



UTAH PUBLIC
SERVICE COMMISSION

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January 31, 2005

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


Attn: Julie P. Orchard, Commission Secretary

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

Please find enclosed PacifiCorp's third quarter report for the period October, 2004 through December, 2004 detailing the Company's performance in meeting the Customer which were agreed upon as a result of the merger between ScottishPower and PacifiCorp. A comparison of performance to last year is included as well.

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

Sincerely,


Carole Rockney, Director,
Customer and Regulatory Liaison

c: Abdinasir Abdulle- Utah Division of Public Utilities
Rea Petersen- Utah Division of Public Utilities
Matthew Wright - Executive Vice President, Power Delivery

Enclosures

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customer guarantees



Utah - Failures and Events

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance
 3rd Quarter - Fiscal Year 2005
 April-December 2004

District	CG	Description	FYTD 2005				Prior Year Comparison			
			Failures	Paid	Events	Success	Failures	Paid	Events	Success
American Fork	CG1	Restoring Supply	3	\$200	134,052	99.9%				
American Fork	CG2.3	CG3 Appointments	5	\$250	128	96.1%	3	\$150	219	98.6%
American Fork	CG2.4	CG4 Appointments	3	\$150	238	98.7%	1	\$50	273	99.6%
American Fork	CG2.5	CG5 Appointments			4	100.0%			1	100.0%
American Fork	CG2a	All Other RCMS Appointmts			616	100.0%	2	\$100	631	99.7%
American Fork	CG3	Switching on Power	6	\$550	2,765	99.8%	5	\$525	2,441	99.8%
American Fork	CG4a	Estimates - Contact within 2 days	11	\$550	257	95.7%	10	\$500	254	96.1%
American Fork	CG4b	Estimates - 5 days			86	100.0%			64	100.0%
American Fork	CG4c	Estimates - 15 days	36	\$1,800	143	74.8%	24	\$1,200	159	84.9%
American Fork	CG5	Responding to Bill Inquiries within 10 days	1	\$50	697	99.9%	2	\$100	145	98.6%
American Fork	CG6	Responding to Meter Problems within 15 days	2	\$100	61	96.7%	1	\$50	44	97.7%
American Fork	CG7	Planned Interruptions	3	\$150	1,518	99.8%			1,689	100.0%
Cedar City	CG1	Restoring Supply	1	\$275	108,893	99.9%			45,641	100.0%
Cedar City	CG2.3	CG3 Appointments			49	100.0%	2	\$100	82	97.6%
Cedar City	CG2.4	CG4 Appointments			156	100.0%			199	100.0%
Cedar City	CG2.5	CG5 Appointments			4	100.0%			0	N/A
Cedar City	CG2.6	CG6 Appointments			1	100.0%			0	N/A
Cedar City	CG2a	All Other RCMS Appointmts			72	100.0%			30	100.0%
Cedar City	CG3	Switching on Power	1	\$50	1,326	99.9%	4	\$725	1,272	99.7%
Cedar City	CG4a	Estimates - Contact within 2 days	5	\$250	312	98.4%	4	\$200	328	98.8%
Cedar City	CG4b	Estimates - 5 days			111	100.0%			124	100.0%
Cedar City	CG4c	Estimates - 15 days			183	100.0%			195	100.0%
Cedar City	CG5	Responding to Bill Inquiries within 10 days			295	100.0%	1	\$50	82	98.8%
Cedar City	CG6	Responding to Meter Problems within 15 days			38	100.0%			26	100.0%
Cedar City	CG7	Planned Interruptions			400	100.0%			61	100.0%
Jordan Valley	CG1	Restoring Supply	5	\$250	339,644	99.9%	1	\$50	236,347	99.9%
Jordan Valley	CG2.3	CG3 Appointments	2	\$100	272	99.3%			266	100.0%
Jordan Valley	CG2.4	CG4 Appointments	2	\$100	174	98.9%			221	100.0%
Jordan Valley	CG2.5	CG5 Appointments	1	\$50	6	83.3%			3	100.0%
Jordan Valley	CG2.6	CG6 Appointments			2	100.0%			0	N/A
Jordan Valley	CG2a	All Other RCMS Appointmts	1	\$50	698	99.9%	1	\$50	774	99.9%
Jordan Valley	CG3	Switching on Power	16	\$1,675	6,149	99.7%	14	\$1,325	6,372	99.8%
Jordan Valley	CG4a	Estimates - Contact within 2 days	11	\$550	211	94.8%	2	\$100	274	99.3%
Jordan Valley	CG4b	Estimates - 5 days			63	100.0%			73	100.0%
Jordan Valley	CG4c	Estimates - 15 days	2	\$100	141	98.6%	10	\$500	164	93.9%
Jordan Valley	CG5	Responding to Bill Inquiries within 10 days	2	\$100	1771	99.9%	8	\$400	365	97.8%
Jordan Valley	CG6	Responding to Meter Problems within 15 days	1	\$50	227	99.6%			117	100.0%
Jordan Valley	CG7	Planned Interruptions	4	\$200	3,346	99.9%	3	\$200	3,030	99.9%
Laketown/Woodruff	CG2.3	CG3 Appointments			5	100.0%			9	100.0%
Laketown/Woodruff	CG2.4	CG4 Appointments			33	100.0%			30	100.0%
Laketown/Woodruff	CG2a	All Other RCMS Appointmts			10	100.0%			2	100.0%
Laketown/Woodruff	CG3	Switching on Power			69	100.0%			69	100.0%
Laketown/Woodruff	CG4a	Estimates - Contact within 2 days	1	\$50	31	96.8%			33	100.0%
Laketown/Woodruff	CG4b	Estimates - 5 days			10	100.0%			8	100.0%
Laketown/Woodruff	CG4c	Estimates - 15 days			21	100.0%			28	100.0%
Laketown/Woodruff	CG5	Responding to Bill Inquiries within 10 days	1	\$50	78	98.7%			12	100.0%
Laketown/Woodruff	CG6	Responding to Meter Problems within 15 days			2	100.0%			4	100.0%
Layton	CG1	Restoring Supply			117,290	100.0%			104,842	100.0%
Layton	CG2.3	CG3 Appointments			26	100.0%			21	100.0%
Layton	CG2.4	CG4 Appointments			46	100.0%	1	\$50	37	97.3%
Layton	CG2.5	CG5 Appointments			2	100.0%			10	100.0%
Layton	CG2.6	CG6 Appointments			1	100.0%			2	100.0%
Layton	CG2a	All Other RCMS Appointmts			108	100.0%			33	100.0%
Layton	CG3	Switching on Power	2	\$225	1,962	99.9%	3	\$350	1,553	98.8%
Layton	CG4a	Estimates - Contact within 2 days	5	\$250	86	94.2%	1	\$50	99	99.0%
Layton	CG4b	Estimates - 5 days			24	100.0%			45	100.0%
Layton	CG4c	Estimates - 15 days	2	\$100	60	96.7%	1	\$50	52	98.1%
Layton	CG5	Responding to Bill Inquiries within 10 days	1	\$50	494	99.8%	2	\$100	94	97.9%
Layton	CG6	Responding to Meter Problems within 15 days	1	\$50	54	98.1%			41	100.0%
Layton	CG7	Planned Interruptions			1,434	100.0%			466	100.0%
Moab	CG1	Restoring Supply			18,495	100.0%			14,735	100.0%
Moab	CG2.3	CG3 Appointments			5	100.0%			19	100.0%
Moab	CG2.4	CG4 Appointments	1	\$50	74	98.6%			74	100.0%
Moab	CG2.5	CG5 Appointments			1	100.0%			3	100.0%
Moab	CG2a	All Other RCMS Appointmts			29	100.0%			18	100.0%
Moab	CG3	Switching on Power	3	\$200	180	98.3%	3	\$275	282	98.9%
Moab	CG4a	Estimates - Contact within 2 days	6	\$300	88	93.2%	1	\$50	84	98.8%
Moab	CG4b	Estimates - 5 days			21	100.0%			29	100.0%
Moab	CG4c	Estimates - 15 days			45	100.0%	1	\$50	68	98.5%
Moab	CG5	Responding to Bill Inquiries within 10 days	1	\$50	86	98.8%			27	100.0%
Moab	CG6	Responding to Meter Problems within 15 days			6	100.0%			6	100.0%

