

1900 S.W. Fourth Avenue
Portland, Oregon 97201



UTAH PUBLIC
SERVICE COMMISSION

2004 AUG -2 A 9:13 VIA OVERNIGHT MAIL

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July 30, 2004

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 quarterly report for the period April, 2004 through June, 2004 detailing the Company's performance in meeting the Customer Guarantees which were agreed upon as a result of the merger between ScottishPower and PacifiCorp. A comparison of performance for this quarter compared to performance for 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: Abdinahir 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



April 2004-June 2004

Utah

Description	FYTD 2005				FYTD 2004			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	595,557	14	99.9%	\$1,775	492,767	1	99.9%	\$50
CG2 Appointments	2,591	16	99.4%	\$800	2,253	5	99.8%	\$250
CG3 Switching on Power	11,729	45	99.6%	\$3,525	11,228	20	99.8%	\$2,775
CG4 Estimates	1,639	36	97.8%	\$1,800	1,563	27	98.3%	\$1,350
CG5 Respond to Billing Inquiries	2,353	12	99.5%	\$600	2,509	10	99.6%	\$500
CG6 Respond to Meter Problems	230	3	98.7%	\$150	180	0	100.0%	\$0
CG7 Notification of Planned Interruptions	10,473	3	99.9%	\$150	5,676	6	99.9%	\$300
CG8 Power Quality Complaints	8	0	100.0%	\$0	33	0	100.0%	\$0
	624,580	129	99.9%	\$8,800	516,209	69	99.9%	\$5,225

General Comments: Overall Guarantee performance remains above 99%, demonstrating PacifiCorp's continued commitment to customer satisfaction.

CG1: Event counts are elevated due to a greater number of extreme weather events impacting the system as compared to previous year. This includes the Leeds/Hurricane transmission line that impacted 16,699 customers. Failures have increased as a result of severe storms and insufficient hand off of work between departments (dispatch, crews, tree trimmers). Service level agreements are being drafted to address the latter.

CG2: Insufficient management of appointments and lack of contingency planning have increased failure counts.

CG3: The company implemented a new work management system resulting in increased failure levels. Employees are more familiar with the system and safeguards have been developed. These factors are expected to reduce failure rates.

Major Events Excluded

customer guarantees



Utah - Failures and Events

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance
 1st Quarter - Fiscal Year 2005
 April 2004 - June 2004

District	CG	Description	FYTD 2005			Prior Year Comparison				
			Failures	Paid	Events	Success	Failures	Paid	Events	Success
American Fork	CG1	Restoring Supply			43,466	100.0%			51,015	100.0%
American Fork	CG2.3	CG3 Appointments			0	N/A		\$50	52	98.1%
American Fork	CG2.4	CG4 Appointments	2	\$100	109	98.2%		\$50	107	99.1%
American Fork	CG2a	All Other RCMS Appointments	2	\$100	270	99.3%		\$50	218	99.5%
American Fork	CG3	Switching on Power	1	\$75	1,108	99.9%		\$175	1,027	99.9%
American Fork	CG4a	Estimates - Contact within 2 days	4	\$200	114	96.5%		\$50	96	99.0%
American Fork	CG4b	Estimates - 5 days			35	100.0%			24	100.0%
American Fork	CG4c	Estimates - 15 days	11	\$550	44	75.0%		\$350	56	87.5%
American Fork	CG5	Responding to Bill Inquiries within 10 days	1	\$50	209	99.5%			145	100.0%
American Fork	CG6	Responding to Meter Problems within 15 days	1	\$50	13	92.3%			12	100.0%
American Fork	CG7	Planned Interruptions	1		275	100.0%			195	100.0%
Cedar City	CG1	Restoring Supply	1	\$275	45,910	99.9%			6,426	100.0%
Cedar City	CG2.3	CG3 Appointments			0	N/A			23	100.0%
Cedar City	CG2.4	CG4 Appointments			62	100.0%			76	100.0%
Cedar City	CG2a	All Other RCMS Appointments			41	100.0%			9	100.0%
Cedar City	CG3	Switching on Power	1	\$50	566	99.8%		\$475	517	99.6%
Cedar City	CG4a	Estimates - Contact within 2 days	2	\$100	106	98.1%		\$50	112	99.1%
Cedar City	CG4b	Estimates - 5 days			30	100.0%			37	100.0%
Cedar City	CG4c	Estimates - 15 days			63	100.0%			63	100.0%
Cedar City	CG5	Responding to Bill Inquiries within 10 days			98	100.0%			127	100.0%
Cedar City	CG6	Responding to Meter Problems within 15 days			10	100.0%			9	100.0%
Cedar City	CG7	Planned Interruptions			194	100.0%			21	100.0%
Jordan Valley	CG1	Restoring Supply	4	\$200	103,315	100.0%			92,664	100.0%
Jordan Valley	CG2.3	CG3 Appointments			0	N/A			103	100.0%
Jordan Valley	CG2.4	CG4 Appointments	1	\$50	63	98.4%			71	100.0%
Jordan Valley	CG2.5	CG5 Appointments	1	\$50	4	75.0%			1	100.0%
Jordan Valley	CG2a	All Other RCMS Appointments			354	100.0%		\$50	271	99.6%
Jordan Valley	CG3	Switching on Power	9	\$525	2,599	99.7%		\$350	2,217	99.8%
Jordan Valley	CG4a	Estimates - Contact within 2 days	5	\$250	72	93.1%		\$50	91	98.9%
Jordan Valley	CG4b	Estimates - 5 days			17	100.0%			39	100.0%
Jordan Valley	CG4c	Estimates - 15 days			40	100.0%		\$100	39	94.9%
Jordan Valley	CG5	Responding to Bill Inquiries within 10 days			460	99.6%		\$100	546	99.6%
Jordan Valley	CG6	Responding to Meter Problems within 15 days	2	\$100	63	100.0%			44	100.0%

