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SERVICE DIVISION

May 31, 2002

Utah Public Service Commission
Heber M. Wells Building, 4th Floor
160 East 300 South
Salt Lake City UT 84114

Attention: Julie P. Orchard, Commission Secretary

RE: Docket No. 98-2035-04 ScottishPower/PacifiCorp Merger Commitments

Please find enclosed PacifiCorp's annual report for the period April 2001 through March 2002 detailing the Company's performance in meeting the Customer Guarantees and Performance Standards which were agreed to as a result of the merger between ScottishPower and PacifiCorp. Quarterly information for the last quarter of the fiscal year is provided as well. Also enclosed is a report card on our progress with the program, which is being sent to our customers in June's bill as an insert.

The Outage Detail Report will be delayed until mid June 2002 to allow for an update of customer counts by circuit.

If you have any questions or require further information, please call me at (503) 813-7408.

Sincerely,

A handwritten signature in cursive script that reads "Carole Rockney /skk".

Carole Rockney, Director,
Customer and Regulatory Liaison

c: Mark Flandro - Utah Division of Public Utilities
Bob Maloney - Utah Division of Public Utilities
Rea Petersen - Utah Division of Public Utilities
Matthew Wright - Executive Vice President, Power Delivery

Enclosures

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Note: The Utah Connects/Reconnects report has been merged with the new Utah Failures & Events - Performance report.

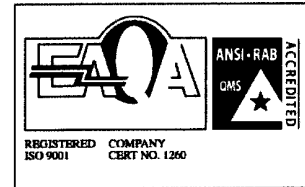
customer guarantees



Utah – Annual Report – Fiscal Year 2002

Customer Guarantees

Utah's total failures were down by over 50% compared to FY 2001 primarily due to ongoing training, improved processes and customer focus. The results of the second year of the Customer Guarantee (CG) program are a strong indicator that the guarantees have become an integral part of each employee's day. As further evidence of the success of the program, EAQA USA, an ISO registrar, presented the company with its official ISO 9001:2000 quality certificate in a special ceremony on May 11, 2001. EAQA USA has also conducted two follow-up audits during FY 2002 in which the company was successful in maintaining its certification. Earning the ISO certificate has helped to set a tone of consistency and continual improvement across the company.



CG program procedures were updated twice during FY 2002, with all involved employees receiving training regarding the updated procedures. Additional 'refresher' training has been provided throughout the year for several roles to ensure understanding of the processes where failures have occurred in the past. Employees are involved in developing and sharing 'best practices' and improvement suggestions. Also, a comprehensive study of the CG7-Planned Interruption processes was completed during FY 2002, which resulted in the streamlining and simplification of procedures for employees. Training for employees involved with CG7 will continue through the first quarter of FY 2003.

CG1 – Restoring Supply

Failure counts increased only slightly during FY 2002, although event counts were up significantly over last year primarily due to severe weather.

CG4 – Estimates

Total events decreased 23% compared to the prior year, and combined with increased employee focus on the guarantees, failure counts were 55% lower.

CG5 – Billing Inquiries

The increase in failure counts is attributable to the higher number of bill inquiries received during the year and the implementation of new systems and procedures.

CG6 – Meter Inquiries

A new effort was introduced in the second half of FY 2001 focused on resolving customers' energy usage concerns before it became necessary to dispatch an employee to the customer's site. The success of this effort is evident and results in customer concerns being resolved while reducing the total number of meter inquiries.

CG7– Notification of Planned Interruptions

The increased level of construction in the summer of 2001 led to an increased number of customers being taken off supply so work could proceed safely. That overall failure counts actually dropped is an indicator of the extra attention to detail employed during the construction period.

CG8 – Power Quality

Failures were down significantly due to process refinements and focused training that helped employees better understand this guarantee. Inquiries regarding outages with no power quality or voltage component had been incorrectly classified as CG8 events in FY 2001. In FY 2002 only power quality/voltage related inquiries are reported as CG8 events.

The figures for other guarantees were not significant.

Performance Standards

The Computer Aided Distribution Operations System (CADOPS) has been operating in Southern Utah since November 2000 and in Northern Utah since February 2001. This implementation, combined with an increased focus on outage reporting as influenced by ScottishPower, has led to an “uplift” in SAIDI and SAIFI figures. A preliminary analysis of the baseline uplift was submitted in the 4th quarter. Analysis continues and will be presented before the end of the 3rd quarter of FY 2003 to finalize the baselines.

The five worst circuits identified for fiscal years 2001, 2002 and 2003 are reported along with their baseline Circuit Performance Indicator (CPI). For each annual set of worst performing circuits, we plan and implement improvements over a 2-year period, then recalculate a new CPI over the following 3-year period. After the 5th year from the year we identified the circuits, we will compare the new CPI to the baseline CPI to determine whether we’ve achieved 20% improvement. We will report the baseline CPI, the new CPI and the percent improvement at the completion of each 5-year cycle going forward for all circuits so identified.

In Performance Standard 5, the Company committed to restore power to 80% of customers within 3 hours. During the year, we restored 86% of our customers within the targeted timeframe.

The target for Performance Standard 6 is a service level of 80 percent of calls answered within 20 seconds. The Company met this target with 81 percent of calls answered within 20 seconds.