customer guarantees



Utah - Failures and Events

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance
3rd Quarter - Fiscal Year 2005
April-December 2004

District	CG	Description	FYTD 2005				Prior Year Comparison			
			Failures	Paid	Events	Success	Failures	Paid	Events	Success
Moab	CG7	Planned Interruptions			80	100.0%			8	100.0%
Ogden	CG1	Restoring Supply	5	\$1,100	292,718	99.9%	2	\$100	209,781	99.9%
Ogden	CG2.3	CG3 Appointments	2	\$100	153	98.7%	2	\$100	310	99.4%
Ogden	CG2.4	CG4 Appointments	1	\$50	233	99.6%	1	\$50	178	99.4%
Ogden	CG2.5	CG5 Appointments			10	100.0%			9	100.0%
Ogden	CG2.6	CG6 Appointments				N/A			2	100.0%
Ogden	CG2a	All Other RCMS Appointmts	2	\$100	620	99.7%			301	100.0%
Ogden	CG3	Switching on Power	12	\$1,550	4,202	99.7%	4	\$1,100	3,805	99.9%
Ogden	CG4a	Estimates - Contact within 2 days	11	\$550	258	95.7%	10	\$500	237	95.8%
Ogden	CG4b	Estimates - 5 days			63	100.0%			75	100.0%
Ogden	CG4c	Estimates - 15 days	3	\$150	197	98.5%	2	\$100	163	98.8%
Ogden	CG5	Responding to Bill Inquiries within 10 days	1	\$50	862	99.9%	4	\$200	213	98.1%
Ogden	CG6	Responding to Meter Problems within 15 days			98	100.0%			55	100.0%
Ogden	CG7	Planned Interruptions	3	\$150	1,512	99.8%	1	\$50	2,744	99.9%
Park City	CG1	Restoring Supply			58,129	100.0%			42,148	100.0%
Park City	CG2.3	CG3 Appointments			41	100.0%			40	100.0%
Park City	CG2.4	CG4 Appointments			136	100.0%			73	100.0%
Park City	CG2.5	CG5 Appointments			12	100.0%			3	100.0%
Park City	CG2.6	CG6 Appointments			1	100.0%			0	N/A
Park City	CG2a	All Other RCMS Appointmts	2	\$100	189	98.9%			84	100.0%
Park City	CG3	Switching on Power	3	\$850	442	99.3%	2	\$200	571	99.6%
Park City	CG4a	Estimates - Contact within 2 days	5	\$250	164	97.0%	14	\$700	148	90.5%
Park City	CG4b	Estimates - 5 days			114	100.0%	1	\$50	11	90.9%
Park City	CG4c	Estimates - 15 days	15	\$750	130	88.5%			81	100.0%
Park City	CG5	Responding to Bill Inquiries within 10 days			334	100.0%	6	\$300	77	92.2%
Park City	CG6	Responding to Meter Problems within 15 days	1	\$50	19	94.7%			17	100.0%
Park City	CG7	Planned Interruptions			2,964	100.0%	1	\$50	3,191	100.0%
Price	CG1	Restoring Supply			31,296	100.0%			18,890	100.0%
Price	CG2.3	CG3 Appointments			28	100.0%			43	100.0%
Price	CG2.4	CG4 Appointments	1	\$50	88	98.9%			103	100.0%
Price	CG2.5	CG5 Appointments			1	100.0%			0	N/A
Price	CG2a	All Other RCMS Appointmts			65	100.0%			97	100.0%
Price	CG3	Switching on Power	1	\$750	495	99.8%			396	100.0%
Price	CG4a	Estimates - Contact within 2 days			87	100.0%	1	\$50	102	99.0%
Price	CG4b	Estimates - 5 days			23	100.0%			16	100.0%
Price	CG4c	Estimates - 15 days			76	100.0%			83	100.0%
Price	CG5	Responding to Bill Inquiries within 10 days			76	100.0%			18	100.0%
Price	CG6	Responding to Meter Problems within 15 days	1	\$50	5	80.0%			8	100.0%
Price	CG7	Planned Interruptions			1,401	100.0%			356	100.0%
Richfield	CG1	Restoring Supply			37,822	100.0%			32,882	100.0%
Richfield	CG2.3	CG3 Appointments			17	100.0%			33	100.0%
Richfield	CG2.4	CG4 Appointments			159	100.0%			145	100.0%
Richfield	CG2.5	CG5 Appointments				N/A			0	N/A
Richfield	CG2a	All Other RCMS Appointmts			37	100.0%			33	100.0%
Richfield	CG3	Switching on Power	1	\$50	590	99.8%			331	100.0%
Richfield	CG4a	Estimates - Contact within 2 days	1	\$50	188	99.5%	1	\$50	186	99.5%
Richfield	CG4b	Estimates - 5 days			44	100.0%			47	100.0%
Richfield	CG4c	Estimates - 15 days			146	100.0%			130	100.0%
Richfield	CG5	Responding to Bill Inquiries within 10 days	2	\$100	186	98.9%	1	\$50	58	98.3%
Richfield	CG6	Responding to Meter Problems within 15 days			8	100.0%	1	\$50	10	90.0%
Richfield	CG7	Planned Interruptions			1,818	100.0%	1	\$50	2,527	99.9%
SLC Metro	CG1	Restoring Supply	6	\$325	334,909	99.9%	1	\$50	300,445	99.9%
SLC Metro	CG2.3	CG3 Appointments	2	\$100	265	99.2%	1	\$50	413	99.8%
SLC Metro	CG2.4	CG4 Appointments	1	\$50	106	99.1%	1	\$50	112	99.1%
SLC Metro	CG2.5	CG5 Appointments			35	100.0%			28	100.0%
SLC Metro	CG2.6	CG6 Appointments				N/A	1	\$50	2	50.0%
SLC Metro	CG2a	All Other RCMS Appointmts	5	\$250	853	99.4%			759	100.0%
SLC Metro	CG3	Switching on Power	42	\$4,700	9,594	99.6%	32	\$2,725	9,508	99.7%
SLC Metro	CG4a	Estimates - Contact within 2 days	4	\$200	174	97.7%	1	\$50	184	99.5%
SLC Metro	CG4b	Estimates - 5 days			21	100.0%			49	100.0%
SLC Metro	CG4c	Estimates - 15 days	3	\$150	127	97.6%	3	\$150	102	97.1%
SLC Metro	CG5	Responding to Bill Inquiries within 10 days	8	\$400	2458	99.7%	19	\$950	465	95.9%
SLC Metro	CG6	Responding to Meter Problems within 15 days	2	\$100	213	99.1%	1	\$50	143	99.3%
SLC Metro	CG7	Planned Interruptions			3,306	100.0%	9	\$450	3,282	99.7%
Smithfield	CG1	Restoring Supply			38,194	100.0%			65,699	100.0%
Smithfield	CG2.3	CG3 Appointments	2	\$100	63	96.8%			87	100.0%
Smithfield	CG2.4	CG4 Appointments			73	100.0%			90	100.0%
Smithfield	CG2.5	CG5 Appointments				N/A			0	N/A
Smithfield	CG2a	All Other RCMS Appointmts			123	100.0%			58	100.0%
Smithfield	CG3	Switching on Power			301	100.0%			327	100.0%
Smithfield	CG4a	Estimates - Contact within 2 days	1	\$50	132	99.2%	1	\$50	169	99.4%

customer guarantees



Utah - Failures and Events

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance
 3rd Quarter - Fiscal Year 2005
 April-December 2004

