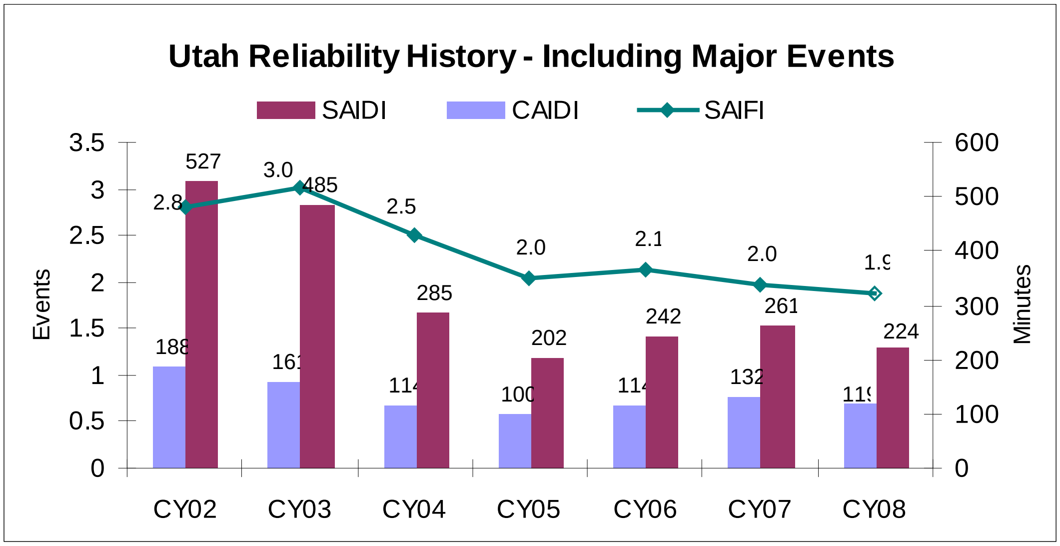


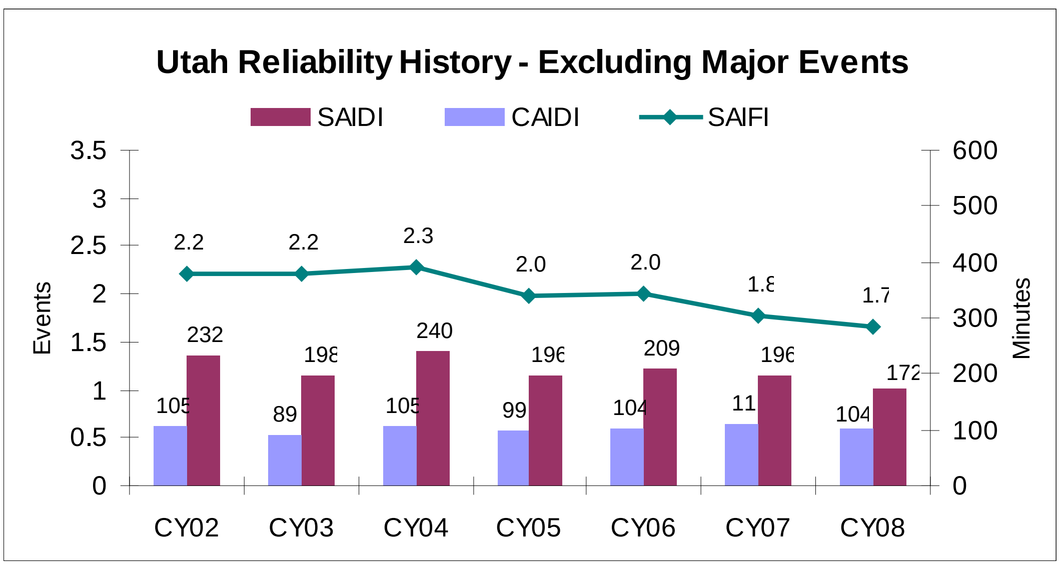
2.2.1 System Average Interruption Frequency Index (SAIFI) - Controllable

Controllable SAIFI	January 1 through December 31, 2008							
	Qtr 1		Qtr 2		Qtr 3		Qtr 4	
	Actual	Plan	Actual	Plan	Actual	Plan	Actual	Plan
Utah	0.069	0.065	0.171	0.171	0.308	0.323	0.373	0.393



2.3 Reliability History





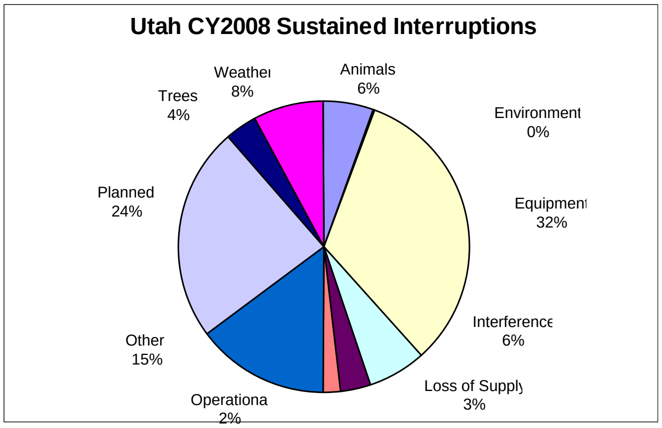
2.4 Cause Code Analysis

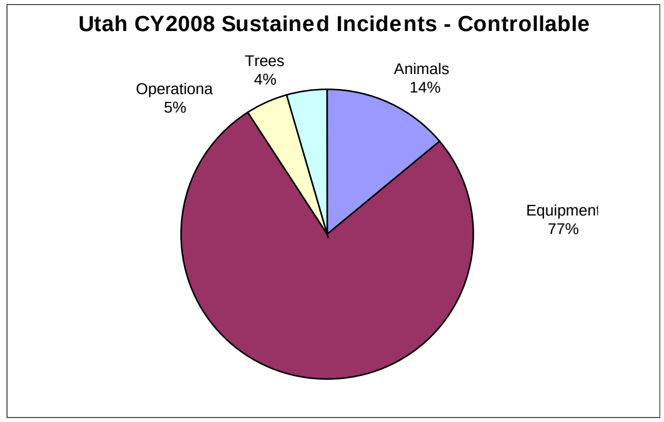
Certain types of outages typically result in a large amount of customer minutes lost, but are infrequent, such as Loss of Supply outages. Others tend to be more frequent, but result in few customer minutes lost. The table below is a breakdown of SAIDI[5] and SAIFI by each direct cause category for the reporting period. The charts on the next page show the percentages of incidents, customer minutes lost and sustained customer interruptions attributed to each direct cause category. Following the charts, a table of definitions provides examples for each direct cause category.