Performance Standard 7 was implemented to ensure that customers receive a timely response and resolution of complaints received from State Commissions. For a non-disconnect-related complaint the Company will respond directly to the customer or the Commission within three business days and for a disconnect-related complaint the Company will respond within 4 business hours. The Company strives to meet this target 100% of the time although this is not always possible with complex issues. In the second year under this standard we responded to more than 99% of Commission complaints within the targeted response time.

The Company also committed to resolving Commission complaints within 30 calendar days 95% of the time. We exceeded this target with 97% of complaints being resolved within the 5-day target for this reporting period.

Description	Baseline	Performance at Performance at		Goal
		March 2001	March 2002	
<ul style="list-style-type: none"> SAIDI (System availability in minutes per customer) SAIFI (System reliability in interruptions per customer) MAIFI (Momentary interruptions per customer) Worst Performing Circuits - Circuit Performance Indicator (CPI)² 	Revised baselines under development ¹	141.9	201.8	Reduce SAIDI by 10% from revised baseline
	288	1.5	2.0	Reduce SAIFI by 10% from revised baseline
	377	5.6	0.3	Reduce MAIFI by 5% from revised baseline
	425			Reduce CPI's by 20% from revised baseline
Fiscal Year 2001: Coalville 12 Lewiston 11 Pioneer 11 Pioneer 13 Pioneer 14 Fiscal Year 2002: Woods Cross 11 Eden 11 Rattlesnake 22 Lark 11 Bothwell 11 Fiscal Year 2003: University 1 West Cedar Parowan Valley 25 Eureka 12 Coleman 15		New CPI will be reported in May 2005		
		New CPI will be reported in May 2006		
		New CPI will be reported in May 2007		
<ul style="list-style-type: none"> Power supply restored within 3 hours Calls answered <ul style="list-style-type: none"> Within 20 seconds³ Respond to commission complaints within 3 days Respond to commission complaints regarding service disconnects within 4 hours Commission complaints resolved within 30 days⁴ 	Not applicable	86%	86%	80%
	Not applicable	81%	81%	80%
	Not applicable	100%	99%	100%
	Not applicable	99%	100%	100%
	Not applicable	100%	97%	95%

¹ Baseline uplift preliminary analysis submitted during the quarter. Further analysis is ongoing and will be presented during 2002 to finalize the baselines.

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 December 31, 2000 for FY 2002 circuits; 3-years ended December 31, 2001 for FY 2003 circuits. Improvement period is 2 years after identification year, followed by a 3-year period to recalculate CPI.

³ Reflects system-wide performance for improved accuracy.

⁴ For this reporting period the target in Utah for complaint resolution is 5 days.

Note: Performance figures exclude impacts of major events.

customerguarantees



Utah - Failures and Events

Filter the table by District and/or Guaratee to see individual District performance or Guaratee performance
 4th Quarter - Fiscal Year 2002
 January - March 2002

		Current Quarter		Year To Date	
American Fork	CG1 Restoring Supply	35,655	100.0%	121,119	100.0%
Cedar City	CG1 Restoring Supply	10,572	100.0%	71,576	100.0%
Jordan Valley	CG1 Restoring Supply	43,123	100.0%	346,329	100.0%
Layton	CG1 Restoring Supply	36,929	100.0%	132,252	100.0%
Moab	CG1 Restoring Supply	658	100.0%	7,843	100.0%
Ogden	CG1 Restoring Supply	54,935	100.0%	319,341	100.0%
Park City	CG1 Restoring Supply	11,274	100.0%	80,728	100.0%
Price	CG1 Restoring Supply	4,496	100.0%	20,075	100.0%
Richfield	CG1 Restoring Supply	6,276	100.0%	24,379	100.0%
SLC Metro	CG1 Restoring Supply	51,933	100.0%	303,336	100.0%
Smithfield	CG1 Restoring Supply	9,140	100.0%	56,831	100.0%
Tooele	CG1 Restoring Supply	14,977	100.0%	83,596	100.0%
Tremonton	CG1 Restoring Supply	1,587	100.0%	13,588	100.0%
Vernal	CG1 Restoring Supply	769	100.0%	13,980	100.0%
American Fork	CG2.3 CG3 Appointments	48	100.0%	169	100.0%
Cedar City	CG2.3 CG3 Appointments	19	100.0%	73	100.0%
Jordan Valley	CG2.3 CG3 Appointments	45	100.0%	242	99.2%
Laketown/Woodruff	CG2.3 CG3 Appointments	1	100.0%	5	100.0%
Layton	CG2.3 CG3 Appointments	7	100.0%	109	99.1%
Moab	CG2.3 CG3 Appointments	5	100.0%	33	100.0%
Ogden	CG2.3 CG3 Appointments	92	100.0%	361	100.0%
Park City	CG2.3 CG3 Appointments	6	100.0%	50	100.0%
Price	CG2.3 CG3 Appointments	7	100.0%	49	100.0%
Richfield	CG2.3 CG3 Appointments	12	100.0%	33	100.0%
SLC Metro	CG2.3 CG3 Appointments	48	100.0%	334	100.0%
Smithfield	CG2.3 CG3 Appointments	5	100.0%	29	100.0%
Tooele	CG2.3 CG3 Appointments	12	100.0%	47	97.9%
Tremonton	CG2.3 CG3 Appointments	5	100.0%	13	100.0%
Vernal	CG2.3 CG3 Appointments	9	100.0%	41	100.0%
American Fork	CG2.4 CG4 Appointments	72	100.0%	325	99.7%
Cedar City	CG2.4 CG4 Appointments	56	100.0%	254	100.0%
Jordan Valley	CG2.4 CG4 Appointments	1	96.7%	232	99.6%
Laketown/Woodruff	CG2.4 CG4 Appointments	3	100.0%	36	100.0%
Layton	CG2.4 CG4 Appointments	24	100.0%	58	100.0%
Moab	CG2.4 CG4 Appointments	17	100.0%	84	98.8%
Ogden	CG2.4 CG4 Appointments	47	100.0%	223	100.0%
Park City	CG2.4 CG4 Appointments	28	100.0%	200	100.0%
Price	CG2.4 CG4 Appointments	36	100.0%	101	100.0%