District	CG	Description	FYTD 2005				Prior Year Comparison			
			Failures	Paid	Events	Success	Failures	Paid	Events	Success
Smithfield	CG4b	Estimates - 5 days			34	100.0%			60	100.0%
Smithfield	CG4c	Estimates - 15 days			94	100.0%			107	100.0%
Smithfield	CG5	Responding to Bill Inquiries within 10 days			119	100.0%			29	100.0%
Smithfield	CG6	Responding to Meter Problems within 15 days			21	100.0%			12	100.0%
Smithfield	CG7	Planned Interruptions	1	\$50	2,234	99.9%			310	100.0%
Tooele	CG1	Restoring Supply			58,231	100.0%			36,951	100.0%
Tooele	CG2.3	CG3 Appointments			39	100.0%	2	\$100	91	97.8%
Tooele	CG2.4	CG4 Appointments			44	100.0%			22	100.0%
Tooele	CG2.5	CG5 Appointments			2	100.0%			1	100.0%
Tooele	CG2a	All Other RCMS Appointmts			61	100.0%	2	\$100	53	96.2%
Tooele	CG3	Switching on Power	3	\$175	1,325	99.8%	4	\$250	380	98.9%
Tooele	CG4a	Estimates - Contact within 2 days			52	100.0%	1	\$50	59	98.3%
Tooele	CG4b	Estimates - 5 days			11	100.0%			14	100.0%
Tooele	CG4c	Estimates - 15 days			36	100.0%			29	100.0%
Tooele	CG5	Responding to Bill Inquiries within 10 days	1	\$50	153	99.3%	1	\$50	33	97.0%
Tooele	CG6	Responding to Meter Problems within 15 days	1	\$50	15	93.3%			12	100.0%
Tooele	CG7	Planned Interruptions	5	\$250	3,095	99.8%			97	100.0%
Tremonton	CG1	Restoring Supply			18,310	100.0%	2	\$100	19,845	99.9%
Tremonton	CG2.3	CG3 Appointments	1	\$50	27	96.3%			36	100.0%
Tremonton	CG2.4	CG4 Appointments			53	100.0%			55	100.0%
Tremonton	CG2a	All Other RCMS Appointmts	2	\$100	57	98.5%			37	100.0%
Tremonton	CG3	Switching on Power			212	100.0%	1	\$250	249	99.6%
Tremonton	CG4a	Estimates - Contact within 2 days			73	100.0%	3	\$150	87	96.6%
Tremonton	CG4b	Estimates - 5 days			30	100.0%			18	100.0%
Tremonton	CG4c	Estimates - 15 days			43	100.0%			61	100.0%
Tremonton	CG5	Responding to Bill Inquiries within 10 days			69	100.0%			33	100.0%
Tremonton	CG6	Responding to Meter Problems within 15 days			12	100.0%			6	100.0%
Tremonton	CG7	Planned Interruptions			212	100.0%			54	100.0%
Vernal	CG1	Restoring Supply			7,194	100.0%			6,326	100.0%
Vernal	CG2.3	CG3 Appointments			28	100.0%			46	100.0%
Vernal	CG2.4	CG4 Appointments			139	100.0%	1	\$50	94	98.9%
Vernal	CG2.6	CG6 Appointments				N/A			1	100.0%
Vernal	CG2a	All Other RCMS Appointmts			150	100.0%			103	100.0%
Vernal	CG3	Switching on Power	1	\$75	282	99.6%			334	100.0%
Vernal	CG4a	Estimates - Contact within 2 days			103	100.0%	5	\$250	103	95.1%
Vernal	CG4b	Estimates - 5 days			40	100.0%			9	100.0%
Vernal	CG4c	Estimates - 15 days			89	100.0%			79	100.0%
Vernal	CG5	Responding to Bill Inquiries within 10 days			56	100.0%			31	100.0%
Vernal	CG6	Responding to Meter Problems within 15 days			6	100.0%			7	100.0%
Vernal	CG7	Planned Interruptions			108	100.0%			525	100.0%
Wasatch Collection Center	CG8a	Respond in 5 days			30	100.0%			103	100.0%
Wasatch Collection Center	CG8b	Respond in 7 days			31	100.0%			79	100.0%

312 \$23,050 1,668,189 99.98% 258 \$17,075 1,278,181 99.98%

1- American Fork - CG4c failures have increased as a result of a new operations clerk and new estimators in the area. Training and process safeguards have been implemented to address this issue.

2- Park City - CG4c failures have increased as a result of increased growth and work. They are also training a new estimator, which draws on productivity, but will ease future workload issues.

