

1900 S.W. Fourth Avenue  
Portland, Oregon 97201



UTAH PUBLIC  
SERVICE COMMISSION

2004 NOV -1 A 9: 28 VIA OVERNIGHT MAIL

RECEIVED

October 29, 2004

Utah Public Service Commission  
Heber M. Wells Building, 4<sup>th</sup> 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 semi-annual report for the period April, 2004 through September, 2004 detailing the Company's performance in meeting the Customer Guarantees and Performance Standards 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



April-September 2004 (FY2005)

Utah

Description	April-September 2004 (FY2005)			April-September 2003 (FY2004)			
	Events	Failures	% Success	Events	Failures	% Success	Paid
CG1 Restoring Supply	1,183,013	17	99.9%	936,981	3	100.0%	\$150
CG2 Appointments	4,909	30	99.4%	4,693	15	99.7%	\$750
CG3 Switching on Power	24,241	79	99.7%	22,933	53	99.8%	\$5,850
CG4 Estimates	3,348	88	97.4%	3,178	73	97.7%	\$3,650
CG5 Respond to Billing Inquiries	5,766	14	99.8%	5,853	29	99.5%	\$1,450
CG6 Respond to Meter Problems	559	7	98.7%	490	1	99.8%	\$50
CG7 Notification of Planned Interruptions	18,248	6	99.9%	12,392	11	99.9%	\$600
CG8 Power Quality Complaints	48	0	100.0%	110	0	100.0%	\$0
	<b>1,240,132</b>	<b>241</b>	<b>99.98%</b>	<b>986,630</b>	<b>185</b>	<b>99.90%</b>	<b>\$12,500</b>

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: Additional failures has resulted in Management-focused efforts on improving contingency plans

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.

Description	Baseline		Performance		Goal
	Original	Modified	at Sept 2003	at Sept 2004	
<ul style="list-style-type: none"> <li>SAIDI (System availability in minutes per customer)</li> <li>SAIFI (System reliability in interruptions per customer)</li> <li>MAIFI (Momentary interruptions per customer)<sup>1</sup></li> <li>Worst Performing Circuits - Circuit Performance Indicator (CPI)<sup>2</sup></li> </ul>	239*	239*	118.0	172.2	Reduce SAIDI by 10% from underlying baseline to 217 Reduce SAIFI by 10% from underlying baseline to 2.2 Reduce MAIFI by 5% from underlying baseline to 6.5 Reduce CPI's by 20% from underlying baseline
<u>Fiscal Year 2001:</u> Coeville 12 Lewiston 11 Pioneer 11 Pioneer 13 Pioneer 14  <u>Fiscal Year 2002:</u> Woods Cross 11 Eden 11 Rattlesnake 22 Lark 11 Bothwell 11  <u>Fiscal Year 2003:</u> University 1 West Cedar Parowan Valley 25 Eureka 12 Coleman 15  <u>Fiscal Year 2004:</u> Toquerville 32 Toquerville 31 Saratoga 13 Nibley 21 Middleton 24  <u>Fiscal Year 2005:</u> Dumas 16 West Corn 11 Query 15 Brooklawn 12 North Bench 13	288 377 425 529 383  311 339 308 419 323  107 613 1563 90 110  1596 1016 578 442 476  N/A N/A N/A N/A N/A	925 927 1197 1426 1106  703 732 772 1071 542  344 4306 1121 3397 1574  1596 1016 885 465 823  1312 1035 735 557 225	187 89 119 176 81  231 306 452 140 80  20 546 2854 0 341  371 924 134 603 369  592 867 722 442 155		
<ul style="list-style-type: none"> <li>Power supply restored within 3 hours</li> <li>Calls answered               <ul style="list-style-type: none"> <li>Within 20 seconds</li> </ul> </li> <li>Respond to commission complaints within 3 days</li> <li>Respond to commission complaints regarding service disconnects within 4 hours</li> <li>Commission complaints resolved within 30 days</li> </ul>	Not applicable	Not applicable	87%	87%	80%
	Not applicable	Not applicable	79%	80%	80%
	Not applicable	Not applicable	100%	99%	100%
	Not applicable	Not applicable	100%	100%	100%
	Not applicable	Not applicable	100%	100%	95%

<sup>1</sup> SAIDI and SAIFI baselines and targets have been established, adopted and delivered.

<sup>2</sup> 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 March 31, 2001 for FY 2002 circuits; 3-years ended March 31, 2002 for FY 2003 circuits; 3-years ended March 31, 2003 for FY 2004 circuits; 3-years ended March 31, 2004 for FY 2005 circuits. For FY2001 through FY2004 circuits, baseline CPI has been modified since originally reported to reflect uplift consistent with baseline methodology of other performance metrics. Modified baseline CPI are shown above. Improvement period is 2 years after identification year, followed by a 3-year period to recalculate CPI.

Note: Performance figures exclude impacts of major events.