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Utah - Failures and Events

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance
1st Quarter - Fiscal Year 2005

April 2004 - June 2004

District	CG	Description	FYTD 2005				Prior Year Comparison			
			Failures	Paid	Events	Success	Failures	Paid	Events	Success
Jordan Valley	CG7	Planned interruptions	2	\$100	1,872	99.9%			1,216	100.0%
Laketown/Woodruff	CG2.3	CG3 Appointments			0	N/A			2	100.0%
Laketown/Woodruff	CG2.4	CG4 Appointments			17	100.0%			7	100.0%
Laketown/Woodruff	CG2a	All Other RCMS Appointments			6	100.0%			1	100.0%
Laketown/Woodruff	CG3	Switching on Power			32	100.0%			38	100.0%
Laketown/Woodruff	CG4a	Estimates - Contact within 2 days	1	\$50	19	94.7%			8	100.0%
Laketown/Woodruff	CG4b	Estimates - 5 days			4	100.0%			2	100.0%
Laketown/Woodruff	CG4c	Estimates - 15 days			13	100.0%			9	100.0%
Laketown/Woodruff	CG5	Responding to Bill Inquiries within 10 days	1	\$50	30	96.7%			18	100.0%
Laketown/Woodruff	CG6	Responding to Meter Problems within 15 days			0	N/A			1	100.0%
Layton	CG1	Restoring Supply			56,421	100.0%			61,517	100.0%
Layton	CG2.3	CG3 Appointments			0	N/A			7	100.0%
Layton	CG2.4	CG4 Appointments			31	100.0%			13	100.0%
Layton	CG2.6	CG6 Appointments			0	N/A			2	100.0%
Layton	CG2a	All Other RCMS Appointments			76	100.0%			9	100.0%
Layton	CG3	Switching on Power			739	100.0%			751	99.9%
Layton	CG4a	Estimates - Contact within 2 days	3	\$150	49	93.9%			34	97.1%
Layton	CG4b	Estimates - 5 days			15	100.0%			16	100.0%
Layton	CG4c	Estimates - 15 days			26	100.0%			18	94.4%
Layton	CG5	Responding to Bill Inquiries within 10 days	1	\$50	152	99.3%			161	100.0%
Layton	CG6	Responding to Meter Problems within 15 days	1	\$50	11	90.9%			12	100.0%
Layton	CG7	Planned Interruptions			597	100.0%			113	100.0%
Moab	CG1	Restoring Supply			6,221	100.0%			9,828	100.0%
Moab	CG2.3	CG3 Appointments			0	N/A			13	100.0%
Moab	CG2.4	CG4 Appointments	1	\$50	13	92.3%			9	100.0%
Moab	CG2.5	CG5 Appointments			0	N/A			1	100.0%
Moab	CG2a	All Other RCMS Appointments			22	100.0%			5	100.0%
Moab	CG3	Switching on Power	1	\$50	61	98.4%			149	100.0%
Moab	CG4a	Estimates - Contact within 2 days	1	\$50	17	94.1%			14	98.7%
Moab	CG4b	Estimates - 5 days			4	100.0%			11	100.0%
Moab	CG4c	Estimates - 15 days			7	100.0%			11	100.0%
Moab	CG5	Responding to Bill Inquiries within 10 days	1	\$50	24	95.8%			38	100.0%
Moab	CG6	Responding to Meter Problems within 15 days			2	100.0%			4	100.0%

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District	CG	Description	FYTD 2005			Prior Year Comparison			
			Failures	Paid	Events	Success	Failures	Paid	Events
Moab	CG1	Planned Interruptions	5	\$1,100	0	N/A	0		100.0%
Ogden	CG1	Restoring Supply	1	\$50	123,680	100.0%	67,527		100.0%
Ogden	CG2.3	CG3 Appointments	1	\$50	1	100.0%	138		100.0%
Ogden	CG2.4	CG4 Appointments	1	\$50	72	98.6%	45		100.0%
Ogden	CG2.5	CG5 Appointments	1	\$50	2	100.0%	5		100.0%
Ogden	CG2a	All Other RCMS Appoinmts	1	\$50	310	99.7%	66		100.0%
Ogden	CG3	Switching on Power	5	\$550	1,625	99.7%	1,720	\$775	99.9%
Ogden	CG4a	Estimates - Contact within 2 days	2	\$100	71	97.2%	68		100.0%
Ogden	CG4b	Estimates - 5 days			42	100.0%	26		100.0%
Ogden	CG4c	Estimates - 15 days			75	100.0%	42		100.0%
Ogden	CG5	Responding to Bill Inquiries within 10 days	1	\$50	268	99.6%	255	\$100	99.2%
Ogden	CG6	Responding to Meter Problems within 15 days			26	100.0%	16		100.0%
Ogden	CG7	Planned Interruptions	1	\$50	501	99.8%	806	\$50	99.9%
Park City	CG1	Restoring Supply			25,257	100.0%	17,823		100.0%
Park City	CG2.3	CG3 Appointments			0	N/A	7		100.0%
Park City	CG2.4	CG4 Appointments			57	100.0%	29		100.0%
Park City	CG2.5	CG5 Appointments			3	100.0%	1		100.0%
Park City	CG2a	All Other RCMS Appoinmts			66	100.0%	18		100.0%
Park City	CG3	Switching on Power	2	\$150	184	98.9%	227	\$50	99.6%
Park City	CG4a	Estimates - Contact within 2 days	1	\$50	69	98.6%	57	\$150	94.7%
Park City	CG4b	Estimates - 5 days			68	100.0%	1	\$50	0.0%
Park City	CG4c	Estimates - 15 days	4	\$200	42	90.5%	20		100.0%
Park City	CG5	Responding to Bill Inquiries within 10 days			117	100.0%	124	\$50	99.2%
Park City	CG6	Responding to Meter Problems within 15 days			8	100.0%	4	\$50	100.0%
Park City	CG7	Planned Interruptions			454	100.0%	542	\$50	99.8%
Price	CG1	Restoring Supply			13,259	100.0%	5,715		100.0%
Price	CG2.3	CG3 Appointments	1	\$50	0	N/A	19		100.0%
Price	CG2.4	CG4 Appointments			43	97.7%	35		100.0%
Price	CG2a	All Other RCMS Appoinmts			51	100.0%	46		100.0%
Price	CG3	Switching on Power			151	100.0%	155		100.0%
Price	CG4a	Estimates - Contact within 2 days			38	100.0%	32	\$50	96.9%
Price	CG4b	Estimates - 5 days			4	100.0%	5		100.0%
Price	CG4c	Estimates - 15 days			31	100.0%	23		100.0%