customerguarantees



Utah - Guarantee Field Response Performance

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

3rd Quarter - Fiscal Year 2005

April-December 2004

District	Guarantee	Description	FYTD 2005		Prior Year Comparison	
			YTD Count	YTD Avg*	YTD Count	YTD Avg*
American Fork	CG4a	Estimates - Contact within 2 days	257	1	222	1
American Fork	CG4b	Estimates - 5 days	86	1	64	1
American Fork	CG4c	Estimates - 15 days	143	13	147	12
American Fork	CG5	Responding to Bill Inquiries within 10 days	697	5	556	5
American Fork	CG6	Responding to Meter Problems within 15 days	61	4	55	5
Cedar City	CG4a	Estimates - Contact within 2 days	312	1	322	1
Cedar City	CG4b	Estimates - 5 days	111	<1	124	<1
Cedar City	CG4c	Estimates - 15 days	183	3	189	3
Cedar City	CG5	Responding to Bill Inquiries within 10 days	295	4	328	4
Cedar City	CG6	Responding to Meter Problems within 15 days	38	4	37	3
Jordan Valley	CG4a	Estimates - Contact within 2 days	211	1	243	1
Jordan Valley	CG4b	Estimates - 5 days	63	1	73	<1
Jordan Valley	CG4c	Estimates - 15 days	141	7	154	10
Jordan Valley	CG5	Responding to Bill Inquiries within 10 days	1771	4	1751	4
Jordan Valley	CG6	Responding to Meter Problems within 15 days	227	4	157	5
Laketown/Woodruff	CG4a	Estimates - Contact within 2 days	31	1	31	1
Laketown/Woodruff	CG4b	Estimates - 5 days	10	<1	8	<1
Laketown/Woodruff	CG4c	Estimates - 15 days	21	1	27	4
Laketown/Woodruff	CG5	Responding to Bill Inquiries within 10 days	78	4	50	4
Laketown/Woodruff	CG6	Responding to Meter Problems within 15 days	2	8	5	8
Layton	CG4a	Estimates - Contact within 2 days	86	2	93	1
Layton	CG4b	Estimates - 5 days	24	1	45	1
Layton	CG4c	Estimates - 15 days	60	6	50	4
Layton	CG5	Responding to Bill Inquiries within 10 days	494	4	468	5
Layton	CG6	Responding to Meter Problems within 15 days	54	4	53	5
Moab ¹	CG4a	Estimates - Contact within 2 days	88	3	80	4
Moab	CG4b	Estimates - 5 days	21	1	29	1
Moab	CG4c	Estimates - 15 days	45	9	63	6
Moab	CG5	Responding to Bill Inquiries within 10 days	86	4	90	5
Moab	CG6	Responding to Meter Problems within 15 days	6	2	8	7
Ogden	CG4a	Estimates - Contact within 2 days	258	1	214	2
Ogden	CG4b	Estimates - 5 days	63	<1	73	<1
Ogden	CG4c	Estimates - 15 days	197	5	149	4
Ogden	CG5	Responding to Bill Inquiries within 10 days	862	4	866	4
Ogden	CG6	Responding to Meter Problems within 15 days	98	3	81	3
Park City	CG4a	Estimates - Contact within 2 days	164	2	143	2
Park City	CG4b	Estimates - 5 days	114	<1	10	<1
Park City	CG4c	Estimates - 15 days	130	7	81	4
Park City	CG5	Responding to Bill Inquiries within 10 days	334	5	357	6
Park City	CG6	Responding to Meter Problems within 15 days	19	4	23	7
Price	CG4a	Estimates - Contact within 2 days	87	1	99	<1
Price	CG4b	Estimates - 5 days	23	1	16	<1
Price	CG4c	Estimates - 15 days	76	4	80	7
Price	CG5	Responding to Bill Inquiries within 10 days	76	4	92	3
Price	CG6	Responding to Meter Problems within 15 days	5	9	6	10
Richfield	CG4a	Estimates - Contact within 2 days	188	1	178	<1
Richfield	CG4b	Estimates - 5 days	44	<1	45	<1
Richfield	CG4c	Estimates - 15 days	146	1	127	2
Richfield	CG5	Responding to Bill Inquiries within 10 days	186	4	163	4
Richfield	CG6	Responding to Meter Problems within 15 days	8	2	13	4