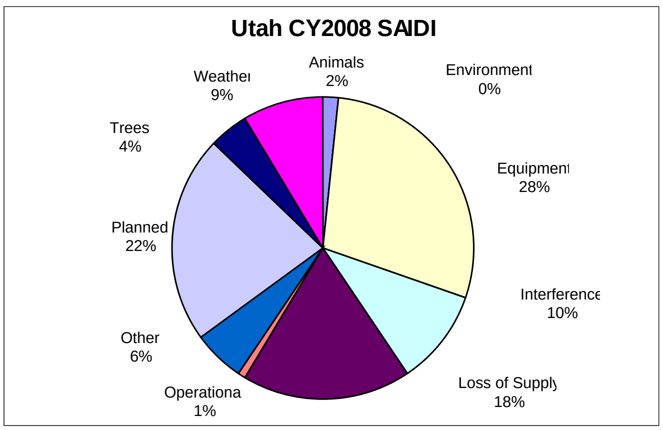
Utah Cause Analysis - UNDERLYING			
Direct Cause Category	Sustained Interrupts	SAIDI	SAIFI
Animals	1,215	3	0.03
Environment	41	0	0.00
Equipment	7,038	55	0.36
Interference	1,386	20	0.14
Loss of Supply	691	35	0.35
Operational	435	1	0.05
Other	3,184	11	0.19
Planned	5,155	43	0.47
Trees	798	8	0.05
Weather	1,670	17	0.14
TOTAL	21,613	193	1.77
Total excluding Customer Notice Given and Customer Requested	18,794	172	1.66

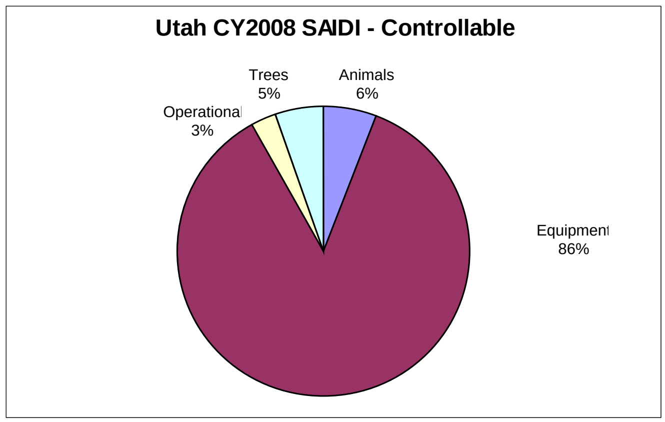
Utah Cause Analysis - CONTROLLABLE			
Direct Cause Category	Sustained Interrupts	SAIDI	SAIFI
Animals	1,215	3	0.03
Equipment	6,725	43	0.29
Operational	433	1	0.04
Trees	378	3	0.01
CONTROLLABLE DISTRIBUTION	8,751	51	0.37

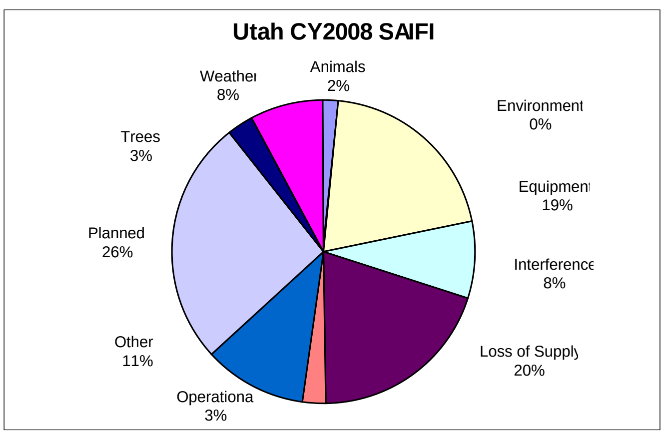
[5] To convert SAIDI (Outage Duration) and SAIFI (Outage Frequency) to Customer Minutes Lost and Sustained Customer Interruptions, respectively, multiply the SAIDI or SAIFI value by 798,608 (2008 Utah frozen customer count). For example, 172 minutes of SAIDI results in 172 * 798,608 = 137,360,576 customer minutes lost. By the same calculation, 1.778 SAIFI results in 1.778*802,569 = 1,426,968 sustained customer interruptions.