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Utah - Failures and Events

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District	CG	Description	FYTD 2005			Prior Year Comparison				
			Failures	Paid	Events	Success	Failures	Paid	Events	Success
Price	CG5	Responding to Bill Inquiries within 10 days			36	100.0%			30	100.0%
Price	CG6	Responding to Meter Problems within 15 days			2	100.0%			0	N/A
Price	CG7	Planned Interruptions			1,247	100.0%			280	100.0%
Richfield	CG1	Restoring Supply			7,153	100.0%			10,070	100.0%
Richfield	CG2.3	CG3 Appointments			0	N/A			15	100.0%
Richfield	CG2.4	CG4 Appointments			65	100.0%			58	100.0%
Richfield	CG2a	All Other RCMS Appointments			14	100.0%			14	100.0%
Richfield	CG3	Switching on Power	1	\$50	260	99.6%			152	100.0%
Richfield	CG4a	Estimates - Contact within 2 days			75	100.0%			70	100.0%
Richfield	CG4b	Estimates - 5 days			10	100.0%			19	100.0%
Richfield	CG4c	Estimates - 15 days			65	100.0%			43	97.7%
Richfield	CG5	Responding to Bill Inquiries within 10 days	1	\$50	65	98.5%			58	100.0%
Richfield	CG6	Responding to Meter Problems within 15 days			4	100.0%			4	100.0%
Richfield	CG7	Planned Interruptions			40	100.0%			665	99.8%
SLC Metro	CG1	Restoring Supply	4	\$200	128,410	100.0%			\$50	100.0%
SLC Metro	CG2.3	CG3 Appointments			0	N/A			\$50	100.0%
SLC Metro	CG2.4	CG4 Appointments	1	\$50	35	97.1%			145	100.0%
SLC Metro	CG2.5	CG5 Appointments			12	100.0%			47	100.0%
SLC Metro	CG2a	All Other RCMS Appointments	5	\$250	466	98.9%			5	100.0%
SLC Metro	CG3	Switching on Power	23	\$1,975	3,557	99.4%			313	100.0%
SLC Metro	CG4a	Estimates - Contact within 2 days	1	\$50	64	98.4%			\$450	99.9%
SLC Metro	CG4b	Estimates - 5 days			14	100.0%			\$50	98.4%
SLC Metro	CG4c	Estimates - 15 days			25	100.0%			\$100	100.0%
SLC Metro	CG5	Responding to Bill Inquiries within 10 days	3	\$150	753	99.6%			\$250	92.6%
SLC Metro	CG6	Responding to Meter Problems within 15 days			71	98.6%			\$150	99.3%
SLC Metro	CG7	Planned Interruptions	1	\$50	979	100.0%			44	100.0%
Smithfield	CG1	Restoring Supply			17,413	100.0%			1,728	99.8%
Smithfield	CG2.3	CG3 Appointments			0	N/A			21,122	100.0%
Smithfield	CG2.4	CG4 Appointments			30	100.0%			27	100.0%
Smithfield	CG2a	All Other RCMS Appointments			76	100.0%			35	100.0%
Smithfield	CG3	Switching on Power			107	100.0%			22	100.0%
Smithfield	CG4a	Estimates - Contact within 2 days	1	\$50	53	98.1%			195	100.0%
Smithfield	CG4b	Estimates - 5 days			14	100.0%			70	100.0%