customerguarantees



Utah - Guarantee Field Response Performance

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

3rd Quarter - Fiscal Year 2005

April-December 2004

District	Guarantee	Description	FYTD 2005		Prior Year Comparison	
			YTD Count	YTD Avg*	YTD Count	YTD Avg*
SLC Metro	CG4a	Estimates - Contact within 2 days	174	1	156	1
SLC Metro	CG4b	Estimates - 5 days	21	1	47	<1
SLC Metro	CG4c	Estimates - 15 days	127	7	95	8
SLC Metro	CG5	Responding to Bill Inquiries within 10 days	2458	4	2660	5
SLC Metro	CG6	Responding to Meter Problems within 15 days	213	3	194	4
Smithfield	CG4a	Estimates - Contact within 2 days	132	1	158	1
Smithfield	CG4b	Estimates - 5 days	34	1	59	<1
Smithfield	CG4c	Estimates - 15 days	94	3	104	3
Smithfield	CG5	Responding to Bill Inquiries within 10 days	119	5	127	4
Smithfield	CG6	Responding to Meter Problems within 15 days	21	3	14	2
Tooele	CG4a	Estimates - Contact within 2 days	52	1	56	1
Tooele	CG4b	Estimates - 5 days	11	<1	14	1
Tooele	CG4c	Estimates - 15 days	36	7	31	9
Tooele	CG5	Responding to Bill Inquiries within 10 days	153	5	140	4
Tooele	CG6	Responding to Meter Problems within 15 days	15	4	14	4
Tremonton	CG4a	Estimates - Contact within 2 days	73	1	83	1
Tremonton	CG4b	Estimates - 5 days	30	1	17	2
Tremonton	CG4c	Estimates - 15 days	43	8	60	11
Tremonton	CG5	Responding to Bill Inquiries within 10 days	69	4	91	5
Tremonton	CG6	Responding to Meter Problems within 15 days	12	3	9	4
Vernal	CG4a	Estimates - Contact within 2 days	103	1	100	1
Vernal	CG4b	Estimates - 5 days	40	<1	9	1
Vernal	CG4c	Estimates - 15 days	89	4	79	8
Vernal	CG5	Responding to Bill Inquiries within 10 days	56	4	83	4
Vernal	CG6	Responding to Meter Problems within 15 days	6	8	8	7

¹ Moab's high average response for CG4a is due to a few requests where it took longer to contact customer than the required time frame. Failure payments were made to customers where valid exemptions did not apply.

customer guarantees



Utah - Outage Restoration Performance

2nd Quarter - Fiscal Year 2005
April-September 2004

District	FYTD 2005		Prior Year Comparison	
	# Customers Interrupted	% Restored	# Customers Interrupted	% Restored
	Outage >5 minutes	Within 3 hours	Outage >5 minutes	Within 3 hours
American Fork	134,052	87.5%	84,072	92.6%
Cedar City	108,893	85.8%	45,641	89.2%
Jordan Valley	339,644	81.4%	236,347	89.8%
Layton	117,290	89.1%	104,842	86.2%
Moab	18,495	79.7%	14,735	66.1%
Ogden	292,718	87.2%	209,781	88.0%
Park City ¹	58,129	76.3%	42,146	85.6%
Price	31,296	82.5%	18,880	92.3%
Richfield	37,822	94.0%	32,882	86.1%
SLC Metro	334,909	93.7%	300,445	89.2%
Smithfield	38,194	81.8%	65,699	77.9%
Tooele	58,231	95.4%	36,951	91.2%
Tremonton	18,310	95.4%	19,845	82.0%
Vernal	7,194	89.2%	6,326	93.8%

1- In Park City, a series of contractor underground dig-ins resulted in long outages for a sizable number of customers.

customerguarantees



Utah - Non-Guarantee Field Response Performance

FIELD Orders

3rd Quarter - Fiscal Year 2005

April-December 2004

District	FYTD 2005		Prior Year Comparison	
	YTD Count	YTD Avg	YTD Count	YTD Avg
American Fork	286	5	283	12
Cedar City	112	6	139	5
Jordan Valley	691	13	723	8
Laketown/Woodruff	8	7	8	2
Layton	274	7	276	4
Moab ¹	24	14	38	11
Ogden	774	4	654	6
Park City	139	6	122	6
Price	58	6	39	7
Richfield	61	5	72	3
SLC Metro	1049	14	792	9
Smithfield	83	8	95	5
Tooele	99	5	99	4
Tremonton	48	8	47	6
Vernal ²	35	14	34	5

3741

3421

1- The Moab district had three FLD work requests that closed more than 30 days after initiation. These requests inflated the district average.