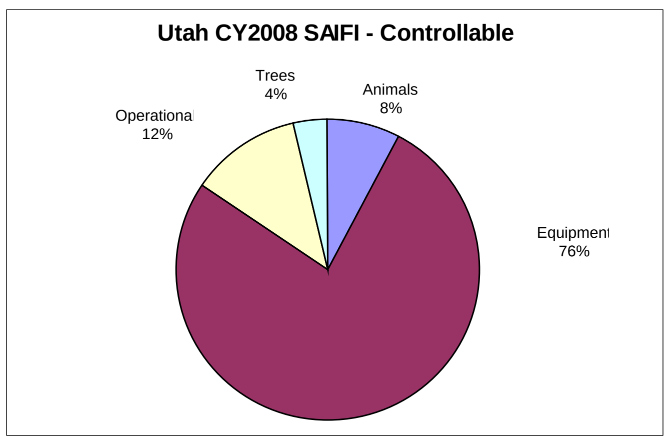

Utah CY2008 Sustained Interruptions
Animals
6%
Environment
0%
Equipment
32%
Interference
6%
Loss of Supply
3%
Operationa
2%
Other
15%
Planned
24%
Trees
4%
Weather
8%


Utah CY2008 Sustained Incidents - Controllable
Trees
4%
Animals
14%
Operationa
5%
Equipment
77%


Utah CY2008 SAIDI
Animals
2%
Environment
0%
Equipment
28%
Interference
10%
Loss of Supply
18%
Operationa
1%
Other
6%
Planned
22%
Trees
4%
Weather
9%


Utah CY2008 SAIDI - Controllable
Trees
5%
Animals
6%
Operational
3%
Equipment
86%


Utah CY2008 SAIFI
Animals
2%
Environment
0%
Equipment
19%
Interference
8%
Loss of Supply
20%
Operationa
3%
Other
11%
Planned
26%
Trees
3%
Weather
8%


Utah CY2008 SAIFI - Controllable
Trees
4%
Animals
8%
Operational
12%
Equipment
76%

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).
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 Equipt	(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 targeted improvement. The improvements 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 12/31/08
Circuit Performance Indicator 2005 (CPI05)			
Program Year 9: (CY2008)			
Cottonwood 14	COMPLETE	312	351
Holladay 12	COMPLETE	138	139
Mountain Dell 11	IN PROGRESS	930	993
Eden 12	COMPLETE	456	540
West Ogden 14	COMPLETE	707	158
TARGET SCORE = **407**		**509**	**436**
Program Year 8: (CY2007)			
Brian Head 11	COMPLETE	412	638
McClelland 12	COMPLETE	220	421
Union 16	COMPLETE	128	150
Enoch 12	COMPLETE	186	136
Quail Creek 12	COMPLETE	1094	325
TARGET SCORE = **326**		**408**	**334**
Program Year 7: (CY2006)			
Tooele 12	COMPLETE	228	105
Box Elder 12	COMPLETE	319	281
Oakley 11	COMPLETE	367	308
Brighton 12	COMPLETE	608	603
Timber Lakes 11	COMPLETE	309	227
TARGET SCORE = **293**		**366**	**305**

Note: Goals were met for Program Year 1 through Program Year 6 and previously reported.

2.6 Supply Restoration

2.6.1 Restore Service to 80% of Customers within 3 Hours (across 3 years)

UTAH RESTORATIONS WITHIN 3 HOURS					
Cumulative 3-Year Program-to-date					**86%**
Cumulative January 1 – December 31, 2008					**86%**
January	February	March	April	May	June
81%	93%	88%	90%	82%	91%
July	August	September	October	November	December
85%	78%	90%	84%	84%	86%

2.7 Telephone Service and Response to Commission Complaints

COMMITMENT	GOAL	PERFORMANCE
PS5-Answer calls within 30 seconds	80%	85%
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 Utah Code, Title 54, Public Utilities Statutes and Public Service Commission Rules, R746-200-8 Informal review (A) and Commission review (D).

3 CUSTOMER GUARANTEES

3.1 Utah State Customer Guarantee Summary Status

customer*guarantees*

January to December 2008

Utah

	Description	2008 Events	2008 Failures	2008 %Success	2008 Paid	2007 Events	2007 Failures	2007 %Success	2007 Paid
CG1	Restoring Supply	1,294,137	0	100.0%	$0	1,427,184	5	99.9%	$250
CG2	Appointments	8,932	25	99.7%	$1,250	9,614	29	99.7%	$1,450
CG3	Switching on Power	9,722	19	99.8%	$950	11,135	22	99.8%	$1,100
CG4	Estimates	2,341	19	99.2%	$950	2,377	16	99.3%	$800
CG5	Respond to Billing Inquiries	4,597	8	99.8%	$400	8,411	17	99.8%	$850
CG6	Respond to Meter Problems	1,073	2	99.8%	$100	1,218	5	99.6%	$250
CG7	Notification of Planned Interruptions	88,544	96	99.9%	$4,800	63,357	53	99.9%	$2,650
		1,409,346	**169**	**99.9%**	**$8,450**	**1,523,296**	**147**	**99.9%**	**$7,350**

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

Three reconnects for credit was not reconnected within twenty-four hours. Credit customers are exempted from CG3; however, the company attempts to reconnect these customer's 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.

4 MAINTENANCE COMPLIANCE TO ANNUAL PLAN

4.1 T&D Preventive and Corrective Maintenance Programs

Preventive Maintenance

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

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

- Safety 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.[7]
- 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