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Utah - Failures and Events

Filter the table by District and/or Guaratee to see individual District performance or Guarantee performance
 4th Quarter - Fiscal Year 2002
 January - March 2002

		Current Quarter	Year To Date	
Richfield	CG2.4	CG4 Appointments	35	100.0%
SLC Metro	CG2.4	CG4 Appointments	39	100.0%
Smithfield	CG2.4	CG4 Appointments	2	100.0%
Tooele	CG2.4	CG4 Appointments	18	100.0%
Tremonton	CG2.4	CG4 Appointments	15	100.0%
Vernal	CG2.4	CG4 Appointments	24	100.0%
American Fork	CG2.5	CG5 Appointments	3	100.0%
Cedar City	CG2.5	CG5 Appointments	2	100.0%
Jordan Valley	CG2.5	CG5 Appointments	13	100.0%
Layton	CG2.5	CG5 Appointments	1	100.0%
Moab	CG2.5	CG5 Appointments	0	N/A
Ogden	CG2.5	CG5 Appointments	6	100.0%
Park City	CG2.5	CG5 Appointments	1	100.0%
Price	CG2.5	CG5 Appointments	2	100.0%
Richfield	CG2.5	CG5 Appointments	2	100.0%
SLC Metro	CG2.5	CG5 Appointments	2	100.0%
Vernal	CG2.5	CG5 Appointments	2	100.0%
American Fork	CG2.6	CG6 Appointments	0	N/A
Layton	CG2.6	CG6 Appointments	0	N/A
Ogden	CG2.6	CG6 Appointments	1	100.0%
Price	CG2.6	CG6 Appointments	0	N/A
Vernal	CG2.6	CG6 Appointments	0	N/A
American Fork	CG2a	All Other RCMS Appointments	162	100.0%
Cedar City	CG2a	All Other RCMS Appointments	6	100.0%
Jordan Valley	CG2a	All Other RCMS Appointments	45	100.0%
Laketown/Woodruff	CG2a	All Other RCMS Appointments	0	N/A
Layton	CG2a	All Other RCMS Appointments	12	100.0%
Moab	CG2a	All Other RCMS Appointments	8	100.0%
Ogden	CG2a	All Other RCMS Appointments	65	100.0%
Park City	CG2a	All Other RCMS Appointments	1	100.0%
Price	CG2a	All Other RCMS Appointments	7	100.0%
Richfield	CG2a	All Other RCMS Appointments	10	100.0%
SLC Metro	CG2a	All Other RCMS Appointments	78	100.0%
Smithfield	CG2a	All Other RCMS Appointments	0	N/A
Tooele	CG2a	All Other RCMS Appointments	15	100.0%
Tremonton	CG2a	All Other RCMS Appointments	8	100.0%
Vernal	CG2a	All Other RCMS Appointments	2	100.0%
American Fork	CG3	Switching on Power	355	100.0%
			3	100.0%
			2,291	99.9%
			\$325	

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Utah - Failures and Events

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance
 4th Quarter - Fiscal Year 2002
 January - March 2002