2- The Vernal district had four FLD work requests that closed more than 30 days after initiation. These requests inflated the district average.

customer guarantees



Utah - Non-Guarantee Field Response Performance

Tree Trimming Orders

3rd Quarter - Fiscal Year 2005

April-December 2004

District	Description	FYTD 2005		Prior Year Comparison	
		Count	Avg	Count	Avg
American Fork	Resolved by Customer Contact	0	0	1	1
American Fork	Site Inspection Required	228	4	137	3
Cedar City	Resolved by Customer Contact	0	0	1	2
Cedar City	Site Inspection Required	49	9	58	6
Jordan Valley	Resolved by Customer Contact	0	0	4	3
Jordan Valley	Site Inspection Required	1106	6	594	5
Laketown/Woodruff*	Site Inspection Required	5	13	0	0
Layton	Resolved by Customer Contact	0	0	1	1
Layton	Site Inspection Required	225	3	194	4
Moab	Resolved by Customer Contact	1	3	3	9
Moab*	Site Inspection Required	21	18	35	17
Ogden	Resolved by Customer Contact	0	0	6	2
Ogden	Site Inspection Required	688	3	479	3
Park City	Site Inspection Required	84	7	40	6
Price	Resolved by Customer Contact	0	0	1	4
Price*	Site Inspection Required	50	13	46	7
Richfield ²	Resolved by Customer Contact	1	16	0	0
Richfield*	Site Inspection Required	41	13	28	12
SLC Metro	Site Inspection Required	2228	4	1298	5
Smithfield	Resolved by Customer Contact	1	<1	1	5
Smithfield	Site Inspection Required	81	7	91	6
Tooele	Resolved by Customer Contact	0	0	1	1
Tooele	Site Inspection Required	59	4	35	8
Tremonton	Site Inspection Required	44	8	38	6
Vernal	Site Inspection Required	30	5	27	5
		4942		3119	

* These averages are a result of a few requests completed after more than 30 days. Contacts were made with the customers within 5 days, and the onsite work was completed in the regular schedule for the remote areas.

2- A message was left for this customer within five days of the inquiry. The customer returned the call on day 15.

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

Note: 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. Such visits may be several weeks in the future.

METER SETS - REPORT BY DISTRICT
RESIDENTIAL/SMALL COMMERCIAL

NORTHERN UTAH

LOCATION	Apr - Dec 2004			Apr - Dec 2003		
	Total Meters Set	Total Within 5 Days	% Within 5 Days	Total Meters Set	Total Within 5 Days	% Within 5 Days
Jordan Valley*	2115	1055	50%	3891	3670	94.3%
Layton/Davis	1203	1031	86%	1674	1625	97.1%
Laketown	21	15	71%	76	72	94.7%
Metro	1234	999	81%	2350	2232	95.0%
Ogden	963	686	71%	1741	1741	100.0%
Park City	469	212	70%	733	696	95.0%
Smithfield	560	511	91%	445	445	100.0%
Tooele	341	256	75%	499	491	98.4%
Tremonton	96	73	73%	192	192	100.0%
Woodruff	0	0	0%	1	1	100.0%
TOTAL	7002	4838	69%	11602	11165	96.2%

* The company implemented a new work management system resulting in automated tracking methods. Employees in the Jordan Valley district were not properly completing fields in the work tracking system resulting in a lower than expected percentage completed within 5 days. The employees will receive additional training. These factors are expected to increase this percentage.

SOUTHERN UTAH

LOCATION	Apr - Dec 2004			Apr - Dec 2003		
	Total Meters Set	Total Within 5 Days	% Within 5 Days	Total Meters Set	Total Within 5 Days	% Within 5 Days
American Fork	903	830	92%	889	879	98.9%
Cedar City	512	446	87%	794	746	94.0%
Moab	80	70	88%	244	213	87.3%
Price	6	3	50%	84	84	100.0%
Richfield	74	68	92%	303	303	100.0%
Vernal	105	95	90%	113	106	93.8%
TOTAL	1680	1512	90%	2427	2164	89.2%

TOTAL UTAH

LOCATION	Apr - Dec 2004			Apr - Dec 2003		
	Total Meters Set	Total Within 5 Days	% Within 5 Days	Total Meters Set	Total Within 5 Days	% Within 5 Days
TOTAL UTAH	8682	6350	73%	14029	13329	95.0%

TEMPORARY METER SETS - REPORT BY DISTRICT

NORTHERN UTAH

LOCATION	Apr - Dec 2004			Apr - Dec 2003		
	Total Meters Set	Total Within 10 Days	% Within 10 Days	Total Meters Set	Total Within 10 Days	% Within 10 Days
Jordan Valley	1054	934	89%	2453	2447	99.8%
Layton/Davis	761	698	92%	1243	1232	99.1%
Laketown	6	5	83%	30	30	100.0%
Metro	482	466	97%	792	788	99.5%
Ogden	546	541	99%	979	979	100.0%
Park City	215	177	82%	377	377	100.0%
Smithfield	2	2	100%	286	286	100.0%
Tooele	215	204	95%	259	259	100.0%
Tremonton	0	0	0%	57	57	100.0%
Woodruff	0	0	0%	0	0	0.0%
TOTAL	3281	3027	92%	6476	6455	99.7%

SOUTHERN UTAH

LOCATION	Apr - Dec 2004			Apr - Dec 2003		
	Total Meters Set	Total Within 10 Days	% Within 10 Days	Total Meters Set	Total Within 10 Days	% Within 10 Days
American Fork	427	423	99%	620	619	99.8%
Cedar City	356	350	98%	362	359	99.2%
Moab	3	2	67%	33	33	100.0%
Price	11	9	82%	20	20	100.0%
Richfield	7	7	100%	48	48	100.0%
Vernal	3	3	100%	45	43	95.6%
TOTAL	807	794	98%	1128	1122	99.5%

TOTAL UTAH

LOCATION	Apr - Dec 2004			Apr - Dec 2003		
	Total Meters Set	Total Within 5 Days	% Within 5 Days	Total Meters Set	Total Within 5 Days	% Within 5 Days
TOTAL UTAH	4088	3821	93%	7604	7577	99.6%