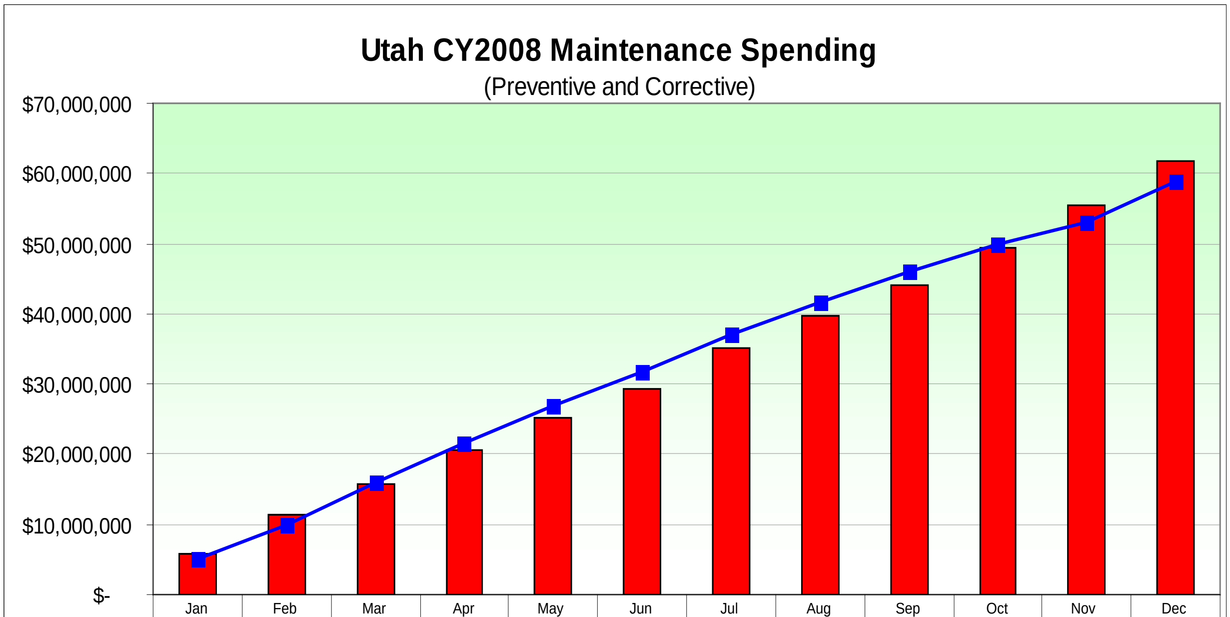
- Correctable conditions are identified through the preventive maintenance process.
- Outstanding conditions are recorded in a database and remain until corrected.

Substations and Major Equipment

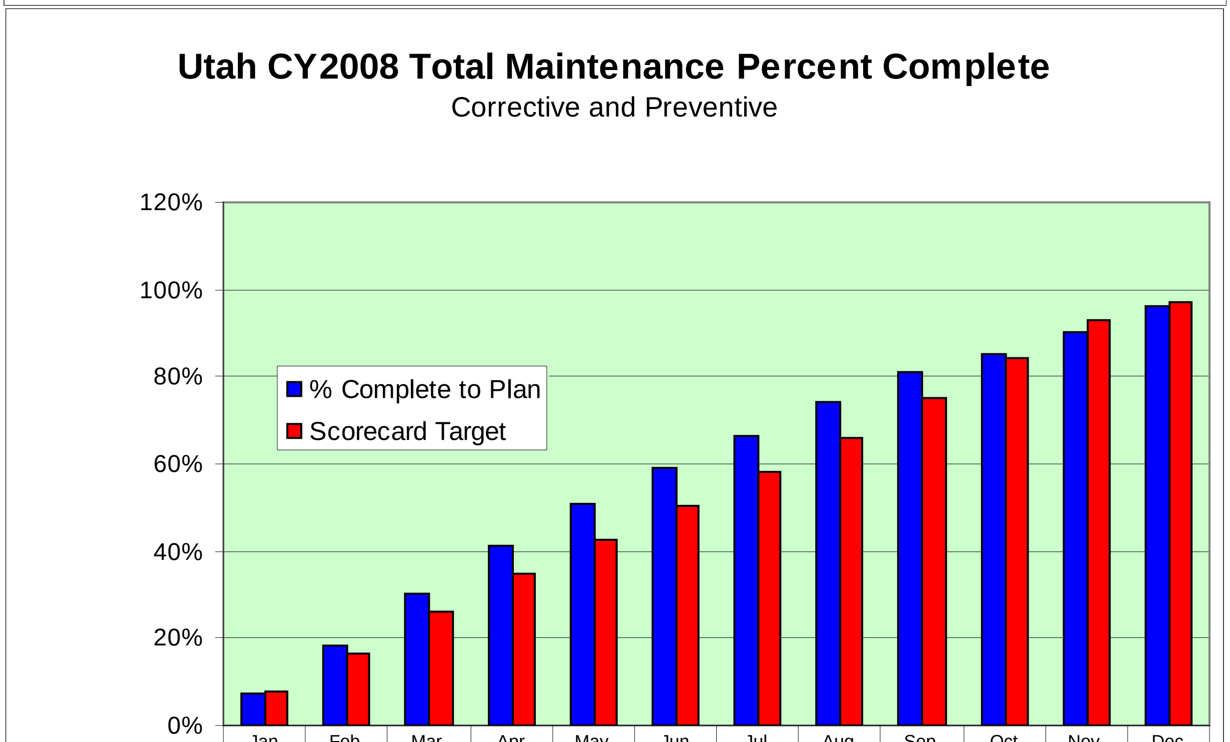
- Correctable conditions are identified through the preventive maintenance process, often associated with actions performed on major equipment.
- Corrections consist of repairing equipment or responding to a failed condition.

[7] Effective 1/1/2007 Rocky Mountain Power modified its reliability & preventative planning methods to utilize repeated reliability events to prioritize localized preventative maintenance activities, using its Customers Experiencing Multiple Interruptions (CEMI) Planning methodology. Repeated outage events experienced by customers will result in localized inspection and correction activities, rather than all programmatic inspections and corrections being performed at either the entire circuit or map section level.