customer guarantees



Utah - Failures and Events

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District	CG	Description	Failures	Paid	Events	Success	Failures	Paid	Events	Success
Smithfield	CG4c	Estimates - 15 days			35	100.0%			38	100.0%
Smithfield	CG5	Responding to Bill Inquiries within 10 days			44	100.0%			36	100.0%
Smithfield	CG6	Responding to Meter Problems within 15 days			8	100.0%			2	100.0%
Smithfield	CG7	Planned Interruptions			1,584	100.0%			78	100.0%
Tooele	CG1	Restoring Supply			14,423	100.0%			19,021	100.0%
Tooele	CG2.3	CG3 Appointments			0	N/A	1	\$50	26	96.2%
Tooele	CG2.4	CG4 Appointments			16	100.0%			12	100.0%
Tooele	CG2.5	CG5 Appointments			1	100.0%			0	100.0%
Tooele	CG2a	All Other RCMS Appointments			33	100.0%			19	100.0%
Tooele	CG3	Switching on Power	2	\$100	583	99.7%	2	\$150	148	98.6%
Tooele	CG4a	Estimates - Contact within 2 days			24	100.0%			21	100.0%
Tooele	CG4b	Estimates - 5 days			3	100.0%			6	100.0%
Tooele	CG4c	Estimates - 15 days			11	100.0%			15	100.0%
Tooele	CG5	Responding to Bill Inquiries within 10 days		\$50	54	98.1%			36	100.0%
Tooele	CG6	Responding to Meter Problems within 15 days	1		4	100.0%			2	100.0%
Tooele	CG7	Planned Interruptions			2,668	100.0%			27	100.0%
Tremonton	CG1	Restoring Supply			6,376	100.0%			10,459	100.0%
Tremonton	CG2.3	CG3 Appointments			0	N/A			12	100.0%
Tremonton	CG2.4	CG4 Appointments			26	100.0%			24	100.0%
Tremonton	CG2a	All Other RCMS Appointments			24	100.0%			10	100.0%
Tremonton	CG3	Switching on Power			61	100.0%			125	100.0%
Tremonton	CG4a	Estimates - Contact within 2 days			33	100.0%			32	100.0%
Tremonton	CG4b	Estimates - 5 days			15	100.0%			4	100.0%
Tremonton	CG4c	Estimates - 15 days			14	100.0%			29	100.0%
Tremonton	CG5	Responding to Bill Inquiries within 10 days			22	100.0%			25	100.0%
Tremonton	CG6	Responding to Meter Problems within 15 days			5	100.0%			1	100.0%
Tremonton	CG7	Planned Interruptions			56	100.0%			5	100.0%
Vernal	CG1	Restoring Supply			4,253	100.0%			869	100.0%
Vernal	CG2.3	CG3 Appointments			1	100.0%			13	100.0%
Vernal	CG2.4	CG4 Appointments			51	100.0%			16	100.0%
Vernal	CG2a	All Other RCMS Appointments			68	100.0%			31	100.0%
Vernal	CG3	Switching on Power			96	100.0%			117	100.0%
Vernal	CG4a	Estimates - Contact within 2 days	4	\$200	39	100.0%			31	87.1%

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Utah - Failures and Events

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 1st Quarter - Fiscal Year 2005
 April 2004 - June 2004

District	CG	Description	FYTD 2005			Prior Year Comparison		
			Failures	Events	Success	Failures	Events	Success
Vernal	CG4b	Estimates - 5 days		8	100.0%		3	100.0%
Vernal	CG4c	Estimates - 15 days		22	100.0%		9	100.0%
Vernal	CG5	Responding to Bill Inquiries within 10 days		21	100.0%		22	100.0%
Vernal	CG6	Responding to Meter Problems within 15 days		3	100.0%		3	100.0%
Vernal	CG7	Planned Interruptions		6	100.0%		0	N/A
Wasatch Collection Center	CG8a	Respond in 5 days		4	100.0%		16	100.0%
Wasatch Collection Center	CG8b	Respond in 7 days		4	100.0%		17	100.0%
			129	624,580	99.98%	69	515,937	99.99%
			\$8,800			\$5,225		

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Utah - Guarantee Field Response Performance

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

1st Quarter - Fiscal Year 2005

April 2004 - June 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	114	1	96	1
American Fork	CG4b	Estimates - 5 days	35	1	24	1
American Fork	CG4c	Estimates - 15 days	44	11	56	12
American Fork	CG5	Responding to Bill Inquiries within 10 days	209	4	145	4
American Fork	CG6	Responding to Meter Problems within 15 days	13	4	12	3
Cedar City	CG4a	Estimates - Contact within 2 days	106	1	112	1
Cedar City	CG4b	Estimates - 5 days	30	<1	37	1
Cedar City	CG4c	Estimates - 15 days	63	4	63	3
Cedar City	CG5	Responding to Bill Inquiries within 10 days	98	3	127	4
Cedar City	CG6	Responding to Meter Problems within 15 days	10	2	9	2
Jordan Valley	CG4a	Estimates - Contact within 2 days	72	1	91	1
Jordan Valley	CG4b	Estimates - 5 days	17	1	39	<1
Jordan Valley	CG4c	Estimates - 15 days	40	7	39	9
Jordan Valley	CG5	Responding to Bill Inquiries within 10 days	460	4	546	4
Jordan Valley	CG6	Responding to Meter Problems within 15 days	63	3	44	4
Laketown/Woodruff	CG4a	Estimates - Contact within 2 days	19	1	8	1
Laketown/Woodruff	CG4b	Estimates - 5 days	4	<1	2	<1
Laketown/Woodruff	CG4c	Estimates - 15 days	13	1	9	4
Laketown/Woodruff	CG5	Responding to Bill Inquiries within 10 days	30	5	18	3
Layton	CG4a	Estimates - Contact within 2 days	49	1	34	1
Layton	CG4b	Estimates - 5 days	15	1	16	1
Layton	CG4c	Estimates - 15 days	26	5	18	3
Layton	CG5	Responding to Bill Inquiries within 10 days	152	4	161	4
Layton	CG6	Responding to Meter Problems within 15 days	11	2	12	4
Moab	CG4a	Estimates - Contact within 2 days	17	2	14	3
Moab	CG4b	Estimates - 5 days	4	<1	11	<1
Moab	CG4c	Estimates - 15 days	7	4	11	6
Moab	CG5	Responding to Bill Inquiries within 10 days	24	3	38	5
Moab	CG6	Responding to Meter Problems within 15 days	2	2	4	10
Ogden	CG4a	Estimates - Contact within 2 days	71	1	68	1
Ogden	CG4b	Estimates - 5 days	42	<1	26	<1
Ogden	CG4c	Estimates - 15 days	75	4	42	4
Ogden	CG5	Responding to Bill Inquiries within 10 days	268	4	255	4
Ogden	CG6	Responding to Meter Problems within 15 days	26	2	16	3
Park City	CG4a	Estimates - Contact within 2 days	69	1	57	2
Park City	CG4b	Estimates - 5 days	68	<1	1	<1
Park City	CG4c	Estimates - 15 days	42	8	20	6
Park City	CG5	Responding to Bill Inquiries within 10 days	117	4	124	5
Park City	CG6	Responding to Meter Problems within 15 days	8	4	4	9
Price	CG4a	Estimates - Contact within 2 days	38	1	32	1
Price	CG4b	Estimates - 5 days	4	1	5	<1
Price	CG4c	Estimates - 15 days	31	7	23	9
Price	CG5	Responding to Bill Inquiries within 10 days	36	3	30	4
Price	CG6	Responding to Meter Problems within 15 days	2	3	0	n/a
Richfield	CG4a	Estimates - Contact within 2 days	75	<1	70	<1
Richfield	CG4b	Estimates - 5 days	10	<1	19	1
Richfield	CG4c	Estimates - 15 days	65	1	43	2
Richfield	CG5	Responding to Bill Inquiries within 10 days	65	4	58	4