Utah Quarterly Report
3rd Quarter FY2005

3rd Quarter	Fiscal Year 2005	10/01/2004 to 12/31/2004	Average Customer Count	Customers Off	Number of Occurrences	Customer Minutes Lost	Customers in Incident Momentary	Customers in Incident Momentary Eve	MC-38 Customers Affected by Transmission								
Operating Area	Measure	SAIDI (minutes)	SAIFI	MAIFI	MAIFI(e)	CADI	SAIDI	SAIFI	MAIFI	MAIFI(e)	Average Customer Count	Customers Off	Number of Occurrences	Customer Minutes Lost	Customers in Incident Momentary	Customers in Incident Momentary Eve	MC-38 Customers Affected by Transmission
Utah	Unplanned	51,998	0.546	0.041	0.041	95,306	754,318	4,394	411,547	39,222,922	30,983	30,951					
Utah	Planned	1,604	0.007	0.000	0.000	233,633		245	5,180	1,210,217	5	5					
Utah	Customer Requested	0.005	0.000	0.000	0.000	78,586		2	0	4,087	0	0					
AMERICAN FORK	Unplanned	30,551	0.479	0.003	0.003	63,765	69,306	406	33,206	2,117,374	190	190					13,240
AMERICAN FORK	Planned	1,134	0.007	0.000	0.000	173,561		27	453	78,623	0	0					
AMERICAN FORK	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0					
CEDAR CITY	Unplanned	114,052	0.742	0.002	0.002	153,776	25,468	184	18,889	2,904,677	48	47					4,738
CEDAR CITY	Planned	0.753	0.005	0.000	0.000	142,052		5	135	19,177	1	1					
CEDAR CITY	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0					
CEDAR CITY (MILFORD)	Unplanned	298,993	0.781	0.000	0.000	382,985	2,403	83	1,876	718,480	0	0					419
CEDAR CITY (MILFORD)	Planned	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0					
CEDAR CITY (MILFORD)	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0					
JORDAN VALLEY	Unplanned	56,764	0.574	0.026	0.026	98,846	182,674	1,024	104,904	10,369,302	4,719	4,716					43,053
JORDAN VALLEY	Planned	0.585	0.004	0.000	0.000	147,950		53	722	106,820	0	0					
JORDAN VALLEY	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0					
LAYTON	Unplanned	22,033	0.314	0.053	0.053	70,176	59,741	218	18,757	1,316,282	3,173	3,173					
LAYTON	Planned	0.656	0.005	0.000	0.000	131,886		13	297	39,170	0	0					
LAYTON	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0					
MOAB	Unplanned	19,271	0.324	0.001	0.000	59,429	11,154	72	3,617	214,954	6	5					1,881
MOAB	Planned	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0					
MOAB	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0					
OGDEN	Unplanned	69,564	0.933	0.006	0.006	74,590	91,128	440	84,988	6,339,236	546	546					51,487
OGDEN	Planned	1,262	0.006	0.000	0.000	204,226		37	563	114,979	0	0					
OGDEN	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0					
PARK CITY	Unplanned	73,801	0.415	0.061	0.061	177,660	27,147	219	11,277	2,003,468	1,669	1,669					
PARK CITY	Planned	21,163	0.053	0.000	0.000	396,480		11	1,449	574,499	1	1					0
PARK CITY	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0					
PRICE	Unplanned	28,096	0.557	0.000	0.000	50,435	10,162	53	5,661	285,510	0	0					2,430
PRICE	Planned	0.891	0.007	0.000	0.000	127,549		12	71	9,056	0	0					
PRICE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0					
RICHFIELD	Unplanned	74,356	1.123	0.012	0.012	66,233	13,560	113	15,223	1,008,269	156	156					12,798
RICHFIELD	Planned	0.244	0.001	0.000	0.000	183,667		4	18	3,306	0	0					
RICHFIELD	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0					

Utah Quarterly Report
3rd Quarter FY2005

3rd Quarter		Fiscal Year 2005					10/01/2004 to 12/31/2004								Customers in Incident Momentary		Customers in Incident Momentary Eye		MC 38 Customers Affected by Transmission
Operating Area	Measure	SAIDI (minutes)	SAIFI	MAIFI	MAIFI(e)	CAIDI	Average Customer Count	Customers Off	Number of Occurrences	Customer Minutes Lost	Customers in Incident Momentary	Customers in Incident Momentary Eye	MC 38 Customers Affected by Transmission						
RICHFIELD (DELTA)	Unplanned	37.325	0.417	0.958	0.956	89.609	3,534	1,472	63	131,905	3,378	3,378	63						
RICHFIELD (DELTA)	Planned	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0							
RICHFIELD (DELTA)	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0							
SLC METRO	Unplanned	44.552	0.369	0.085	0.085	120.661	201,107	74,256	1,059	8,959,780	17,069	17,069	9,060						
SLC METRO	Planned	0.944	0.005	0.000	0.000	201.217		943	48	189,748	0	0							
SLC METRO	Customer Requested	0.020	0.000	0.000	0.000	78.596		52	2	4,087	0	0							
SMITHFIELD	Unplanned	23.529	0.314	0.000	0.000	74.908	19,064	5,988	130	448,551	0	0	2,760						
SMITHFIELD	Planned	2.371	0.020	0.000	0.000	118.638		381	27	45,201	3	3							
SMITHFIELD	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0							
TOOELE	Unplanned	74.460	1.084	0.001	0.000	68.668	20,288	21,999	201	1,510,637	18	5	17,360						
TOOELE	Planned	1.030	0.004	0.000	0.000	245.824		85	4	20,895	0	0							
TOOELE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0							
TREMONTON	Unplanned	95.620	0.922	0.001	0.001	103.685	8,575	7,908	102	819,943	11	11	0						
TREMONTON	Planned	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0							
TREMONTON	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0							
VERNAL	Unplanned	8.277	0.169	0.000	0.000	48.856	9,007	1,526	27	74,554	0	0	1						
VERNAL	Planned	0.971	0.007	0.000	0.000	138.778		63	4	8,743	0	0							
VERNAL	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0							