					Current Quarter			Year To Date				
Cedar City	CG3	Switching on Power			155			100.0%	5	780	\$375	99.4%
Jordan Valley	CG3	Switching on Power		2	635	\$750		99.7%	7	4,440	\$1,450	99.8%
Laketown/Woodruff	CG3	Switching on Power			7			100.0%		63		100.0%
Layton	CG3	Switching on Power			123			100.0%	5	1,388	\$1,300	99.6%
Moab	CG3	Switching on Power			61			100.0%	5	297		100.0%
Ogden	CG3	Switching on Power		1	378	\$50		99.7%	5	3,727	\$325	99.9%
Park City	CG3	Switching on Power			34			100.0%	3	315		100.0%
Price	CG3	Switching on Power		2	40	\$125		95.0%	3	330	\$400	99.1%
Richfield	CG3	Switching on Power			60			100.0%		412		100.0%
SLC Metro	CG3	Switching on Power		5	1,801	\$625		99.7%	21	9,476	\$3,250	99.8%
Smithfield	CG3	Switching on Power			37			100.0%	1	385	\$125	99.7%
Tooele	CG3	Switching on Power		1	142	\$50		99.3%	3	759	\$150	99.6%
Tremonton	CG3	Switching on Power			22			100.0%		258		100.0%
Vernal	CG3	Switching on Power			50			100.0%		276		100.0%
Wasatch Collection Center	CG3	Switching on Power			0			N/A		1		100.0%
American Fork	CG4a	Estimates - Contact within 2 days		3	72	\$150		95.8%	13	329	\$650	96.0%
Cedar City	CG4a	Estimates - Contact within 2 days		2	110	\$100		98.2%	6	446	\$300	98.7%
Jordan Valley	CG4a	Estimates - Contact within 2 days			78			100.0%	4	477	\$200	99.2%
Laketown/Woodruff	CG4a	Estimates - Contact within 2 days			3			100.0%	1	36	\$50	97.2%
Layton	CG4a	Estimates - Contact within 2 days			42			100.0%	2	139	\$100	98.6%
Moab	CG4a	Estimates - Contact within 2 days		1	27	\$50		96.3%	3	125	\$150	97.6%
Ogden	CG4a	Estimates - Contact within 2 days			63			100.0%	5	326	\$250	98.5%
Park City	CG4a	Estimates - Contact within 2 days			45			100.0%	1	242	\$50	99.6%
Price	CG4a	Estimates - Contact within 2 days			41			100.0%	1	103	\$50	99.0%
Richfield	CG4a	Estimates - Contact within 2 days		1	71	\$50		98.6%	7	245	\$350	97.1%
SLC Metro	CG4a	Estimates - Contact within 2 days			73			100.0%	3	351	\$150	99.1%
Smithfield	CG4a	Estimates - Contact within 2 days			25			100.0%	3	176	\$150	98.3%
Tooele	CG4a	Estimates - Contact within 2 days		3	31	\$150		90.3%	7	108	\$350	93.5%
Tremonton	CG4a	Estimates - Contact within 2 days		3	18	\$150		83.3%	9	112	\$450	92.0%
Vernal	CG4a	Estimates - Contact within 2 days			24			100.0%		115		100.0%
American Fork	CG4b	Estimates - 5 days			11			100.0%	47	15		100.0%
Cedar City	CG4b	Estimates - 5 days			56			100.0%		216		100.0%
Jordan Valley	CG4b	Estimates - 5 days			30			100.0%		181		100.0%
Laketown/Woodruff	CG4b	Estimates - 5 days			0			N/A		7		100.0%
Layton	CG4b	Estimates - 5 days			18			100.0%		46		100.0%
Moab	CG4b	Estimates - 5 days			7			100.0%		34		100.0%
Ogden	CG4b	Estimates - 5 days			13			100.0%		81		100.0%
Park City	CG4b	Estimates - 5 days			5			100.0%		19		100.0%

customerguarantees



Utah - Failures and Events

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance
 4th Quarter - Fiscal Year 2002
 January - March 2002

						Current Quarter				Year To Date		
Price	CG4b	Estimates - 5 days				17				29		100.0%
Richfield	CG4b	Estimates - 5 days				21				78		100.0%
SLC Metro	CG4b	Estimates - 5 days				32				102		100.0%
Smithfield	CG4b	Estimates - 5 days				8				31		100.0%
Tooele	CG4b	Estimates - 5 days				16				42		100.0%
Tremonton	CG4b	Estimates - 5 days				18			1	36	\$50	97.2%
Vernal	CG4b	Estimates - 5 days				9				26		100.0%
American Fork	CG4c	Estimates - 15 days	2			18		\$100	21	222	\$1,050	90.5%
Cedar City	CG4c	Estimates - 15 days				47				221		100.0%
Jordan Valley	CG4c	Estimates - 15 days				27			9	270	\$450	96.7%
Laketown/Woodruff	CG4c	Estimates - 15 days				5				31		100.0%
Layton	CG4c	Estimates - 15 days				13			2	78	\$100	97.4%
Moab	CG4c	Estimates - 15 days				15			1	73	\$50	98.6%
Ogden	CG4c	Estimates - 15 days				36		\$50	3	252	\$150	98.8%
Park City	CG4c	Estimates - 15 days	1			35				204		100.0%
Price	CG4c	Estimates - 15 days				19				84		100.0%
Richfield	CG4c	Estimates - 15 days				20			8	147	\$400	94.6%
SLC Metro	CG4c	Estimates - 15 days				35			1	231	\$50	99.6%
Smithfield	CG4c	Estimates - 15 days				21				138		100.0%
Tooele	CG4c	Estimates - 15 days				4				69		100.0%
Tremonton	CG4c	Estimates - 15 days				15			5	89	\$250	94.4%
Vernal	CG4c	Estimates - 15 days				17				93		100.0%
American Fork	CG5	Responding to Bill Inquiries within	1			165		\$50	11	595	\$550	98.2%
Cedar City	CG5	Responding to Bill Inquiries within	1			139		\$50	1	379	\$50	99.7%
Jordan Valley	CG5	Responding to Bill Inquiries within	3			617		\$150	10	2,306	\$500	99.6%
Laketown/Woodruff	CG5	Responding to Bill Inquiries within				16				56		100.0%
Layton	CG5	Responding to Bill Inquiries within	1			187		\$50	3	579	\$150	99.5%
Moab	CG5	Responding to Bill Inquiries within				37				139		100.0%
Ogden	CG5	Responding to Bill Inquiries within	1			497		\$50	2	1,187	\$100	99.8%
Park City	CG5	Responding to Bill Inquiries within	1			70		\$50	2	324	\$100	99.4%
Price	CG5	Responding to Bill Inquiries within				28				115		100.0%
Richfield	CG5	Responding to Bill Inquiries within	1			57		\$50	1	167	\$50	99.4%
SLC Metro	CG5	Responding to Bill Inquiries within	6			945		\$300	18	3,659	\$900	99.5%
Smithfield	CG5	Responding to Bill Inquiries within				71				190		100.0%
Tooele	CG5	Responding to Bill Inquiries within				33				109		100.0%
Tremonton	CG5	Responding to Bill Inquiries within				42			1	123	\$50	99.2%
Vernal	CG5	Responding to Bill Inquiries within				41				80		100.0%
American Fork	CG6	Responding to Meter Problems				16				47		100.0%