customerguarantees



Utah - Guarantee Field Response Performance

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

1st Quarter - Fiscal Year 2005

April 2004 - June 2004

District	Guarantee	Description	FYTD 2005		Prior Year Comparison	
			YTD Count	YTD Avg	YTD Count	YTD Avg
Richfield	CG6	Responding to Meter Problems within 15 days	4	2	4	6
SLC Metro	CG4a	Estimates - Contact within 2 days	64	1	61	1
SLC Metro	CG4b	Estimates - 5 days	14	1	25	<1
SLC Metro	CG4c	Estimates - 15 days	25	7	27	8
SLC Metro	CG5	Responding to Bill Inquiries within 10 days	753	4	720	4
SLC Metro	CG6	Responding to Meter Problems within 15 days	71	4	44	4
Smithfield	CG4a	Estimates - Contact within 2 days	53	1	70	1
Smithfield	CG4b	Estimates - 5 days	14	1	24	<1
Smithfield	CG4c	Estimates - 15 days	35	4	38	3
Smithfield	CG5	Responding to Bill Inquiries within 10 days	44	5	36	3
Smithfield	CG6	Responding to Meter Problems within 15 days	8	2	2	2
Tooele	CG4a	Estimates - Contact within 2 days	24	1	21	1
Tooele	CG4b	Estimates - 5 days	3	<1	6	1
Tooele	CG4c	Estimates - 15 days	11	5	15	7
Tooele	CG5	Responding to Bill Inquiries within 10 days	54	3	36	3
Tooele	CG6	Responding to Meter Problems within 15 days	4	6	2	3
Tremonton	CG4a	Estimates - Contact within 2 days	33	1	32	1
Tremonton	CG4b	Estimates - 5 days	15	1	4	3
Tremonton	CG4c	Estimates - 15 days	14	11	29	9
Tremonton	CG5	Responding to Bill Inquiries within 10 days	22	4	25	3
Tremonton	CG6	Responding to Meter Problems within 15 days	5	3	1	2
Vernal	CG4a	Estimates - Contact within 2 days	39	1	31	3
Vernal	CG4b	Estimates - 5 days	8	1	3	2
Vernal	CG4c	Estimates - 15 days	22	4	9	4
Vernal	CG5	Responding to Bill Inquiries within 10 days	21	3	22	4
Vernal	CG6	Responding to Meter Problems within 15 days	3	7	3	5

customer guarantees



Utah - Outage Restoration Performance

1st Quarter - Fiscal Year 2005
April 2004-June 2004

District	FYTD 2004		Prior Year Comparison	
	# Customers Interrupted Outage >5 minutes	% Restored Within 3 hours	# Customers Interrupted Outage >5 minutes	% Restored Within 3 hours
American Fork	43,466	88.7%	51,015	91.2%
Cedar City	45,910	86.4%	6,426	90.0%
Jordan Valley	103,315	79.5%	92,664	95.5%
Layton	56,421	95.9%	61,517	86.3%
Moab ¹	6,221	57.0%	9,828	58.4%
Ogden	123,680	85.9%	67,527	86.6%
Park City	25,257	88.5%	17,823	80.8%
Price ²	13,259	65.2%	5,715	99.8%
Richfield	7,153	95.1%	10,070	79.6%
SLC Metro	128,410	85.4%	118,711	91.5%
Smithfield	17,413	90.3%	21,122	72.9%
Tooele	14,423	94.4%	19,021	97.4%
Tremonton	6,376	97.0%	10,459	71.4%
Vernal	4,253	90.2%	869	76.9%

1 - Remote nature of outages in district limits ability to quickly respond to and resolve.