**Utah - Failures and Events**

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance

2nd Quarter - Fiscal Year 2005

April-September 2004

District	CG	Description	FYTD 2005				Prior Year Comparison			
			Failures	Paid	Events	Success	Failures	Paid	Events	Success
American Fork	CG1	Restoring Supply			100,825	100.0%			73,287	100.0%
American Fork	CG2.3	CG3 Appointments	5	\$250	66	92.4%	2	\$100	162	98.8%
American Fork	CG2.4	CG4 Appointments	3	\$150	206	98.5%	1	\$50	214	99.5%
American Fork	CG2.5	CG5 Appointments			1	100.0%				N/A
American Fork	CG2a	All Other RCMS Appointmts			468	100.0%	1	\$50	457	99.8%
American Fork	CG3	Switching on Power	5	\$500	2,296	99.8%	4	\$475	2,039	99.8%
American Fork	CG4a	Estimates - Contact within 2 days	9	\$450	212	95.8%	7	\$350	182	96.2%
American Fork	CG4b	Estimates - 5 days			67	100.0%			49	100.0%
American Fork	CG4c	Estimates - 15 days	20	\$1,000	104	80.8%	17	\$850	112	84.8%
American Fork	CG5	Responding to Bill Inquiries within 10 days	1	\$50	513	99.8%			396	100.0%
American Fork	CG6	Responding to Meter Problems within 15 days	2	\$100	44	95.5%			35	100.0%
American Fork	CG7	Planned Interruptions	3	\$150	1,065	99.7%			1,372	100.0%
Cedar City	CG1	Restoring Supply	1	\$275	88,128	99.9%			33,768	100.0%
Cedar City	CG2.3	CG3 Appointments			32	100.0%	2	\$100	45	95.6%
Cedar City	CG2.4	CG4 Appointments			121	100.0%			149	100.0%
Cedar City	CG2.5	CG5 Appointments			3	100.0%				N/A
Cedar City	CG2.6	CG6 Appointments			1	100.0%				N/A
Cedar City	CG2a	All Other RCMS Appointmts			67	100.0%				100.0%
Cedar City	CG3	Switching on Power	1	\$50	1,091	99.9%	4	\$725	1,009	98.6%
Cedar City	CG4a	Estimates - Contact within 2 days	4	\$200	228	98.2%	2	\$100	235	99.1%
Cedar City	CG4b	Estimates - 5 days			72	100.0%			91	100.0%
Cedar City	CG4c	Estimates - 15 days			141	100.0%			138	100.0%
Cedar City	CG5	Responding to Bill Inquiries within 10 days			214	100.0%	1	\$50	245	98.6%
Cedar City	CG6	Responding to Meter Problems within 15 days			25	100.0%			23	100.0%
Cedar City	CG7	Planned Interruptions			265	100.0%			34	100.0%
Jordan Valley	CG1	Restoring Supply	5	\$250	234,740	99.9%			191,723	100.0%
Jordan Valley	CG2.3	CG3 Appointments	2	\$100	122	98.4%			184	100.0%
Jordan Valley	CG2.4	CG4 Appointments	2	\$100	112	98.2%			146	100.0%
Jordan Valley	CG2.5	CG5 Appointments	1	\$50	6	83.3%			1	100.0%
Jordan Valley	CG2.6	CG6 Appointments			2	100.0%				N/A
Jordan Valley	CG2a	All Other RCMS Appointmts	1	\$50	571	99.8%	1	\$50	581	99.8%
Jordan Valley	CG3	Switching on Power	14	\$1,125	5,180	99.7%	8	\$575	5,272	98.8%
Jordan Valley	CG4a	Estimates - Contact within 2 days	7	\$350	138	94.9%	1	\$50	175	99.4%
Jordan Valley	CG4b	Estimates - 5 days			41	100.0%			56	100.0%
Jordan Valley	CG4c	Estimates - 15 days			77	100.0%	5	\$250	91	94.5%
Jordan Valley	CG5	Responding to Bill Inquiries within 10 days	2	\$100	1274	99.8%	7	\$350	1,326	99.5%
Jordan Valley	CG6	Responding to Meter Problems within 15 days	1	\$50	161	99.4%			112	100.0%
Jordan Valley	CG7	Planned Interruptions	2	\$100	2,624	99.9%	3	\$200	2,229	99.9%
Laketown/Woodruff	CG2.3	CG3 Appointments			2	100.0%			6	100.0%
Laketown/Woodruff	CG2.4	CG4 Appointments			30	100.0%			22	100.0%
Laketown/Woodruff	CG2a	All Other RCMS Appointmts			8	100.0%			1	100.0%
Laketown/Woodruff	CG3	Switching on Power			49	100.0%			61	100.0%
Laketown/Woodruff	CG4a	Estimates - Contact within 2 days	1	\$50	29	96.6%			24	100.0%
Laketown/Woodruff	CG4b	Estimates - 5 days			9	100.0%			7	100.0%
Laketown/Woodruff	CG4c	Estimates - 15 days			19	100.0%			20	100.0%
Laketown/Woodruff	CG5	Responding to Bill Inquiries within 10 days	1	\$50	49	98.0%			35	100.0%
Laketown/Woodruff	CG6	Responding to Meter Problems within 15 days			1	100.0%			4	100.0%
Layton	CG1	Restoring Supply			98,533	100.0%			94,584	100.0%
Layton	CG2.3	CG3 Appointments			24	100.0%			15	100.0%
Layton	CG2.4	CG4 Appointments			41	100.0%			20	100.0%
Layton	CG2.5	CG5 Appointments				N/A			5	100.0%
Layton	CG2.6	CG6 Appointments			1	100.0%			2	100.0%
Layton	CG2a	All Other RCMS Appointmts			93	100.0%			20	100.0%
Layton	CG3	Switching on Power	2	\$225	1,559	99.9%	2	\$300	1,339	99.9%
Layton	CG4a	Estimates - Contact within 2 days	4	\$200	71	94.4%	1	\$50	67	98.5%
Layton	CG4b	Estimates - 5 days			20	100.0%			25	100.0%
Layton	CG4c	Estimates - 15 days	1	\$50	45	97.8%	1	\$50	35	97.1%
Layton	CG5	Responding to Bill Inquiries within 10 days	1	\$50	364	99.7%	1	\$50	356	99.7%
Layton	CG6	Responding to Meter Problems within 15 days	1	\$50	32	96.9%			34	100.0%
Layton	CG7	Planned Interruptions			1,137	100.0%			376	100.0%
Moab	CG1	Restoring Supply			14,878	100.0%			13,728	100.0%
Moab	CG2.3	CG3 Appointments			3	100.0%			16	100.0%
Moab	CG2.4	CG4 Appointments	1	\$50	51	98.0%			48	100.0%
Moab	CG2.5	CG5 Appointments			1	100.0%			2	100.0%
Moab	CG2a	All Other RCMS Appointmts			27	100.0%			11	100.0%
Moab	CG3	Switching on Power	3	\$200	148	98.0%	3	\$275	248	98.8%
Moab	CG4a	Estimates - Contact within 2 days	6	\$300	54	88.9%			52	100.0%
Moab	CG4b	Estimates - 5 days			17	100.0%			12	100.0%
Moab	CG4c	Estimates - 15 days			27	100.0%			35	100.0%
Moab	CG5	Responding to Bill Inquiries within 10 days	1	\$50	63	98.4%			68	100.0%
Moab	CG6	Responding to Meter Problems within 15 days			2	100.0%			6	100.0%