customerguarantees



Utah - Failures and Events

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance
 4th Quarter - Fiscal Year 2002
 January - March 2002

		Current Quarter			Year To Date		
Cedar City	CG6	Responding to Meter Problems	6	100.0%	26	100.0%	
Jordan Valley	CG6	Responding to Meter Problems	28	100.0%	112	100.0%	
Layton	CG6	Responding to Meter Problems	1	88.9%	4	92.3%	\$200
Moab	CG6	Responding to Meter Problems	1	100.0%	3	100.0%	
Ogden	CG6	Responding to Meter Problems	23	100.0%	66	100.0%	
Park City	CG6	Responding to Meter Problems	3	100.0%	15	100.0%	
Price	CG6	Responding to Meter Problems	1	100.0%	10	100.0%	
Richfield	CG6	Responding to Meter Problems	2	100.0%	13	100.0%	
SLC Metro	CG6	Responding to Meter Problems	1	97.9%	2	98.7%	\$100
Smithfield	CG6	Responding to Meter Problems	1	100.0%	8	100.0%	
Tooele	CG6	Responding to Meter Problems	3	100.0%	12	100.0%	
Tremonton	CG6	Responding to Meter Problems	1	100.0%	3	100.0%	
Vernal	CG6	Responding to Meter Problems	4	100.0%	8	100.0%	
American Fork	CG7	Planned Interruptions	589	100.0%	2,361	100.0%	\$50
Cedar City	CG7	Planned Interruptions	1	0.0%	3	99.6%	\$150
Jordan Valley	CG7	Planned Interruptions	4	98.3%	19	99.6%	\$950
Layton	CG7	Planned Interruptions	129	100.0%	4,814	100.0%	
Moab	CG7	Planned Interruptions	1	100.0%	23	100.0%	
Ogden	CG7	Planned Interruptions	1,292	99.9%	3	99.9%	\$150
Park City	CG7	Planned Interruptions	3	100.0%	969	100.0%	
Price	CG7	Planned Interruptions	33	100.0%	187	100.0%	
Richfield	CG7	Planned Interruptions	162	100.0%	186	100.0%	
SLC Metro	CG7	Planned Interruptions	162	100.0%	10	99.7%	\$500
Smithfield	CG7	Planned Interruptions	124	100.0%	173	100.0%	
Tooele	CG7	Planned Interruptions	77	100.0%	277	100.0%	
Tremonton	CG7	Planned Interruptions	0	N/A	100	100.0%	
Vernal	CG7	Planned Interruptions	157	100.0%	157	99.4%	\$100
Jordan Valley	CG8a	Respond in 5 days	0	N/A	2	0.0%	\$100
SLC Metro	CG8a	Respond in 5 days	0	N/A	3	0.0%	\$150
Wasatch Collection Center	CG8a	Respond in 5 days	22	100.0%	303	100.0%	
SLC Metro	CG8b	Respond in 7 days	0	N/A	2	0.0%	\$100
Wasatch Collection Center	CG8b	Respond in 7 days	17	100.0%	165	100.0%	
			51	100.0%	289	100.0%	\$19,875
			294,849	\$3,600	1,665,881	\$19,875	100.0%

customer guarantees



Utah - Guarantee Field Response Performance

Sort the table by District or Guarantee to see individual District performance or overall Guarantee performance