2 - Price experienced extreme weather events in April (particularly April 2 and April 22) which damaged facilities in remote locations. The remoteness combined with the extent of damage caused extended outage durations.

customer guarantees



Utah - Non-Guarantee Field Response Performance

FIELD Orders

1st Quarter - Fiscal Year 2005

April 2004 - June 2004

District	FYTD 2005		Prior Year Comparison	
	YTD Count	YTD Avg	YTD Count	YTD Avg
American Fork	95	3	96	2
Cedar City	28	5	65	2
Jordan Valley	211	6	243	4
Laketown/Woodruff	1	<1	4	2
Layton	107	4	96	3
Moab	12	5	13	6
Ogden	311	3	247	3
Park City	50	5	55	3
Price	19	1	13	2
Richfield	21	3	30	3
SLC Metro	357	6	281	5
Smithfield	38	3	37	4
Tooele	40	3	34	4
Tremonton	23	3	13	5
Vernal	8	8	22	6

1321

1249

customerguarantees



Utah - Non-Guarantee Field Response Performance

Tree Trimming Orders

1st Quarter - Fiscal Year 2005

April 2004 - June 2004

District	Description	FYTD 2005		Prior Year Comparison	
		Count	Avg	Count	Avg
American Fork	Site Inspection Required	108	4	54	2
Cedar City	Resolved by Customer Contact	0	n/a	1	2
Cedar City	Site Inspection Required	18	7	18	6
Jordan Valley	Resolved by Customer Contact	0	n/a	4	3
Jordan Valley	Site Inspection Required	429	4	189	3
Laketown/Woodruff	Site Inspection Required	1	6	0	n/a
Layton	Site Inspection Required	117	3	50	1
Moab	Resolved by Customer Contact	0	n/a	2	2
Moab ¹	Site Inspection Required	6	15	7	6
Ogden	Resolved by Customer Contact	0	n/a	5	3
Ogden	Site Inspection Required	331	3	163	1
Park City	Site Inspection Required	17	6	16	4
Price	Resolved by Customer Contact	0	n/a	1	4
Price	Site Inspection Required	26	11	12	7
Richfield	Site Inspection Required	17	9	8	9
SLC Metro	Site Inspection Required	940	3	454	3
Smithfield	Resolved by Customer Contact	0	n/a	1	5
Smithfield	Site Inspection Required	35	6	18	7
Tooele	Resolved by Customer Contact	0	n/a	1	1
Tooele	Site Inspection Required	32	3	10	4
Tremonton	Site Inspection Required	11	11	12	2
Vernal	Site Inspection Required	18	5	10	5
		2106		1036	

1 - This average is as a result of two 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 area.

* 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	FYD - 1st Quarter 2005			1st Quarter 2004		
	Total Meters Set	Total Within 5 Days	% Within 5 Days	Total Meters Set	Total Within 5 Days	% Within 5 Days
Jordan Valley	1778	982	55.2%	1174	1096	93.4%
Layton/Davis	448	329	73.4%	471	463	98.0%
Laketown	22	14	63.6%	29	25	86.2%
Metro	973	654	67.2%	774	713	92.1%
Ogden	539	376	69.8%	432	432	100.0%
Park City	201	115	57.2%	213	193	90.6%
Smithfield	119	103	86.6%	119	119	100.0%
Tooele	108	87	80.6%	165	163	98.8%
Tremonton	25	18	72.0%	38	38	100.0%
Woodruff	0	0	0.0%	1	1	100.0%
TOTAL	4213	2678	63.6%	3416	3243	94.9%

NOTE: In December 2003, a new internal tracking system was introduced to increase efficiencies in the dispatching and scheduling of this type of work. As a result, the new system required programming to extract the Meter Set data contained on this report. This programming has been completed. The automated data extract shows a lower percentage than the manual reporting. This is due to data entry inconsistencies which will be addressed within each district.

SOUTHERN UTAH

LOCATION	FYD - 1st Quarter 2005			1st Quarter 2004		
	Total Meters Set	Total Within 5 Days	% Within 5 Days	Total Meters Set	Total Within 5 Days	% Within 5 Days
American Fork	568	454	79.9%	418	415	99.3%
Cedar City	189	148	78.3%	268	248	92.5%
Moab	28	24	85.7%	75	75	100.0%
Price	17	12	70.6%	23	23	100.0%
Richfield	27	18	66.7%	129	129	100.0%
Vernal	50	39	78.0%	37	37	100.0%
TOTAL	879	695	79.1%	950	927	97.6%

TOTAL UTAH

LOCATION	FYD - 1st Quarter 2005			1st Quarter 2004		
	Total Meters Set	Total Within 5 Days	% Within 5 Days	Total Meters Set	Total Within 5 Days	% Within 5 Days
TOTAL UTAH	5092	3373	66.2%	4366	4170	95.5%

TEMPORARY METER SETS - REPORT BY DISTRICT

NORTHERN UTAH

LOCATION	FYD - 1st Quarter 2005			1st Quarter 2004		
	Total Meters Set	Total Within 10 Days	% Within 10 Days	Total Meters Set	Total Within 10 Days	% Within 10 Days
Jordan Valley	811	709	87.4%	853	852	99.9%
Layton/Davis	151	143	94.7%	386	385	99.7%
Laketown	13	13	100.0%	10	10	100.0%
Metro	247	231	93.5%	293	293	100.0%
Ogden	100	92	92.0%	318	318	100.0%
Park City	75	66	88.0%	88	88	100.0%
Smithfield	1	1	100.0%	96	96	100.0%
Tooele	96	95	99.0%	95	95	100.0%
Tremonton	0	0	0.0%	23	23	100.0%
Woodruff	0	0	0.0%	0	0	0.0%
TOTAL	1494	1350	90.4%	2162	2160	99.9%

NOTE: In December 2003, a new internal tracking system was introduced to increase efficiencies in the dispatching and scheduling of this type of work. As a result, the new system required programming to extract the Meter Set data contained on this report. This programming has been completed. The automated data extract shows a lower percentage than the manual reporting. This is due to data entry inconsistencies which will be addressed within each district.