**Utah - Failures and Events**

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance

2nd Quarter - Fiscal Year 2005

April-September 2004

District	CG	Description	FYTD 2005				Prior Year Comparison			
			Failures	Paid	Events	Success	Failures	Paid	Events	Success
Moab	CG7	Planned Interruptions			80	100.0%			1	100.0%
Ogden	CG1	Restoring Supply	5	\$1,100	207,730	99.9%			127,814	100.0%
Ogden	CG2.3	CG3 Appointments	1	\$50	94	98.9%	2	\$100	248	99.2%
Ogden	CG2.4	CG4 Appointments	1	\$50	165	99.4%	1	\$50	122	99.2%
Ogden	CG2.5	CG5 Appointments			7	100.0%			6	100.0%
Ogden	CG2.6	CG6 Appointments			N/A			1	100.0%	
Ogden	CG2a	All Other RCMS Appointmts	2	\$100	484	99.6%			177	100.0%
Ogden	CG3	Switching on Power	9	\$1,350	3,296	99.7%	3	\$975	3,248	99.9%
Ogden	CG4a	Estimates - Contact within 2 days	10	\$500	178	94.4%	7	\$350	160	95.6%
Ogden	CG4b	Estimates - 5 days			50	100.0%			55	100.0%
Ogden	CG4c	Estimates - 15 days	1	\$50	141	99.3%	2	\$100	106	98.1%
Ogden	CG5	Responding to Bill Inquiries within 10 days	1	\$50	610	99.8%	3	\$150	641	99.5%
Ogden	CG6	Responding to Meter Problems within 15 days			73	100.0%			56	100.0%
Ogden	CG7	Planned Interruptions	1	\$50	949	99.9%	1	\$50	1,254	99.9%
Park City	CG1	Restoring Supply			48,852	100.0%			36,211	100.0%
Park City	CG2.3	CG3 Appointments			23	100.0%			27	100.0%
Park City	CG2.4	CG4 Appointments			110	100.0%			50	100.0%
Park City	CG2.5	CG5 Appointments			6	100.0%			2	100.0%
Park City	CG2a	All Other RCMS Appointmts	1	\$50	128	99.2%			55	100.0%
Park City	CG3	Switching on Power	3	\$850	374	99.2%	1	\$50	468	99.8%
Park City	CG4a	Estimates - Contact within 2 days	5	\$250	136	96.3%	9	\$450	103	91.3%
Park City	CG4b	Estimates - 5 days			78	100.0%	1	\$50	3	66.7%
Park City <sup>2</sup>	CG4c	Estimates - 15 days	14	\$700	93	84.9%			48	100.0%
Park City	CG5	Responding to Bill Inquiries within 10 days			220	100.0%	3	\$150	262	98.9%
Park City	CG6	Responding to Meter Problems within 15 days	1	\$50	11	90.9%			13	100.0%
Park City	CG7	Planned Interruptions			1,515	100.0%	1	\$50	1,233	99.9%
Price	CG1	Restoring Supply			25,635	100.0%			12,454	100.0%
Price	CG2.3	CG3 Appointments			13	100.0%			35	100.0%
Price	CG2.4	CG4 Appointments	1	\$50	71	98.6%			72	100.0%
Price	CG2.5	CG5 Appointments			1	100.0%				
Price	CG2a	All Other RCMS Appointmts			63	100.0%			82	100.0%
Price	CG3	Switching on Power			414	100.0%			320	100.0%
Price	CG4a	Estimates - Contact within 2 days			65	100.0%	1	\$50	66	98.5%
Price	CG4b	Estimates - 5 days			16	100.0%			7	100.0%
Price	CG4c	Estimates - 15 days			60	100.0%			49	100.0%
Price	CG5	Responding to Bill Inquiries within 10 days			62	100.0%			63	100.0%
Price	CG6	Responding to Meter Problems within 15 days	1	\$50	4	75.0%			5	100.0%
Price	CG7	Planned Interruptions			1,330	100.0%			330	100.0%
Richfield	CG1	Restoring Supply			21,127	100.0%			17,434	100.0%
Richfield	CG2.3	CG3 Appointments			6	100.0%			24	100.0%
Richfield	CG2.4	CG4 Appointments			118	100.0%			101	100.0%
Richfield	CG2.5	CG5 Appointments			N/A				N/A	
Richfield	CG2a	All Other RCMS Appointmts			25	100.0%			23	100.0%
Richfield	CG3	Switching on Power	1	\$50	491	99.8%			264	100.0%
Richfield	CG4a	Estimates - Contact within 2 days	1	\$50	135	99.3%	2	\$100	123	98.4%
Richfield	CG4b	Estimates - 5 days			25	100.0%			34	100.0%
Richfield	CG4c	Estimates - 15 days			110	100.0%	3	\$150	82	96.3%
Richfield	CG5	Responding to Bill Inquiries within 10 days	1	\$50	131	99.2%			107	100.0%
Richfield	CG6	Responding to Meter Problems within 15 days			8	100.0%			10	100.0%
Richfield	CG7	Planned Interruptions			1,800	100.0%	1	\$50	2,511	100.0%
SLC Metro	CG1	Restoring Supply	6	\$325	260,653	99.9%	1	\$50	230,952	100.0%
SLC Metro	CG2.3	CG3 Appointments	2	\$100	137	98.5%			280	100.0%
SLC Metro	CG2.4	CG4 Appointments	1	\$50	72	98.6%	1	\$50	87	98.9%
SLC Metro	CG2.5	CG5 Appointments			27	100.0%			14	100.0%
SLC Metro	CG2.6	CG6 Appointments			N/A		1	\$50	14	92.9%
SLC Metro	CG2a	All Other RCMS Appointmts	4	\$200	689	99.4%			599	100.0%
SLC Metro	CG3	Switching on Power	37	\$3,675	7,603	99.5%	23	\$1,975	7,612	99.7%
SLC Metro	CG4a	Estimates - Contact within 2 days	3	\$150	118	97.5%	1	\$50	114	99.1%
SLC Metro	CG4b	Estimates - 5 days			16	100.0%			33	100.0%
SLC Metro	CG4c	Estimates - 15 days	1	\$50	78	98.7%	3	\$150	73	95.9%
SLC Metro	CG5	Responding to Bill Inquiries within 10 days	5	\$250	1830	99.7%	13	\$650	1,962	99.3%
SLC Metro	CG6	Responding to Meter Problems within 15 days	1	\$50	149	99.3%	1	\$50	145	99.3%
SLC Metro	CG7	Planned Interruptions			2,363	100.0%	5	\$250	2,522	99.8%
Smithfield	CG1	Restoring Supply			31,610	100.0%			53,427	100.0%
Smithfield	CG2.3	CG3 Appointments			25	100.0%			69	100.0%
Smithfield	CG2.4	CG4 Appointments			48	100.0%			78	100.0%
Smithfield	CG2.5	CG5 Appointments			N/A				N/A	
Smithfield	CG2a	All Other RCMS Appointmts			100	100.0%			40	100.0%
Smithfield	CG3	Switching on Power			215	100.0%			302	100.0%
Smithfield	CG4a	Estimates - Contact within 2 days	1	\$50	91	98.9%	1	\$50	122	99.2%
Smithfield	CG4b	Estimates - 5 days			23	100.0%			45	100.0%