4th Quarter - Fiscal Year 2002

January - March 2002

American Fork	CG4a	Estimates - Contact within 2 days	72	2	329	2
Cedar City	CG4a	Estimates - Contact within 2 days	110	1	446	1
Jordan Valley	CG4a	Estimates - Contact within 2 days	78	1	477	1
Laketown/Woodruff	CG4a	Estimates - Contact within 2 days	3	1	36	1
Layton	CG4a	Estimates - Contact within 2 days	42	<1	139	1
Moab ¹	CG4a	Estimates - Contact within 2 days	27	<1	125	3
Ogden	CG4a	Estimates - Contact within 2 days	63	1	326	1
Park City	CG4a	Estimates - Contact within 2 days	45	<1	242	1
Price	CG4a	Estimates - Contact within 2 days	41	<1	103	<1
Richfield	CG4a	Estimates - Contact within 2 days	71	1	245	1
SLC Metro	CG4a	Estimates - Contact within 2 days	73	1	351	1
Smithfield ²	CG4a	Estimates - Contact within 2 days	25	8	176	2
Tooele	CG4a	Estimates - Contact within 2 days	31	<1	108	1
Tremonton	CG4a	Estimates - Contact within 2 days	18	<1	112	1
Vernal	CG4a	Estimates - Contact within 2 days	24	<1	115	<1
American Fork	CG4b	Estimates - 5 days	11	<1	47	<1
Cedar City	CG4b	Estimates - 5 days	56	<1	216	<1
Jordan Valley	CG4b	Estimates - 5 days	30	1	181	1
Laketown/Woodruff	CG4b	Estimates - 5 days	0	<1	7	<1
Layton	CG4b	Estimates - 5 days	18	1	46	1
Moab	CG4b	Estimates - 5 days	7	<1	34	<1
Ogden	CG4b	Estimates - 5 days	13	<1	81	<1
Park City	CG4b	Estimates - 5 days	5	1	19	1
Price	CG4b	Estimates - 5 days	17	0	29	<1
Richfield	CG4b	Estimates - 5 days	21	1	78	1
SLC Metro	CG4b	Estimates - 5 days	32	<1	102	<1
Smithfield	CG4b	Estimates - 5 days	8	1	31	1
Tooele	CG4b	Estimates - 5 days	16	1	42	1
Tremonton	CG4b	Estimates - 5 days	18	<1	36	<1
Vernal	CG4b	Estimates - 5 days	9	<1	26	<1
American Fork	CG4c	Estimates - 15 days	18	10	222	10
Cedar City	CG4c	Estimates - 15 days	47	3	221	3
Jordan Valley	CG4c	Estimates - 15 days	27	<1	270	7
Laketown/Woodruff	CG4c	Estimates - 15 days	5	3	31	3
Layton	CG4c	Estimates - 15 days	13	1	78	6
Moab	CG4c	Estimates - 15 days	15	8	73	8
Ogden	CG4c	Estimates - 15 days	36	4	252	4
Park City	CG4c	Estimates - 15 days	35	4	204	4
Price	CG4c	Estimates - 15 days	19	<1	84	1
Richfield	CG4c	Estimates - 15 days	20	<1	147	5
SLC Metro	CG4c	Estimates - 15 days	35	6	231	6
Smithfield	CG4c	Estimates - 15 days	21	3	138	3
Tooele	CG4c	Estimates - 15 days	4	7	69	7
Tremonton	CG4c	Estimates - 15 days	15	2	89	7
Vernal	CG4c	Estimates - 15 days	17	<1	93	<1
American Fork	CG5	Responding to Bill Inquiries within 10 days	165	6	595	6
Cedar City	CG5	Responding to Bill Inquiries within 10 days	139	5	379	5
Jordan Valley	CG5	Responding to Bill Inquiries within 10 days	617	2	2306	5
Laketown/Woodruff	CG5	Responding to Bill Inquiries within 10 days	16	6	56	6
Layton	CG5	Responding to Bill Inquiries within 10 days	187	5	579	5

customer guarantees



Utah - Guarantee Field Response Performance

Sort the table by District or Guarantee to see individual District performance or overall Guarantee performance

4th Quarter - Fiscal Year 2002

January - March 2002

Moab	CG5	Responding to Bill Inquiries within 10 days	37	8	139	5
Ogden	CG5	Responding to Bill Inquiries within 10 days	497	4	1187	5
Park City	CG5	Responding to Bill Inquiries within 10 days	70	6	324	6
Price	CG5	Responding to Bill Inquiries within 10 days	28	5	115	5
Richfield	CG5	Responding to Bill Inquiries within 10 days	57	6	167	6
SLC Metro	CG5	Responding to Bill Inquiries within 10 days	945	5	3659	5
Smithfield	CG5	Responding to Bill Inquiries within 10 days	71	4	190	4
Tooele	CG5	Responding to Bill Inquiries within 10 days	33	3	109	5
Tremonton	CG5	Responding to Bill Inquiries within 10 days	42	6	123	6
Vernal	CG5	Responding to Bill Inquiries within 10 days	41	5	80	5
American Fork	CG6	Responding to Meter Problems within 15 days	16	8	47	8
Cedar City	CG6	Responding to Meter Problems within 15 days	6	5	26	5
Jordan Valley	CG6	Responding to Meter Problems within 15 days	28	7	112	7
Layton	CG6	Responding to Meter Problems within 15 days	9	9	52	9
Moab	CG6	Responding to Meter Problems within 15 days	1	3	3	5
Ogden	CG6	Responding to Meter Problems within 15 days	23	9	66	9
Park City ³	CG6	Responding to Meter Problems within 15 days	3	17	15	9
Price	CG6	Responding to Meter Problems within 15 days	1	12	10	12
Richfield	CG6	Responding to Meter Problems within 15 days	2	8	13	8
SLC Metro	CG6	Responding to Meter Problems within 15 days	47	7	155	7
Smithfield	CG6	Responding to Meter Problems within 15 days	1	6	8	6
Tooele	CG6	Responding to Meter Problems within 15 days	3	9	12	9
Tremonton	CG6	Responding to Meter Problems within 15 days	1	9	3	9
Vernal	CG6	Responding to Meter Problems within 15 days	4	10	8	12

¹ During the previous quarter in Moab, one request with a response periods of 15 days and five requests with responses of 2 - 5 days were the result of waiting for customers to call back despite PacifiCorp's multiple attempts to make contact.