Utah Quarterly Report
Year-to-Date FY2005

3rd Quarter YTD		Fiscal Year 2005				04/01/2004 to 12/31/2004								MC-38	
Operating Area	Measure	SAIDI (minutes)	SAFI	MAIFI	MAIFI(e)	CAIDI	Average Customer Count	Customers Off	Number of Occurrences	Customer Minutes Lost	Customers in Incident Momentary	Customers in Incident Momentary Eve	Customers in Incident Momentary	Customers Affected by Transmission	
Utah	Unplanned	224,162	2,113	0.294	0.281	106,070	754,318	1,594,127	17,936	169,089,245	221,667	211,788			
Utah	Planned	5,714	0.031	0.000	0.000	183,972		23,428	856	4,310,094	37	34			
Utah	Customer Requested	0.081	0.000	0.000	0.000	204,450		300	11	61,335	0	0			
AMERICAN FORK	Unplanned	164,033	1,934	0.259	0.258	84,806	69,306	134,052	1,718	11,368,455	17,946	17,901		37,953	
AMERICAN FORK	Planned	4,110	0.022	0.000	0.000	187,629		1,518	71	284,821	2	1			
AMERICAN FORK	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
CEDAR CITY	Unplanned	462,938	3,598	0.009	0.008	128,678	25,468	91,625	778	11,790,110	220	216		29,178	
CEDAR CITY	Planned	1,349	0.016	0.000	0.000	85,860		400	35	34,344	11	11			
CEDAR CITY	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
CEDAR CITY (MILFORD)	Unplanned	959,803	7,186	0.162	0.162	133,565	2,403	17,268	254	2,306,407	380	390		9,550	
CEDAR CITY (MILFORD)	Planned	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
CEDAR CITY (MILFORD)	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
JORDAN VALLEY	Unplanned	197,716	1,859	0.469	0.449	106,340	182,674	339,644	4,087	36,117,616	85,752	82,070		78,196	
JORDAN VALLEY	Planned	2,695	0.018	0.000	0.000	147,139		3,346	206	492,326	7	5			
JORDAN VALLEY	Customer Requested	0.001	0.000	0.000	0.000	123,000		1	1	123	0	0			
LAYTON	Unplanned	207,359	1,963	0.295	0.242	105,617	59,741	117,290	1,000	12,387,854	17,599	14,457		25,398	
LAYTON	Planned	3,835	0.024	0.000	0.000	159,769		1,434	68	229,109	0	0			
LAYTON	Customer Requested	0.080	0.001	0.000	0.000	154,065		31	2	4,776	0	0			
MOAB	Unplanned	173,781	1,658	0.023	0.023	104,804	11,154	18,495	348	1,938,352	261	260		5,455	
MOAB	Planned	0.572	0.007	0.000	0.000	79,700		80	2	6,376	1	1			
MOAB	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
OGDEN	Unplanned	320,219	3,212	0.119	0.119	99,690	91,128	292,718	1,833	29,180,921	10,807	10,806		103,782	
OGDEN	Planned	2,726	0.017	0.000	0.000	164,296		1,512	124	248,415	0	0			
OGDEN	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
PARK CITY	Unplanned	310,483	2,141	0.135	0.135	145,000	27,147	58,129	849	8,428,695	3,667	3,663		1,662	
PARK CITY	Planned	31,810	0.109	0.000	0.000	291,345		2,964	30	863,548	1	1			
PARK CITY	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
PRICE	Unplanned	382,972	3,080	0.004	0.004	124,353	10,162	31,296	328	3,891,760	37	36		16,822	
PRICE	Planned	16,834	0.138	0.000	0.000	122,103		1,401	29	171,067	0	0			
PRICE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
RICHFIELD	Unplanned	184,168	2,491	0.029	0.029	65,912	13,560	33,774	374	2,226,119	387	387		24,492	
RICHFIELD	Planned	32,114	0.134	0.000	0.000	240,326		1,812	32	435,471	0	0			
RICHFIELD	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			

Utah Quarterly Report
Year-to-Date FY2005

3rd Quarter YTD		Fiscal Year 2005		04/01/2004 to 12/31/2004									
Operating Area	Measure	SAIDI (minutes)	SAIFI	MAIFI	MAIF(e)	CAIDI	Average Customer Count	Customers Off	Number of Occurrences	Customer Minutes Lost	Customers in Incident Momentary	Customers in Incident Momentary Eve	MC-38 Customers Affected by Transmission
RICHFIELD (DELTA)	Unplanned	248,405	1.145	1.860	1.860	216.863	3,534	4,048	207	877,862	6,572	6,572	198
RICHFIELD (DELTA)	Planned	0.078	0.002	0.000	0.000	46.000		6	3	276	1	1	
RICHFIELD (DELTA)	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0	
SLC METRO	Unplanned	190,677	1.665	0.388	0.373	114.498	201,107	334,909	4,472	38,346,456	77,948	74,962	18,816
SLC METRO	Planned	3,043	0.016	0.000	0.000	185.095		3,306	169	611,925	11	11	
SLC METRO	Customer Requested	0.281	0.001	0.000	0.000	210.582		268	8	56,436	0	0	
SMITHFIELD	Unplanned	206,472	1.948	0.000	0.000	105.971	19,064	37,144	594	3,936,179	0	0	6,933
SMITHFIELD	Planned	42,275	0.117	0.000	0.000	360.756		2,234	59	805,928	3	3	
SMITHFIELD	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0	
TOOELE	Unplanned	200,930	2.870	0.002	0.001	70.005	20,288	58,231	609	4,076,467	38	25	23,357
TOOELE	Planned	4,334	0.153	0.000	0.000	28.412		3,095	15	87,934	0	0	
TOOELE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0	
TREMONTON	Unplanned	195,663	2.135	0.005	0.005	91.634	8,575	18,310	344	1,677,810	39	39	709
TREMONTON	Planned	3,249	0.025	0.000	0.000	131.429		212	6	27,863	0	0	
TREMONTON	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0	
VERNAL	Unplanned	59,752	0.799	0.000	0.000	74.810	9,007	7,194	141	538,182	4	4	1
VERNAL	Planned	1,187	0.012	0.000	0.000	98.991		108	7	10,691	0	0	
VERNAL	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0	