Utah - Failures and Events

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance  
 2nd Quarter - Fiscal Year 2005  
 April-September 2004

District	CG	Description	FYTD 2005				Prior Year Comparison			
			Failures	Paid	Events	Success	Failures	Paid	Events	Success
Smithfield	CG4c	Estimates - 15 days			68	100.0%			77	100.0%
Smithfield	CG5	Responding to Bill Inquiries within 10 days			83	100.0%			88	100.0%
Smithfield	CG6	Responding to Meter Problems within 15 days			15	100.0%			6	100.0%
Smithfield	CG7	Planned Interruptions			1,853	100.0%			185	100.0%
Tooele	CG1	Restoring Supply			36,232	100.0%			30,206	100.0%
Tooele	CG2.3	CG3 Appointments			19	100.0%	2	\$100	61	96.7%
Tooele	CG2.4	CG4 Appointments			30	100.0%			18	100.0%
Tooele	CG2.5	CG5 Appointments			1	100.0%				
Tooele	CG2a	All Other RCMS Appointmts			50	100.0%			38	100.0%
Tooele	CG3	Switching on Power	3	\$175	1,133	99.7%	4	\$250	302	98.7%
Tooele	CG4a	Estimates - Contact within 2 days			41	100.0%	1	\$50	41	97.6%
Tooele	CG4b	Estimates - 5 days			8	100.0%			8	100.0%
Tooele	CG4c	Estimates - 15 days			30	100.0%			21	100.0%
Tooele	CG5	Responding to Bill Inquiries within 10 days	1	\$50	112	99.1%	1	\$50	102	99.0%
Tooele	CG6	Responding to Meter Problems within 15 days			10	100.0%			10	100.0%
Tooele	CG7	Planned Interruptions			3,010	100.0%			39	100.0%
Tremonton	CG1	Restoring Supply			10,402	100.0%	2	\$100	16,673	100.0%
Tremonton	CG2.3	CG3 Appointments	1	\$50	11	90.9%			19	100.0%
Tremonton	CG2.4	CG4 Appointments			47	100.0%			37	100.0%
Tremonton	CG2a	All Other RCMS Appointmts	1	\$50	42	97.6%			28	100.0%
Tremonton	CG3	Switching on Power			160	100.0%	1	\$250	208	99.5%
Tremonton	CG4a	Estimates - Contact within 2 days			64	100.0%	3	\$150	61	95.1%
Tremonton	CG4b	Estimates - 5 days			29	100.0%			14	100.0%
Tremonton	CG4c	Estimates - 15 days			28	100.0%			41	100.0%
Tremonton	CG5	Responding to Bill Inquiries within 10 days			44	100.0%			61	100.0%
Tremonton	CG6	Responding to Meter Problems within 15 days			9	100.0%			6	100.0%
Tremonton	CG7	Planned Interruptions			212	100.0%			54	100.0%
Vernal	CG1	Restoring Supply			5,668	100.0%			4,720	100.0%
Vernal	CG2.3	CG3 Appointments			10	100.0%			32	100.0%
Vernal	CG2.4	CG4 Appointments			108	100.0%	1	\$50	69	98.6%
Vernal	CG2.5	CG5 Appointments				N/A				N/A
Vernal	CG2a	All Other RCMS Appointmts			120	100.0%			76	100.0%
Vernal	CG3	Switching on Power	1	\$75	232	99.6%			241	100.0%
Vernal	CG4a	Estimates - Contact within 2 days			80	100.0%	5	\$250	75	93.3%
Vernal	CG4b	Estimates - 5 days			26	100.0%			8	100.0%
Vernal	CG4c	Estimates - 15 days			63	100.0%			44	100.0%
Vernal	CG5	Responding to Bill Inquiries within 10 days			31	100.0%			55	100.0%
Vernal	CG6	Responding to Meter Problems within 15 days			4	100.0%			4	100.0%
Vernal	CG7	Planned Interruptions			45	100.0%			252	100.0%
Wasatch Collection Center	CG8a	Respond in 5 days			24	100.0%			67	100.0%
Wasatch Collection Center	CG8b	Respond in 7 days			24	100.0%			43	100.0%
			241	\$17,475	1,239,828	99.98%	185	\$12,500	986,378	99.98%