² Several attempts were made to contact a Smithfield customer within two days, then after 4 months passed, the customer finally returned our calls.

³ An incorrect request type was created at the initial call that does not require timely customer response. Field personnel did not discover the request until after the several days had already passed.



Utah - Outage Restoration Performance

4th Quarter - Fiscal Year 2002
January - March 2002

District	Customers	Outages	Restored	Performance
American Fork	35,655	121,119	93%	92%
Cedar City	10,572	71,576	39%	73%
Jordan Valley	43,123	346,329	90%	87%
Layton	36,929	132,252	91%	89%
Moab	658	7,843	99%	88%
Ogden	54,935	319,341	87%	88%
Park City	11,274	80,728	56%	74%
Price	4,496	20,075	85%	84%
Richfield	6,276	24,379	76%	76%
SLC Metro	51,933	303,336	95%	88%
Smithfield	9,140	56,831	89%	88%
Tooele	14,977	83,596	96%	88%
Tremonton	1,587	13,588	100%	81%
Vernal	769	13,980	100%	77%
All Districts	282,324	1,594,973	88%	86%

¹ During the quarter, Cedar City experienced multiple concurrent pole fires related to storms requiring pole replacement. Vehicle accidents and high winds blowing conductor and poles down accounted for a number of additional extended outages.

² Park City's low 4th quarter performance resulted from hit and run damage to switch gear, several concurrent storm related pole fires in locations across the district and one instance of Olympic support equipment malfunction.

³ In Richfield, performance was impacted in the 4th quarter by a single 4.5 hour outage affecting over 1100 customers. The outage was caused by a structure fire in the 138 KV line supplying the area.

⁴ Performance earlier in the year in Vernal was low due to large coverage areas, difficult terrain and the nature of the outages requiring pole replacements. No significant outages have been encountered in the last two quarters.



Utah - Non-Guarantee Field Response Performance

FIELD Orders

4th Quarter - Fiscal Year 2002

January - March 2002

	3rd Quarter (Restated) ¹		4th Quarter		Total	Average
	Q1	Q2	Q3	Q4		
American Fork	61	5	57	3	249	3
Cedar City	62	9	40	5	343	5
Jordan Valley ¹	202	7	189	13	1082	8
Laketown/Woodruff ¹	5	3	1	2	13	2
Layton ¹	299	2	284	2	1196	2
Moab	13	12	7	<1	60	7
Ogden	222	15	182	3	1108	13
Park City	27	7	8	5	96	5
Price	21	28	14	<1	69	9
Richfield	22	1	28	21	120	8
SLC Metro ²	334	14	323	36	1402	16
Smithfield	31	7	15	7	163	7
Tooele	38	4	16	<1	172	3
Tremonton ³	20	8	14	32	88	16
Vernal	17	27	9	<1	48	8
	1374		1187		6209	

* Average response measured in working days.

¹ Restated 3rd Quarter event totals due to incorrect district names associated with reported totals.

² Valley West District was combined into Salt Lake City Metro totals. Also, SLC Metro personnel closed a large number of FLD orders in March where the work had been completed and not entered in the system or where repeated attempts to contact the customer for more information went unanswered for more than 30 days.

³ Tremonton closed 4 old FLD orders in March where the work had been completed and not entered in the system. One job was closed where repeated attempts to contact the customer for more information went unanswered for more than 30 days.



Utah - Non-Guarantee Field Response Performance

Tree Trimming Orders

4th Quarter - Fiscal Year 2002

January - March 2002

American Fork	Resolved by Customer Contact	1	6	1	6
American Fork	Site Inspection Required	21	5	95	4
Cedar City	Resolved by Customer Contact	2	1	2	1
Cedar City	Site Inspection Required	5	27	23	11
Jordan Valley	Resolved by Customer Contact	1	<1	5	<1
Jordan Valley	Site Inspection Required	78	5	462	5
Layton	Resolved by Customer Contact	1	<1	2	1
Layton	Site Inspection Required	22	2	90	2
Moab ¹	Site Inspection Required	7	24	14	31
Ogden	Site Inspection Required	51	2	326	2
Ogden	Resolved by Customer Contact	0	--	3	2
Park City	Site Inspection Required	1	7	18	5
Park City	Resolved by Customer Contact	1	<1	2	<1
Price ¹	Site Inspection Required	7	22	41	17
Price	Resolved by Customer Contact	0	--	1	8
Richfield ¹	Site Inspection Required	4	34	18	18
Richfield	Resolved by Customer Contact	1	7	3	3
SLC Metro	Site Inspection Required	187	4	1137	4
SLC Metro	Resolved by Customer Contact	2	2	11	1
Smithfield	Site Inspection Required	5	16	26	11
Smithfield	Resolved by Customer Contact	0	--	2	8
Tooele ¹	Site Inspection Required	3	55	33	14
Tooele	Resolved by Customer Contact	0	--	1	1
Tremonton	Site Inspection Required	1	2	18	3
Vernal	Site Inspection Required	5	6	21	7

406

2355

* Average = Average working days from customer call to resolution by contact only, or where necessary, average working days from customer call to site inspection.