SOUTHERN UTAH

LOCATION	FYD - 1st Quarter 2005			1st Quarter 2004		
	Total Meters Set	Total Within 10 Days	% Within 10 Days	Total Meters Set	Total Within 10 Days	% Within 10 Days
American Fork	380	368	96.8%	319	319	100.0%
Cedar City	108	107	99.1%	140	139	99.3%
Moab	14	14	100.0%	10	10	100.0%
Price	4	4	100.0%	6	6	100.0%
Richfield	1	1	100.0%	17	17	100.0%
Vernal	1	1	100.0%	15	15	100.0%
TOTAL	508	495	97.4%	507	506	99.8%

TOTAL UTAH

LOCATION	FYD - 1st Quarter 2005			1st Quarter 2004		
	Total Meters Set	Total Within 10 Days	% Within 10 Days	Total Meters Set	Total Within 10 Days	% Within 10 Days
TOTAL UTAH	2002	1845	92.2%	2669	2666	99.9%

METER SETS - REPORT BY DISTRICT
RESIDENTIAL/SMALL COMMERCIAL

NORTHERN UTAH

LOCATION	4th Quarter FY04			4th Quarter FY03		
	Total Meters Set	Total Within 5 Days	% Within 5 Days	Total Meters Set	Total Within 5 Days	% Within 5 Days
Jordan Valley	1261	905	71.8%	1168	1085	93.1%
Layton/Davis	167	135	80.8%	471	467	99.2%
Laketown	21	13	61.9%	0	0	0%
Metro	636	460	72.3%	680	656	96.5%
Ogden	426	306	71.8%	442	441	99.8%
Park City	111	93	83.8%	149	142	95.3%
Smithfield	123	107	87.0%	104	104	100.0%
Tooele	87	68	78.2%	155	155	100.0%
Tremonton	38	20	52.6%	41	39	95.1%
Woodruff	0	0	0.0%	0	0	0%
TOTAL	2870	2107	73.4%	3208	3089	96.3%

NOTE: In December 2003, a new internal tracking system was introduced to increase efficiencies in the dispatching and scheduling of this type of work. As a result, the new system required programming to extract the Meter Set data contained on this report. This programming has been completed. The automated data extract shows a lower percentage than the manual reporting. This is due to data entry inconsistencies which will be addressed within each district. This report includes the data for the final quarter of FY04 that was not included in the previous report.

SOUTHERN UTAH

LOCATION	4th Quarter FY04			4th Quarter FY03		
	Total Meters Set	Total Within 5 Days	% Within 5 Days	Total Meters Set	Total Within 5 Days	% Within 5 Days
American Fork	589	484	82.2%	466	463	99.4%
Cedar City	144	105	72.9%	259	246	95.0%
Moab	20	16	80.0%	53	52	98.1%
Price	7	6	85.7%	42	42	100.0%
Richfield	23	17	73.9%	69	69	100.0%
Vernal	20	16	80.0%	26	25	96.2%
TOTAL	803	593	73.8%	915	897	98.0%

TOTAL UTAH

LOCATION	4th Quarter FY04			4th Quarter FY03		
	Total Meters Set	Total Within 5 Days	% Within 5 Days	Total Meters Set	Total Within 5 Days	% Within 5 Days
TOTAL UTAH	3673	2700	74.0%	4123	3986	96.7%

TEMPORARY METER SETS - REPORT BY DISTRICT

NORTHERN UTAH

LOCATION	4th Quarter FY04			4th Quarter FY03		
	Total Meters Set	Total Within 10 Days	% Within 10 Days	Total Meters Set	Total Within 10 Days	% Within 10 Days
Jordan Valley	546	530	97.1%	660	657	99.5%
Layton/Davis	62	57	91.9%	367	367	100.0%
Laketown	4	4	100.0%			
Metro	186	179	96.2%	260	260	100.0%
Ogden	76	69	90.8%	278	278	100.0%
Park City	30	28	93.3%	56	56	100.0%
Smithfield	1	1	100.0%	42	41	97.6%
Tooele	52	52	100.0%	55	55	100.0%
Tremonton	0	0	0.0%	19	19	100.0%
Woodruff	0	0	0.0%			
TOTAL	957	920	96.1%	1737	1733	99.8%

NOTE: In December 2003, a new internal tracking system was introduced to increase efficiencies in the dispatching and scheduling of this type of work. As a result, the new system required programming to extract the Meter Set data contained on this report. This programming has been completed. The automated data extract shows a lower percentage than the manual reporting. This is due to data entry inconsistencies which will be addressed within each district. This report includes the data for the final quarter of FY04 that was not included in the previous report.

SOUTHERN UTAH

LOCATION	4th Quarter FY04			4th Quarter FY03		
	Total Meters Set	Total Within 10 Days	% Within 10 Days	Total Meters Set	Total Within 10 Days	% Within 10 Days
American Fork	306	302	98.7%	261	261	100.0%
Cedar City	106	106	100.0%	114	113	99.1%
Moab	12	12	100.0%	4	4	100.0%
Price	0	0	0.0%	2	2	100.0%
Richfield	4	4	100.0%	10	10	100.0%
Vernal	0	0	0.0%	4	4	100.0%
TOTAL	428	424	99.1%	395	394	99.7%

TOTAL UTAH

LOCATION	4th Quarter FY04			4th Quarter FY03		
	Total Meters Set	Total Within 5 Days	% Within 5 Days	Total Meters Set	Total Within 5 Days	% Within 5 Days
TOTAL UTAH	1385	1344	97.0%	2132	2127	99.8%