1- Moab - CG4a failures have increased as a result of a new estimator, operations clerk and manager 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  
 2nd Quarter - Fiscal Year 2005  
 April-September 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	212	1	182	1
American Fork	CG4b	Estimates - 5 days	67	1	49	1
American Fork	CG4c	Estimates - 15 days	104	13	112	12
American Fork	CG5	Responding to Bill Inquiries within 10 days	513	5	396	6
American Fork	CG6	Responding to Meter Problems within 15 days	44	4	35	5
Cedar City	CG4a	Estimates - Contact within 2 days	228	1	235	1
Cedar City	CG4b	Estimates - 5 days	72	<1	91	1
Cedar City	CG4c	Estimates - 15 days	141	4	138	3
Cedar City	CG5	Responding to Bill Inquiries within 10 days	214	4	245	5
Cedar City	CG6	Responding to Meter Problems within 15 days	25	2	23	3
Jordan Valley	CG4a	Estimates - Contact within 2 days	138	1	175	1
Jordan Valley	CG4b	Estimates - 5 days	41	1	56	<1
Jordan Valley	CG4c	Estimates - 15 days	77	7	91	9
Jordan Valley	CG5	Responding to Bill Inquiries within 10 days	1274	4	1326	5
Jordan Valley	CG6	Responding to Meter Problems within 15 days	161	3	112	5
Laketown/Woodruff	CG4a	Estimates - Contact within 2 days	29	1	24	1
Laketown/Woodruff	CG4b	Estimates - 5 days	9	<1	7	<1
Laketown/Woodruff	CG4c	Estimates - 15 days	19	1	20	3
Laketown/Woodruff	CG5	Responding to Bill Inquiries within 10 days	49	5	35	4
Laketown/Woodruff	CG6	Responding to Meter Problems within 15 days	1	11	4	7
Layton	CG4a	Estimates - Contact within 2 days	71	2	67	2
Layton	CG4b	Estimates - 5 days	20	1	25	1
Layton	CG4c	Estimates - 15 days	45	5	35	4
Layton	CG5	Responding to Bill Inquiries within 10 days	364	4	356	5
Layton	CG6	Responding to Meter Problems within 15 days	32	3	34	5
Moab	CG4a	Estimates - Contact within 2 days	54	3	52	5
Moab	CG4b	Estimates - 5 days	17	1	12	<1
Moab	CG4c	Estimates - 15 days	27	8	35	7
Moab	CG5	Responding to Bill Inquiries within 10 days	63	3	68	5
Moab	CG6	Responding to Meter Problems within 15 days	2	2	6	9
Ogden	CG4a	Estimates - Contact within 2 days	178	1	160	2
Ogden	CG4b	Estimates - 5 days	50	<1	55	<1
Ogden	CG4c	Estimates - 15 days	141	4	106	3
Ogden	CG5	Responding to Bill Inquiries within 10 days	610	4	641	4
Ogden	CG6	Responding to Meter Problems within 15 days	73	3	56	3
Park City	CG4a	Estimates - Contact within 2 days	136	1	103	2
Park City	CG4b	Estimates - 5 days	78	<1	3	<1
Park City	CG4c	Estimates - 15 days	93	9	48	6
Park City	CG5	Responding to Bill Inquiries within 10 days	220	5	262	6
Park City	CG6	Responding to Meter Problems within 15 days	11	6	13	8
Price	CG4a	Estimates - Contact within 2 days	65	1	66	1
Price	CG4b	Estimates - 5 days	16	<1	7	<1
Price	CG4c	Estimates - 15 days	60	5	49	8
Price	CG5	Responding to Bill Inquiries within 10 days	62	4	63	4
Price	CG6	Responding to Meter Problems within 15 days	4	10	5	11
Richfield	CG4a	Estimates - Contact within 2 days	135	1	123	<1
Richfield	CG4b	Estimates - 5 days	25	<1	34	<1
Richfield	CG4c	Estimates - 15 days	110	1	82	2
Richfield	CG5	Responding to Bill Inquiries within 10 days	131	4	107	4
Richfield	CG6	Responding to Meter Problems within 15 days	8	2	10	4



# customer guarantees



## Utah - Guarantee Field Response Performance

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

2nd Quarter - Fiscal Year 2005

April-September 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	118	1	114	1
SLC Metro	CG4b	Estimates - 5 days	16	1	33	<1
SLC Metro	CG4c	Estimates - 15 days	78	6	73	7
SLC Metro	CG5	Responding to Bill Inquiries within 10 days	1830	4	1962	5
SLC Metro	CG6	Responding to Meter Problems within 15 days	149	4	145	4
Smithfield	CG4a	Estimates - Contact within 2 days	91	1	122	1
Smithfield	CG4b	Estimates - 5 days	23	1	45	<1
Smithfield	CG4c	Estimates - 15 days	68	3	77	3
Smithfield	CG5	Responding to Bill Inquiries within 10 days	83	5	88	5
Smithfield	CG6	Responding to Meter Problems within 15 days	15	4	6	2
Tooele	CG4a	Estimates - Contact within 2 days	41	1	41	1
Tooele	CG4b	Estimates - 5 days	8	1	8	1
Tooele	CG4c	Estimates - 15 days	30	7	21	8
Tooele	CG5	Responding to Bill Inquiries within 10 days	112	4	102	5
Tooele	CG6	Responding to Meter Problems within 15 days	10	5	10	5
Tremonton	CG4a	Estimates - Contact within 2 days	64	1	61	2
Tremonton	CG4b	Estimates - 5 days	29	1	14	2
Tremonton	CG4c	Estimates - 15 days	28	9	41	9
Tremonton	CG5	Responding to Bill Inquiries within 10 days	44	5	61	5
Tremonton	CG6	Responding to Meter Problems within 15 days	9	3	6	5
Vernal	CG4a	Estimates - Contact within 2 days	80	<1	75	2
Vernal	CG4b	Estimates - 5 days	26	1	8	1
Vernal	CG4c	Estimates - 15 days	63	4	44	7
Vernal	CG5	Responding to Bill Inquiries within 10 days	31	4	55	5
Vernal	CG6	Responding to Meter Problems within 15 days	4	7	4	4

<sup>1</sup> 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 Outage >5 minutes	% Restored Within 3 hours	# Customers Interrupted Outage >5 minutes	% Restored Within 3 hours
American Fork	100,825	84.9%	73,287	92.2%
Cedar City	88,128	87.6%	33,768	88.4%
Jordan Valley	234,740	83.3%	191,723	89.6%
Layton	98,533	88.9%	94,584	86.2%
Moab <sup>1</sup>	14,878	75.7%	13,728	66.8%
Ogden	207,730	85.1%	127,814	84.0%
Park City <sup>2</sup>	46,852	77.5%	36,211	86.9%
Price <sup>1</sup>	25,635	79.2%	12,454	89.4%
Richfield	21,127	91.8%	17,434	84.0%
SLC Metro	260,653	83.5%	230,952	89.1%
Smithfield <sup>1</sup>	31,610	79.4%	53,427	82.1%
Tooele	36,232	94.5%	30,206	95.6%
Tremonton	10,402	95.5%	16,673	80.4%
Vernal	5,668	86.8%	4,720	94.0%

1- More dispersed areas are experiencing slightly slower response due to staff locations, distance to outage locations and potential for supply alternatives in the event of an outage. This results in restorations slightly below the target for these three districts.