¹ Emergency work is always inspected and completed as soon as possible. For non-emergency requests, customers are contacted within ten days, and where necessary, the customer is informed the work will be inspected on the next scheduled visit to the district. For these four districts, such visits may be several weeks in the future.

UTAH RESIDENTIAL/SMALL COMMERCIAL METER SETS - REPORT BY DISTRICT

FISCAL YEAR TO DATE - 4th QUARTER 2001-2002

NORTHERN UTAH

LOCATION	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			Fiscal YTD		
	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total
Jordan Valley	1104	98%	1124	1374	99%	1388	1464	99%	1486	889	98%	906	4831	99%	4904
Layton	376	96%	393	411	99%	415	505	97%	518	432	98%	439	1724	98%	1765
Metro	769	99%	777	862	99%	872	1303	98%	1327	683	100%	685	3617	99%	3661
Ogden	372	100%	373	506	99%	512	688	98%	705	385	100%	385	1951	99%	1975
Park City	146	96%	152	230	88%	261	415	78%	531	184	86%	214	975	84%	1158
Smithfield	99	99%	100	149	99%	150	149	100%	149	64	100%	64	461	100%	463
Tooele	148	98%	151	234	100%	234	236	98%	242	158	98%	161	776	98%	788
Tremonton	36	100%	36	30	100%	30	51	93%	55	37	97%	38	154	97%	159
TOTAL	3050	98%	3106	3796	98%	3862	4811	96%	5013	2832	98%	2892	14489	97%	14873

SOUTHERN UTAH

LOCATION	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			Fiscal YTD		
	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total
American Fork	492	100%	493	567	99%	574	652	99%	661	459	100%	460	2170	99%	2188
Cedar City	142	99%	143	188	90%	208	232	89%	260	173	95%	183	735	93%	794
Moab	53	100%	53	65	98%	66	50	100%	50	51	96%	53	219	99%	222
Price	30	94%	32	66	100%	66	28	100%	28	18	100%	18	142	99%	144
Richfield	103	100%	103	135	99%	136	121	100%	121	78	100%	78	437	100%	438
Vernal	41	100%	41	35	100%	35	53	95%	56	30	100%	30	159	98%	162
TOTAL	861	100%	865	1056	97%	1085	1136	97%	1176	809	98%	822	3862	98%	3948

TOTAL UTAH

LOCATION	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			Fiscal YTD		
	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total
TOTAL UTAH	3911	98%	3971	4852	98%	4947	5947	96%	6189	3641	98%	3714	18351	98%	18821

UTAH TEMPORARY METER SETS - REPORT BY DISTRICT

FISCAL YEAR TO DATE - 4th QUARTER 2001-2002

NORTHERN UTAH

LOCATION	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Fiscal YTD	
	Total Within 10 Days	%	Total Within 10 Days	%	Total Within 10 Days	%	Total Within 10 Days	%	Total Within 10 Days	%
Jordan Valley	601	99%	504	99%	509	100%	476	98%	443	99%
Layton	295	97%	367	98%	374	99%	294	100%	368	99%
Metro	236	100%	236	100%	240	100%	216	100%	205	100%
Ogden	342	90%	380	100%	304	100%	235	100%	247	97%
Park City	96	100%	96	95%	83	97%	71	90%	70	96%
Smithfield	82	100%	82	100%	82	100%	59	100%	31	100%
Tooele	110	100%	141	100%	141	100%	86	100%	92	100%
Tremonton	24	100%	29	100%	29	100%	17	100%	8	100%
TOTAL	1824	99%	1746	99%	1762	100%	1454	99%	1421	99%

SOUTHERN UTAH

LOCATION	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Fiscal YTD	
	Total Within 10 Days	%	Total Within 10 Days	%	Total Within 10 Days	%	Total Within 10 Days	%	Total Within 10 Days	%
American Fork	382	100%	379	99%	383	100%	353	97%	331	99%
Cedar City	104	100%	86	100%	86	99%	73	99%	94	99%
Moab	2	100%	2	100%	2	100%	8	100%	4	100%
Price	5	100%	7	100%	7	100%	9	100%	1	100%
Richfield	17	100%	25	100%	25	100%	21	100%	34	100%
Vernal	7	100%	21	100%	21	100%	12	100%	10	100%
TOTAL	517	100%	520	99%	524	100%	476	98%	474	99%

TOTAL UTAH

LOCATION	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Fiscal YTD	
	Total Within 10 Days	%	Total Within 10 Days	%	Total Within 10 Days	%	Total Within 10 Days	%	Total Within 10 Days	%
TOTAL UTAH	2341	99%	2266	99%	2286	100%	1930	99%	1895	99%