**Utah Quarterly Report
Year-to-Date**

YTD	Fiscal Year 2005	04/01/2004 to 06/30/2004											Customers in Incident Momentary	Customers in Incident Momentary Eve	RIC 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 Eve	RIC 38 Customers Affected by Transmission		
Utah	Unplanned	86,524	0.789	0.096	0.090	109,597	754,318	595,513	5,966	65,266,409	72,185	68,092			
Utah	Planned	2,146	0.014	0.000	0.000	154,579		10,473	311	1,618,901	18	17			
Utah	Customer Requested	0.025	0.000	0.000	0.000	267,930		71	5	19,023	0	0			
AMERICAN FORK	Unplanned	56,203	0.627	0.112	0.112	89,614	69,306	43,468	506	3,895,176	7,783	7,774	7,041		
AMERICAN FORK	Planned	0.707	0.004	0.000	0.000	178,236		275	27	49,015	2	1			
AMERICAN FORK	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
CEDAR CITY	Unplanned	191,472	1.502	0.000	0.000	127,504	25,468	38,245	251	4,876,399	8	7	11,648		
CEDAR CITY	Planned	0.412	0.008	0.000	0.000	54,077		194	13	10,491	0	0			
CEDAR CITY	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
CEDAR CITY (MILFORD)	Unplanned	448,750	3.189	0.162	0.162	140,703	2,403	7,664	86	1,078,346	389	389	5,420		
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	70,653	0.566	0.114	0.108	124,924	182,674	103,315	1,332	12,906,476	20,764	19,814	4,301		
JORDAN VALLEY	Planned	1,584	0.010	0.000	0.000	154,579		1,872	92	289,371	4	4			
JORDAN VALLEY	Customer Requested	0.001	0.000	0.000	0.000	123,000		1	1	123	0	0			
LAYTON	Unplanned	92,366	0.944	0.158	0.106	97,801	59,741	56,421	367	5,518,030	9,467	6,338	22,772		
LAYTON	Planned	1,334	0.010	0.000	0.000	133,524		597	29	79,714	0	0			
LAYTON	Customer Requested	0.022	0.000	0.000	0.000	86,733		15	1	1,301	0	0			
MOAB	Unplanned	91,044	0.558	0.003	0.003	163,238	11,154	6,221	128	1,015,503	28	28	1,595		
MOAB	Planned	0.000	0.000	0.000	0.000	0.000		0	1	0	1	1			
MOAB	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
OGDEN	Unplanned	149,489	1.357	0.084	0.084	110,144	91,128	123,680	664	13,622,635	7,683	7,683	47,803		
OGDEN	Planned	0.711	0.005	0.000	0.000	129,273		501	51	64,766	0	0			
OGDEN	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
PARK CITY	Unplanned	86,080	0.930	0.070	0.070	92,525	27,147	25,256	269	2,336,806	1,890	1,889	544		
PARK CITY	Planned	1,815	0.017	0.000	0.000	108,515		454	7	49,266	0	0			
PARK CITY	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
PRICE	Unplanned	219,405	1.305	0.003	0.003	168,157	10,162	13,259	102	2,229,593	31	30	7,603		
PRICE	Planned	14,668	0.123	0.000	0.000	119,532		1,247	13	149,056	0	0			
PRICE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
RICHFIELD	Unplanned	49,848	0.467	0.000	0.000	106,631	13,560	6,339	113	675,937	1	1	2,095		
RICHFIELD	Planned	0.353	0.003	0.000	0.000	126,308		39	6	4,926	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

YTD	Fiscal Year 2005	04/01/2004 to 06/30/2004	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 Eve	MC 38 Customers Affected by Transmission
	Operating Area	Measure												
	RICHFIELD (DELTA)	Unplanned	42.047	0.230	0.000	0.000	182.771	3,534	813	64	148,593	0	0	2
	RICHFIELD (DELTA)	Planned	0.008	0.000	0.000	0.000	27.000		1	1	27	0	0	
	RICHFIELD (DELTA)	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0	
	SLC METRO	Unplanned	66.466	0.639	0.120	0.120	104.095	201,107	128,410	1,578	13,366,795	24,094	24,092	1,128
	SLC METRO	Planned	0.801	0.005	0.000	0.000	164.483		979	51	161,029	11	11	
	SLC METRO	Customer Requested	0.088	0.000	0.000	0.000	319.982		55	3	17,599	0	0	
	SMITHFIELD	Unplanned	75.775	0.911	0.000	0.000	83.155	19,064	17,372	198	1,444,573	0	0	4,172
	SMITHFIELD	Planned	37.326	0.083	0.000	0.000	449.234		1,584	13	711,586	0	0	
	SMITHFIELD	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0	
	TOOELE	Unplanned	66.636	0.711	0.001	0.001	93.732	20,288	14,423	147	1,351,903	16	16	616
	TOOELE	Planned	2.184	0.132	0.000	0.000	16.606		2,668	4	44,302	0	0	
	TOOELE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0	
	TREMONTON	Unplanned	61.192	0.744	0.003	0.003	82.296	8,575	6,376	109	524,721	28	28	707
	TREMONTON	Planned	0.962	0.007	0.000	0.000	86.071		56	1	4,820	0	0	
	TREMONTON	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0	
	VERNAL	Unplanned	30.523	0.472	0.000	0.000	64.642	9,007	4,253	52	274,923	3	3	0
	VERNAL	Planned	0.059	0.001	0.000	0.000	88.667		6	2	532	0	0	
	VERNAL	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0	