4.2 Maintenance Spending

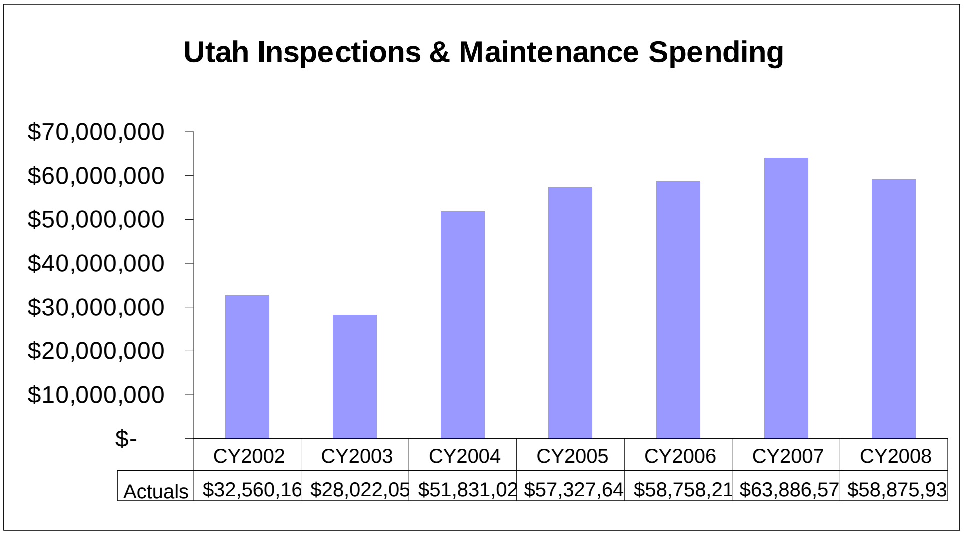


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Plan	$5,864,750	$11,402,346	$15,809,210	$20,626,162	$25,180,288	$29,235,949	$35,050,991	$39,801,020	$44,020,008	$49,479,601	$55,443,119	$61,732,631
Actual	$4,980,920	$10,034,724	$15,888,835	$21,650,259	$26,971,838	$31,809,266	$37,142,219	$41,678,252	$46,055,837	$49,791,248	$53,021,529	$58,875,934



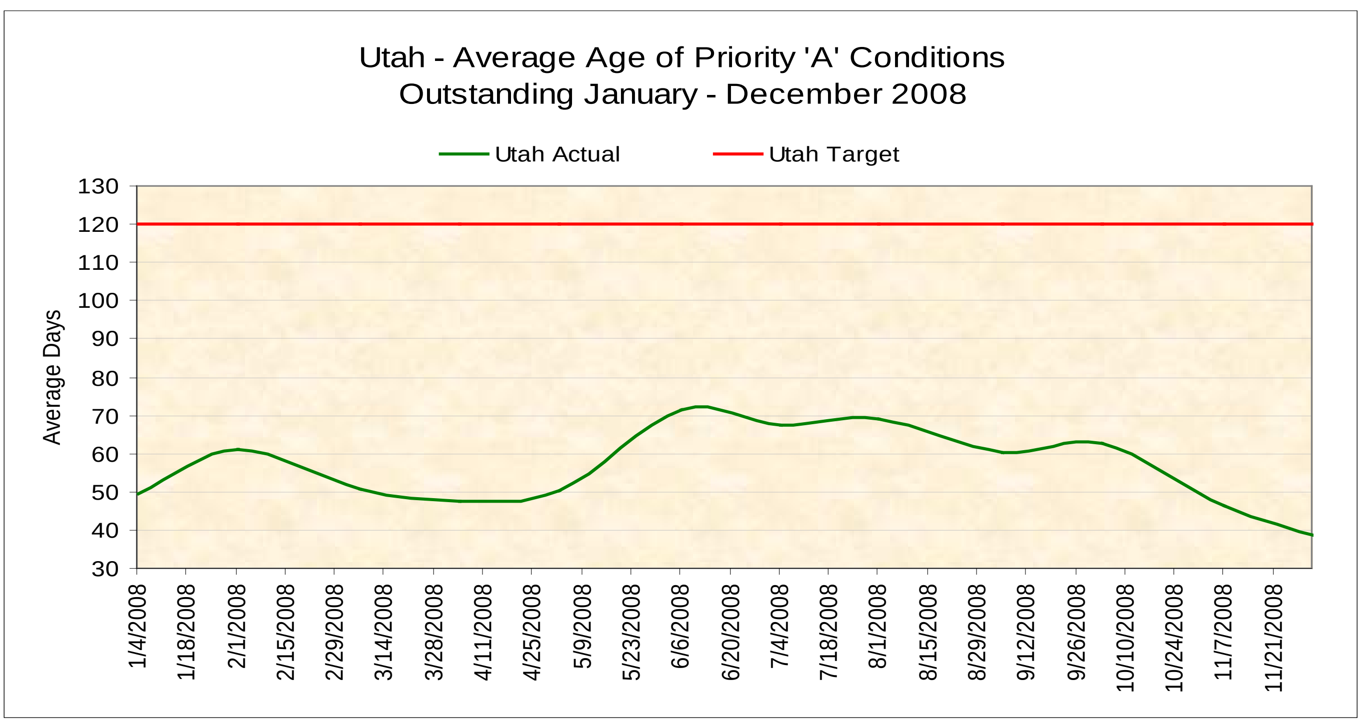
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
% Complete to Plan	7.2%	18.5%	30.3%	41.0%	50.7%	58.9%	66.6%	74.4%	81.1%	85.2%	90.0%	96.4%
Scorecard Target	8%	17%	26%	35%	42%	50%	58%	66%	75%	84%	93%	97%