2- 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

2nd Quarter - Fiscal Year 2005

April-September 2004

District	FYTD 2005		Prior Year Comparison	
	YTD Count	YTD Avg	YTD Count	YTD Avg
American Fork	198	4	191	4
Cedar City	76	4	106	3
Jordan Valley	514	13	558	6
Laketown/Woodruff	4	6	7	2
Layton	197	5	220	3
Moab <sup>1</sup>	18	12	28	7
Ogden	589	3	502	4
Park City	98	6	91	5
Price	34	4	32	4
Richfield	47	5	54	3
SLC Metro	700	9	592	7
Smithfield	60	6	67	5
Tooele	80	6	74	3
Tremonton	36	9	40	5
Vernal <sup>2</sup>	25	13	30	5
	2676		2592	

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  
2nd Quarter - Fiscal Year 2005  
April-September 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	188	3	107	3
Cedar City	Resolved by Customer Contact	0	0	1	2
Cedar City	Site Inspection Required	35	7	42	5
Jordan Valley	Resolved by Customer Contact	0	0	4	3
Jordan Valley	Site Inspection Required	843	5	361	3
Layton	Resolved by Customer Contact	0	0	1	1
Layton	Site Inspection Required	185	3	142	2
Moab	Resolved by Customer Contact	1	3	3	9
Moab*	Site Inspection Required	17	21	15	11
Ogden	Resolved by Customer Contact	0	0	6	2
Ogden	Site Inspection Required	582	3	371	2
Park City	Site Inspection Required	54	6	31	5
Price	Resolved by Customer Contact	0	0	1	4
Price*	Site Inspection Required	42	11	37	7
Richfield*	Site Inspection Required	32	11	21	9
SLC Metro	Site Inspection Required	1810	4	894	3
Smithfield	Resolved by Customer Contact	1	<1	1	5
Smithfield	Site Inspection Required	67	7	65	6
Tooele	Resolved by Customer Contact	0	0	1	1
Tooele	Site Inspection Required	48	4	26	6
Tremonton	Site Inspection Required	28	8	28	3
Vernal	Site Inspection Required	27	5	24	6
		3960		2183	

\* These average are a result of a few requests completed after more than 30 days (Richfield 1, Price 2, Moab 4). Contacts were made with the customers within 5 days, and the onsite work was completed in the regular schedule for the remote areas.

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 - Sep 2004			Apr - Sep 2003		
	Total Meters Set	Total Within 5 Days	% Within 5 Days	Total Meters Set	Total Within 5 Days	% Within 5 Days
Jordan Valley	3319	1941	58.5%	2534	2392	94.4%
Layton/Davis	996	801	80.4%	1041	1017	97.7%
Laketown	22	14	63.6%	54	50	92.6%
Metro	1606	1149	71.5%	1716	1613	94.0%
Ogden	954	739	77.5%	1014	1014	100.0%
Park City	475	333	70.1%	465	433	93.1%
Smithfield	322	292	90.7%	270	270	100.0%
Tooele	260	237	91.2%	311	306	98.4%
Tremonton	71	52	73.2%	85	85	100.0%
Woodruff	0	0	0.0%	1	1	100.0%
<b>TOTAL</b>	<b>8025</b>	<b>5558</b>	<b>69.3%</b>	<b>7491</b>	<b>7181</b>	<b>95.9%</b>

**SOUTHERN UTAH**

LOCATION	Apr - Sep 2004			Apr - Sep 2003		
	Total Meters Set	Total Within 5 Days	% Within 5 Days	Total Meters Set	Total Within 5 Days	% Within 5 Days
American Fork	1257	1108	88.1%	889	879	98.9%
Cedar City	360	306	85.0%	568	532	93.7%
Moab	69	55	79.7%	158	144	91.1%
Price	17	12	70.6%	51	51	100.0%
Richfield	55	41	74.5%	229	229	100.0%
Vernal	84	71	84.5%	37	37	100.0%
<b>TOTAL</b>	<b>1842</b>	<b>1593</b>	<b>86.5%</b>	<b>1932</b>	<b>1872</b>	<b>96.9%</b>

**TOTAL UTAH**

LOCATION	Apr - Sep 2004			Apr - Sep 2003		
	Total Meters Set	Total Within 5 Days	% Within 5 Days	Total Meters Set	Total Within 5 Days	% Within 5 Days
<b>TOTAL UTAH</b>	<b>9867</b>	<b>7151</b>	<b>72.5%</b>	<b>9423</b>	<b>9053</b>	<b>96.1%</b>

**TEMPORARY METER SETS - REPORT BY DISTRICT**

**NORTHERN UTAH**

LOCATION	Apr - Sep 2004			Apr - Sep 2003		
	Total Meters Set	Total Within 10 Days	% Within 10 Days	Total Meters Set	Total Within 10 Days	% Within 10 Days
Jordan Valley	1697	1477	87.0%	1680	1678	99.9%
Layton/Davis	562	545	97.0%	908	902	99.3%
Laketown	13	13	100.0%	18	18	100.0%
Metro	515	498	96.7%	576	575	99.8%
Ogden	344	334	97.1%	677	677	100.0%
Park City	227	210	92.5%	221	221	100.0%
Smithfield	114	114	100.0%	198	198	100.0%
Tooele	221	220	99.5%	187	187	100.0%
Tremonton	13	12	92.3%	39	39	100.0%
Woodruff	0	0	0.0%	0	0	0.0%
<b>TOTAL</b>	<b>3706</b>	<b>3423</b>	<b>92.4%</b>	<b>4504</b>	<b>4495</b>	<b>99.8%</b>

**SOUTHERN UTAH**

LOCATION	Apr - Sep 2004			Apr - Sep 2003		
	Total Meters Set	Total Within 10 Days	% Within 10 Days	Total Meters Set	Total Within 10 Days	% Within 10 Days
American Fork	752	738	98.1%	620	619	99.8%
Cedar City	260	259	99.6%	254	252	99.2%
Moab	24	24	100.0%	18	18	100.0%
Price	4	4	100.0%	12	12	100.0%
Richfield	14	14	100.0%	38	38	100.0%
Vernal	16	16	100.0%	15	15	100.0%
<b>TOTAL</b>	<b>1070</b>	<b>1055</b>	<b>98.6%</b>	<b>957</b>	<b>954</b>	<b>99.7%</b>

**TOTAL UTAH**

LOCATION	Apr - Sep 2004			Apr - Sep 2003		
	Total Meters Set	Total Within 5 Days	% Within 5 Days	Total Meters Set	Total Within 5 Days	% Within 5 Days
<b>TOTAL UTAH</b>	<b>4776</b>	<b>4478</b>	<b>93.8%</b>	<b>5461</b>	<b>5449</b>	<b>99.8%</b>

Utah Quarterly Report  
2nd Quarter

2nd Quarter		Fiscal Year 2005				07/01/2004 to 09/30/2004									
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		
Utah	Unplanned	85.635	0.778	0.157	0.149	110.036	754,318	587,043	7,435	64,596,028	118,493	112,739			
Utah	Planned	1.963	0.010	0.000	0.000	190.479		7,775	300	1,480,976	14	12			
Utah	Customer Requested	0.051	0.000	0.000	0.000	215.960		177	4	38,225	0	0			
AMERICAN FORK	Unplanned	77.228	0.828	0.144	0.143	93.313	69,306	57,359	788	5,352,335	9,972	9,936	17,672		
AMERICAN FORK	Planned	2.268	0.011	0.000	0.000	198.956		790	17	157,183	0	0			
AMERICAN FORK	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
CEDAR CITY	Unplanned	157.415	1.354	0.006	0.006	116.234	25,458	34,491	337	4,009,034	164	162	12,792		
CEDAR CITY	Planned	0.184	0.003	0.000	0.000	65.859		71	17	4,676	10	10			
CEDAR CITY	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
CEDAR CITY (MILFORD)	Unplanned	212.008	3.216	0.000	0.000	65.932	2,403	7,727	81	509,456	1	1	3,711		
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	70.299	0.719	0.330	0.315	97.712	182,674	131,425	1,725	12,841,838	60,289	57,540	30,842		
JORDAN VALLEY	Planned	0.526	0.004	0.000	0.000	127.839		752	61	96,135	3	1			
JORDAN VALLEY	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
LAYTON	Unplanned	92.960	0.705	0.083	0.083	131.876	59,741	42,112	411	5,553,542	4,959	4,946	2,626		
LAYTON	Planned	1.845	0.009	0.000	0.000	204.120		540	26	110,225	0	0			
LAYTON	Customer Requested	0.058	0.000	0.000	0.000	217.188		16	1	3,475	0	0			
MOAB	Unplanned	63.466	0.776	0.020	0.020	81.771	11,154	8,657	134	707,895	227	227	1,979		
MOAB	Planned	0.572	0.007	0.000	0.000	79.700		80	1	6,376	0	0			
MOAB	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
OGDEN	Unplanned	101.166	0.922	0.028	0.028	109.685	91,128	84,050	708	9,219,050	2,575	2,574	4,492		
OGDEN	Planned	0.754	0.005	0.000	0.000	153.281		448	36	68,670	0	0			
OGDEN	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
PARK CITY	Unplanned	150.603	0.795	0.004	0.004	189.322	27,147	21,595	358	4,088,415	108	105	1,118		
PARK CITY	Planned	8.833	0.039	0.000	0.000	225.997		1,061	12	239,783	0	0			
PARK CITY	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
PRICE	Unplanned	135.471	1.218	0.001	0.001	111.236	10,162	12,376	153	1,376,657	6	6	6,789		
PRICE	Planned	1.275	0.008	0.000	0.000	156.084		83	4	12,955	0	0			
PRICE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
RICHFIELD	Unplanned	39.950	0.901	0.017	0.017	44.364	13,560	12,211	139	541,728	228	228	9,599		
RICHFIELD	Planned	31.507	0.129	0.000	0.000	243.441		1,755	22	427,239	0	0			
RICHFIELD	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			

Utah Quarterly Report  
2nd Quarter

2nd Quarter		Fiscal Year 2005					07/01/2004 to 09/30/2004								Customers in Incident Momentary		Customers in Incident Momentary		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	Customers in Incident Momentary	Customers in Incident Momentary	Customers in Incident Momentary	Customers in Incident Momentary	Customers in Incident Momentary	Customers in Incident Momentary	Customers in Incident Momentary	
RICHFIELD (DELTA)	Unplanned	169.033	0.499	0.904	0.904	338.834	3,534	1,763	72	597,864	3,194	3,194	3,194	3,194	3,194	3,194	3,194	3,194	133	
RICHFIELD (DELTA)	Planned	0.070	0.001	0.000	0.000	49,800		5	2	249	1	1	1	1	1	1	1	1		
RICHFIELD (DELTA)	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0	0	0	0	0	0	0		
SLC METRO	Unplanned	79.658	0.658	0.183	0.168	121.140	201,107	132,243	1,824	16,019,881	36,785	36,785	36,785	36,785	36,785	36,785	36,785	36,785	8,628	
SLC METRO	Planned	1.299	0.007	0.000	0.000	188.691		1,384	70	261,148	0	0	0	0	0	0	0	0		
SLC METRO	Customer Requested	0.173	0.001	0.000	0.000	215.839		161	3	34,750	0	0	0	0	0	0	0	0		
SMITHFIELD	Unplanned	107.168	0.723	0.000	0.000	148.219	19,064	13,784	266	2,043,055	0	0	0	0	0	0	0	0	1	
SMITHFIELD	Planned	2.578	0.014	0.000	0.000	182.660		269	19	49,141	0	0	0	0	0	0	0	0		
SMITHFIELD	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0	0	0	0	0	0	0		
TOOELE	Unplanned	59.835	1.075	0.000	0.000	55.662	20,288	21,809	251	1,213,927	4	4	4	4	4	4	4	4	5,381	
TOOELE	Planned	1.121	0.017	0.000	0.000	66.482		342	7	22,737	0	0	0	0	0	0	0	0		
TOOELE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0	0	0	0	0	0	0		
TREMONTON	Unplanned	38.851	0.470	0.000	0.000	82.749	8,575	4,026	126	333,146	0	0	0	0	0	0	0	0	2	
TREMONTON	Planned	2.687	0.018	0.000	0.000	147.712		156	5	23,043	0	0	0	0	0	0	0	0		
TREMONTON	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0	0	0	0	0	0	0		
VERNAL	Unplanned	20.951	0.157	0.000	0.000	133.360	9,007	1,415	62	188,705	1	1	1	1	1	1	1	1	0	
VERNAL	Planned	0.157	0.004	0.000	0.000	36.308		39	1	1,416	0	0	0	0	0	0	0	0		
VERNAL	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0	0	0	0	0	0	0		