4.2.1 Maintenance Historical Spending



4.3 T&D Priority “A” Conditions Correction History & Compliance

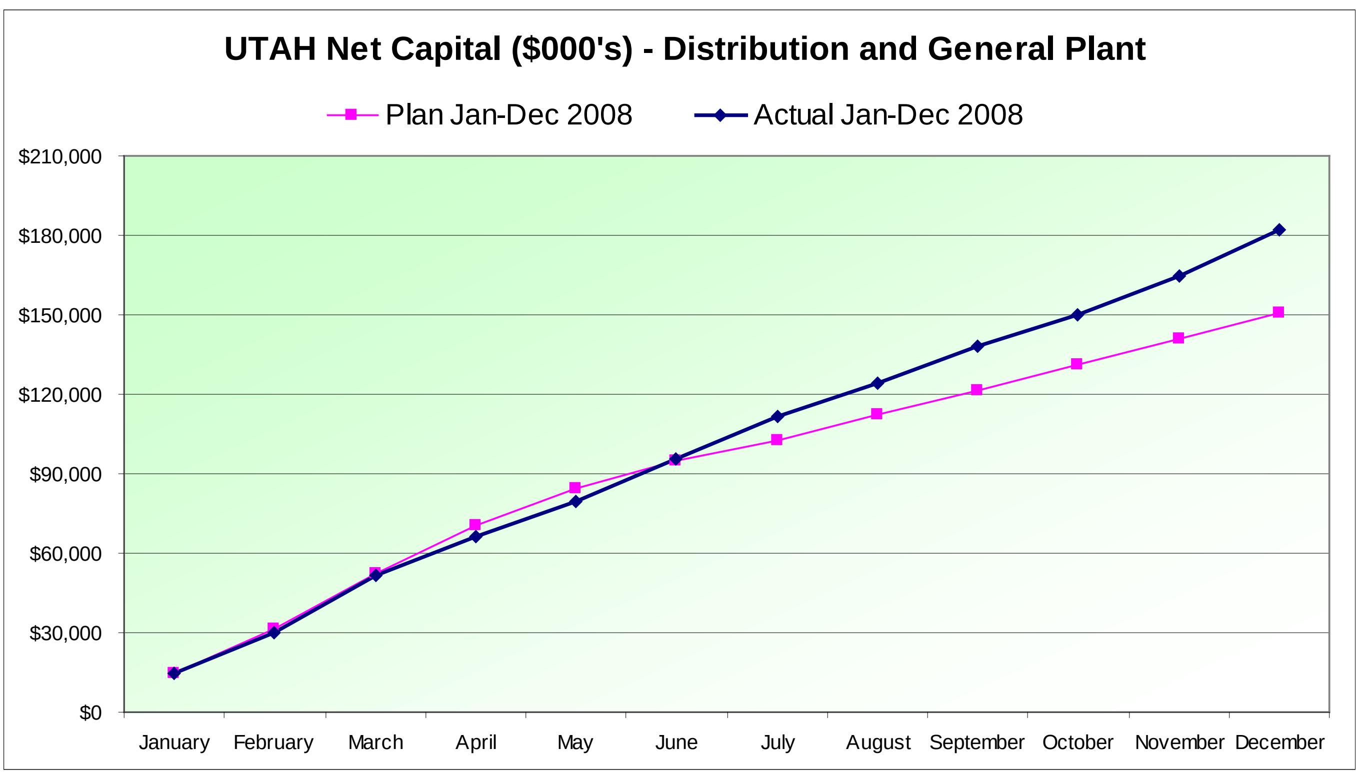
The company reports its compliance for the average age of “A” priority corrections. As can be seen in the chart below, compliance to the target has been consistently delivered on a weekly basis.



5 CAPITAL INVESTMENT

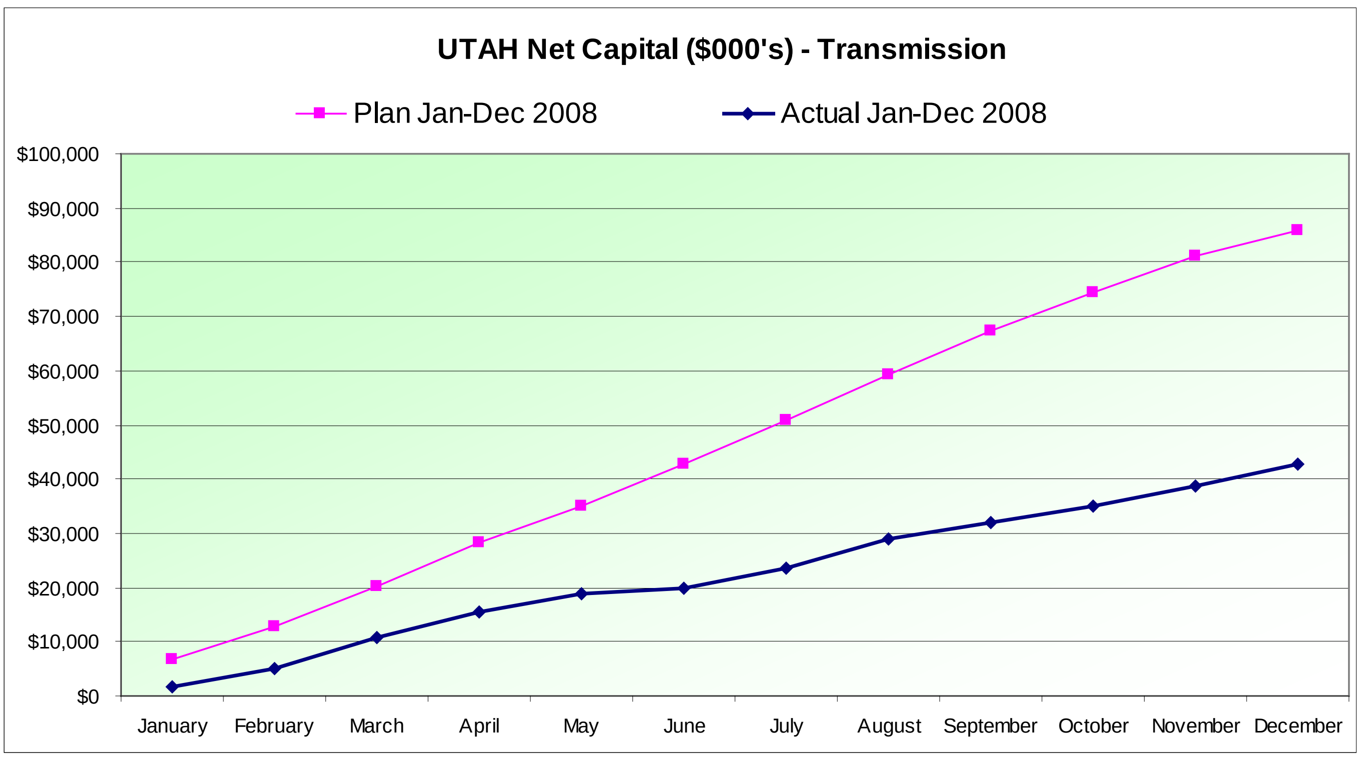
5.1 Capital Spending - Distribution and General Plant

	Investment Area	Actuals ($M)	Plan ($M)	Variance Explanation
1.	Mandated	11.5	7.4	Public Accommodations $3.4M over plan, Environmental $0.8M over plan, Highway Relocations $0.7M over plan; partially offset by Compliance $0.3M under plan
2.	New Connects	52.5	59.0	Residential $6.1M under plan, Industrial $0.9M under plan; partially offset by Commercial $0.6M over plan
3.	System Reinforcement	63.2	47.4	Feeders $6.4M over plan, Substations $5.9 over plan, and Subtransmission $3.4M over plan
4.	Replacements	31.0	13.1	Vehicles $4.8M over plan, Storm & Casualty $3.5M over plan, Underground Vaults & Equip $2.8M over plan, Distribution Lines Other $1.9M over plan, Underground Cable $1.6M over plan, Distribution Poles $1.2M over plan, Tools $0.8M over plan
6.	Upgrades & Modernize	24.4	24.7	Upgrade Tools $0.8M under plan, Automated Meter Reading Wasatch Front $0.5M under plan; partially offset by Vehicles Upgrades $0.7M over plan
	Total - Distribution & General Plant	**182.8**	**151.6**	



5.2 Capital Spending - Transmission

	Investment Area	Actuals ($M)	Plan ($M)	Variance Explanation
1.	Mandated	2.8	2.1	Regional/National $0.8M over plan, Public Accommodations $0.3M over plan; partially offset by Highway Relocations $0.3M under plan
2.	New Connects & System Reinforcement	19.4	38.7	Sub-transmission $23.6M under plan; partially offset by Industrial New Connects $3.3M over plan, Feeders $0.5M over plan, Substation $0.4M over plan
3.	Replacements	7.3	3.5	Substation Switchgear, Breakers $1.0M over plan, Transmission Poles $0.8M over plan, Storm & Casualty $0.8M over plan, Substation Transformers $0.6M over plan, Transmission Lines Other $0.5M over plan
4.	Upgrades & Modernize	0.7	2.0	Substation Improvements $0.7M under plan, Transmission Improvements $0.7M under plan
	Total - Trans. Excl. IRP & Interconnections	**30.2**	**46.3**	
5.	IRP & Interconnections	12.5	39.5	Transmission Expansion Plan $33.1M under plan, Main Grid Load Growth $0.3M under plan; partially offset by Interconnects $6.3M over plan
	Total - Transmisssion	**42.7**	**85.8**	



5.3 New Connects

Utah Count of New Connects

	Jan-Dec 2007	Jan	Feb	Mar	Jan-Mar 2008	Apr	May	Jun	Apr-Jun 2008	Jul	Aug	Sep	Jul-Sep 2008	Oct	Nov	Dec	Oct-Dec 2008	Jan-Dec 2008
Residential																		
Utah South	1,891	119	82	76	277	96	93	94	283	106	173	101	380	115	74	60	249	1,189
Utah North	5,614	298	252	354	904	227	218	278	723	292	269	399	960	354	270	281	905	3,492
Utah Central	9,568	426	344	389	1,159	503	297	344	1,144	464	380	416	1,260	505	430	401	1,336	4,899
Total Residential	**17,073**	**843**	**678**	**819**	**2,340**	**826**	**608**	**716**	**2,150**	**862**	**822**	**916**	**2,600**	**974**	**774**	**742**	**2,490**	**9,580**
Commercial																		
Utah South	401	27	22	24	73	36	22	22	80	33	32	41	106	24	45	32	101	360
Utah North	1,434	157	59	77	293	125	115	117	357	97	87	134	318	161	138	111	410	1,378
Utah Central	2,023	140	110	85	335	148	137	161	446	173	138	186	497	206	173	125	504	1,782
Total Commercial	**3,858**	**324**	**191**	**186**	**701**	**309**	**274**	**300**	**883**	**303**	**257**	**361**	**921**	**391**	**356**	**268**	**1,015**	**3,520**
Industrial																		
Utah South	8	3	-	1	4	1	6	1	8	-	1	-	1	-	-	-	-	13
Utah North	2	-	-	-	-	1	-	-	1	-	-	-	-	-	1	-	1	2
Utah Central	13	-	-	-	-	2	1	1	4	-	-	1	1	-	-	-	-	5
Total Industrial	**23**	**3**	**-**	**1**	**4**	**4**	**7**	**2**	**13**	**-**	**1**	**1**	**2**	**-**	**1**	**-**	**1**	**20**
Irrigation																		
Utah South	53	1	-	9	10	8	12	9	29	3	6	-	9	7	1	2	10	58
Utah North	7	-	-	-	-	1	-	-	1	-	1	-	1	-	-	2	2	4
Utah Central	17	-	1	-	1	3	5	7	15	5	1	2	8	3	2	1	6	30
Total Irrigation	**77**	**1**	**1**	**9**	**11**	**12**	**17**	**16**	**45**	**8**	**8**	**2**	**18**	**10**	**3**	**5**	**18**	**92**
Total New Connects																		
Utah South	2,353	150	104	110	364	141	133	126	400	142	212	142	496	146	120	94	360	1,620
Utah North	7,057	455	311	431	1,197	354	333	395	1,082	389	357	533	1,279	515	409	394	1,318	4,876
Utah Central	11,621	566	455	474	1,495	656	440	513	1,609	642	519	605	1,766	714	605	527	1,846	6,716
Total New Connects	**21,031**	**1,171**	**870**	**1,015**	**3,056**	**1,151**	**906**	**1,034**	**3,091**	**1,173**	**1,088**	**1,280**	**3,541**	**1,375**	**1,134**	**1,015**	**3,524**	**13,212**