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2nd Quarter YTD		Fiscal Year 2005				04/01/2004 to 09/30/2004									
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	MC 38 Customers Affected by Transmission		
Utah	Unplanned	172,159	1.568	0.253	0.240	109.815	754,318	1,182,559	13,540	129,862,753	190,684	180,837			
Utah	Planned	4,110	0.024	0.000	0.000	169.875		18,248	611	3,099,877	32	29			
Utah	Customer Requested	0.076	0.000	0.000	0.000	230.839		248	9	57,248	0	0			
AMERICAN FORK	Unplanned	133,430	1.455	0.256	0.256	91.718	69,306	100,825	1,310	9,247,511	17,756	17,711	24,743		
AMERICAN FORK	Planned	2,975	0.015	0.000	0.000	193.613		1,065	44	206,198	2	1			
AMERICAN FORK	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
CEDAR CITY	Unplanned	348,886	2.856	0.007	0.007	122.160	25,468	72,736	594	8,885,433	172	169	24,440		
CEDAR CITY	Planned	0.596	0.010	0.000	0.000	57.234		265	30	15,167	10	10			
CEDAR CITY	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
CEDAR CITY (MILFORD)	Unplanned	660,810	6.405	0.162	0.162	103.166	2,403	15,392	171	1,587,927	390	390	9,131		
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	140,952	1.285	0.444	0.423	109.689	182,674	234,740	3,063	25,748,314	81,033	77,354	35,143		
JORDAN VALLEY	Planned	2,110	0.014	0.000	0.000	146.915		2,624	153	385,506	7	5			
JORDAN VALLEY	Customer Requested	0.001	0.000	0.000	0.000	123.000		1	1	123	0	0			
LAYTON	Unplanned	185,326	1.649	0.241	0.189	112.364	59,741	98,533	782	11,071,572	14,428	11,284	25,398		
LAYTON	Planned	3,179	0.019	0.000	0.000	167.053		1,137	55	189,939	0	0			
LAYTON	Customer Requested	0.080	0.001	0.000	0.000	154.065		31	2	4,776	0	0			
MOAB	Unplanned	154,509	1.334	0.023	0.023	115.835	11,154	14,878	276	1,723,398	255	255	3,574		
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	250,655	2.280	0.113	0.113	109.959	91,128	207,730	1,393	22,841,695	10,261	10,260	52,295		
OGDEN	Planned	1,464	0.010	0.000	0.000	140.607		949	87	133,436	0	0			
OGDEN	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
PARK CITY	Unplanned	236,683	1.726	0.074	0.073	137.139	27,147	46,852	630	6,425,227	1,998	1,994	1,662		
PARK CITY	Planned	10,648	0.056	0.000	0.000	190.791		1,515	19	289,049	0	0			
PARK CITY	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
PRICE	Unplanned	354,876	2.523	0.004	0.004	140.677	10,162	25,635	275	3,606,250	37	36	14,392		
PRICE	Planned	15,943	0.131	0.000	0.000	121.813		1,330	17	162,011	0	0			
PRICE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			
RICHFIELD	Unplanned	89,812	1.368	0.017	0.017	65.649	13,560	18,551	261	1,217,850	231	231	11,694		
RICHFIELD	Planned	31,871	0.132	0.000	0.000	240.895		1,794	28	432,165	0	0			
RICHFIELD	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0			

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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	211,080	0.729	0.904	0.904	289,590	3,534	2,576	144	745,957	3,194	3,194	135			
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	146,125	1.296	0.303	0.288	112,743	201,107	260,653	3,413	29,386,676	60,879	57,907	9,756			
SLC METRO	Planned	2,099	0.012	0.000	0.000	178,661		2,363	121	422,177	11	11				
SLC METRO	Customer Requested	0.260	0.001	0.000	0.000	242,356		216	6	52,349	0	0				
SMITHFIELD	Unplanned	182,943	1.634	0.000	0.000	111,941	19,064	31,156	464	3,487,628	0	0	4,173			
SMITHFIELD	Planned	39,904	0.097	0.000	0.000	410,538		1,853	32	760,727	0	0				
SMITHFIELD	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0				
TOOELE	Unplanned	126,470	1.786	0.001	0.001	70,817	20,288	36,232	408	2,565,830	20	20	5,997			
TOOELE	Planned	3,304	0.148	0.000	0.000	22,272		3,010	11	67,039	0	0				
TOOELE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0				
TREMONTON	Unplanned	100,043	1.213	0.003	0.003	82,471	8,575	10,402	242	857,867	28	28	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	51,474	0.629	0.000	0.000	81,797	9,007	5,668	114	463,628	4	4	0			
VERNAL	Planned	0.216	0.005	0.000	0.000	43,289		45	3	1,948	0	0				
VERNAL	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0				