6 VEGETATION MANAGEMENT

6.1 Production

UTAH
Tree Program Reporting
January 1, 2008 through December 31, 2008
Distribution

	3 Year Program/Total Line Miles *column a*	1/1/2008-12/31/2008 Miles Planned *column b*	1/1/2008-12/31/2008 Actual Miles *column c*	01/01/2008-12/31/2008 Ahead/Behind *column d*	1/1/2008-12/31/2008 % Ahead/Behind *column e*	1/1/2008-12/31/2008 Miles Planned *column f*	1/1/2008-12/31/2008 Actual Miles *column g*	01/01/2008-12/31/2008 Ahead/Behind *column h*	1/1/2008-12/31/2008 % Ahead/Behind *column i*
UTAH	10,912	3,556	3,620	64	101.8%	3,556	3,620	64	101.8%
AMERICAN FORK	848	182	182	0	100.0%	182	182	0	100.0%
CEDAR CITY	1,353	616	621	5	100.8%	616	621	5	100.8%
JORDAN VALLEY	817	381	359	-22	94.3%	381	359	-22	94.3%
LAYTON	285	185	185	0	100.0%	185	185	0	100.0%
MOAB	922	166	166	0	100.0%	166	166	0	100.0%
OGDEN	882	260	241	-20	109.4%	260	241	-20	109.4%
PARK CITY	527	220	293	73	94.2%	220	293	73	94.2%
PRICE	571	311	310	-1	217.7%	311	310	-1	217.7%
RICHFIELD	1,311	142	142	0	27.6%	142	142	0	27.6%
SL METRO	1,206	516	513	-3	99.4%	516	513	-3	99.4%
SMITHFIELD	565	274	307	32	111.7%	274	307	32	111.7%
TOOELE	462	87	87	0	100.0%	87	87	0	100.0%
TREMONTON	725	138	138	0	100.0%	138	138	0	100.0%
VERNAL	438	78	78	0	99.9%	78	78	0	99.9%

Distribution cycle $/tree:	$54.68
Distribution cycle $/mile:	$3,071
Distribution cycle removal %	41.7%

Transmission

Total Line Miles	Line Miles Scheduled	Line Miles Worked	Miles Ahead(behind) Schedule	Miles on Schedule	% of miles on/behind Schedule
6,256	1993	2064	71	6,327	101%

Transmission $/mile: $1,070

Notes:
Column a: Total overhead distribution pole miles by district
Column b: Total overhead distribution pole miles planned for the period January 1, 2008 through December 31, 2008
Column c: Actual overhead distribution pole miles worked during the period December 31, 2008 through June 30, 2008
Column d: Miles ahead or behind for the period January 1, 2008 through December 31, 2008 (column f-column e)
Column e: Percent of actual compared to planned for the period December 31, 2008 through June 30, 2008 ((column f÷e)×100)

6.2 Budget

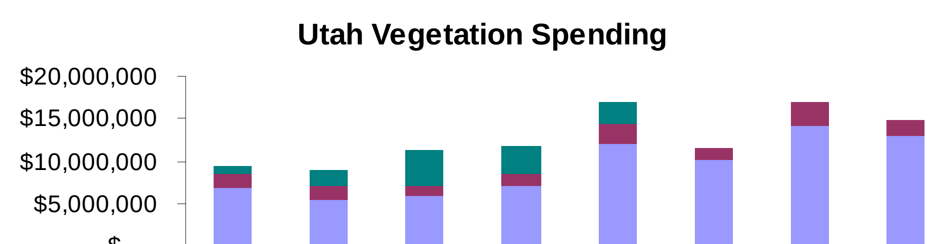
UTAH
Tree Program Reporting

	CY2009	CY2010	CY2011
Distribution			
Tree Budget	$12,865,374	$13,350,399	$12,518,669
Transmission			
Tree Budget	$3,392,292	$3,463,628	$3,372,696
Total Tree Budget	$16,257,666	$16,814,027	$15,891,365

		Distribution			Transmission		
		Actuals	Budget	Variance	Actuals	Budget	Variance
Calendar year 2008							
	Jan	$1,362,289	$1,204,741	$157,548	$324,512	$150,182	$174,330
	Feb	$1,412,481	$1,799,862	-$387,381	$257,037	$180,218	$76,819
	Mar	$1,127,319	$913,793	$213,526	$96,351	$150,182	-$53,831
	Apr	$1,415,263	$1,154,741	$260,522	$206,885	$142,673	$64,212
	May	$1,369,483	$913,793	$455,690	$119,364	$187,727	-$68,363
	Jun	$1,113,051	$913,793	$199,258	$205,176	$142,673	$62,504
	Jul	$1,109,892	$1,154,741	-$44,849	$153,743	$150,182	$3,561
	Aug	$816,300	$913,793	-$97,493	$138,391	$172,709	-$34,318
	Sep	$979,695	$913,793	$65,902	$165,694	$142,673	$23,022
	Oct	$789,326	$1,154,741	-$365,415	$357,258	$172,709	$184,549
	Nov	$579,274	$913,793	-$334,518	$386,423	$150,182	$236,241
	Dec	$979,141	$913,793	$65,349	$366,981	$150,182	$216,800
	Total	$13,053,514	$12,865,374	$188,140	$2,777,814	$1,892,288	$885,526

Average # Tree Crews on Property (YTD)	66

6.2.1 Vegetation Historical Spending



	FY02	FY03	FY04	FY05	FY06	Apr-Dec'06	CY07	CY08
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	1,892,288
Distribution	6,784,788	5,503,859	5,934,507	7,070,339	12,072,304	10,107,317	14,097,440	12,865,374

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