ROCKY MOUNTAIN POWER
A DIVISION OF PACIFICORP

UTAH

SERVICE QUALITY

REVIEW

January 1 – June 30, 2010

Report

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EXECUTIVE SUMMARY

Rocky Mountain Power has a number of Performance Standards and Customer Guarantee service quality measures and reports currently in place. These standards and measures are reflective of Rocky Mountain Power's performance (both customer service and network performance) in providing customers with high levels of service. The Company developed these standards and measures using industry standards for collecting and reporting performance data where they exist. In some cases, Rocky Mountain Power has decided to exceed these industry standards. In other cases, largely where the industry has no established standards, Rocky Mountain Power has developed metrics, reporting and targets. These existing standards and measures can be used over time, both historically and prospectively, to measure the quality of service delivered to our customers.

1 Service Standards Program Summary

Effective April 1, 2008 through December 31, 2011

1.1 Rocky Mountain Power Customer Guarantees[1]

Customer Guarantee 1: Restoring Supply After an Outage	The Company will restore supply after an outage within 24 hours of notification with certain exceptions as described in Rule 25.
Customer Guarantee 2: Appointments	The Company will keep mutually agreed upon appointments, which will be scheduled within a two-hour time window.
Customer Guarantee 3: Switching on Power	The Company will switch on power within 24 hours of the customer or applicant's request, provided no construction is required, all government inspections are met and communicated to the Company and required payments are made. Disconnection for nonpayment, subterfuge or theft/diversion of service is excluded.
Customer Guarantee 4: Estimates For New Supply	The Company will provide an estimate for new supply to the applicant or customer within 15 working days after the initial meeting and all necessary information is provided to the Company and any required payments are made.
Customer Guarantee 5: Respond To Billing Inquiries	The Company will respond to most billing inquiries at the time of the initial contact. For those that require further investigation, the Company will investigate and respond to the Customer within 10 working days.
Customer Guarantee 6: Resolving Meter Problems	The Company will investigate and respond to reported problems with a meter or conduct a meter test and report results to the customer within 10 working days.
Customer Guarantee 7: Notification of Planned Interruptions	The Company will provide the customer with at least two days notice prior to turning off power for planned interruptions.

Note: See Rule 25 for a complete description of terms and conditions for the Customer Guarantee Program.

1.2 Rocky Mountain Power Performance Standards[1]

Network Performance Standard 1: Improve System Average Interruption Duration Index (SAIDI)	The Company will improve Controllable Distribution SAIDI by 29% by December 31, 2011.
Network Performance Standard 2: Improve System Average Interruption Frequency Index (SAIFI)	The Company will improve Controllable Distribution SAIFI by 27% by December 31, 2011.
Network Performance Standard 3: Improve Under Performing Circuits	The Company will reduce by 20% the circuit performance indicator (CPI) for a maximum of five underperforming circuits on an annual basis within five years after selection.
Network Performance Standard 4: Supply Restoration	The Company will restore power outages due to loss of supply or damage to the distribution system within three hours to 80% of customers on average.
Customer Service Performance Standard 5: Telephone Service Level	The Company will answer 80% of telephone calls within 30 seconds. The Company will monitor customer satisfaction with the Company's Customer Service Associates and quality of response received by customers through the Company's eQuality monitoring system.
Customer Service Performance Standard 6: Commission Complaint Response/Resolution	The Company will a) respond to at least 95% of non-disconnect Commission complaints within three working days; b) respond to at least 95% of disconnect Commission complaints within four working hours; and c) resolve 95% of informal Commission complaints within 30 days, except in Utah where the Company will resolve 100% of informal Commission complaints within 30 days.

Note: Performance Standards 1, 2 & 4 are for underlying performance days and exclude Major Events.

[1] In its June 11, 2009 Order in Docket 08-35-55, the Commission approved modifications to the Service Standards Program wherein network performance improvement targets are developed based upon Controllable Distribution causes, extending through December 31, 2011.

1.3 Reliability Definitions

Interruption Types

Below are the definitions for interruption events. For further details, refer to IEEE 1366-2003[2] Standard for Reliability Indices.

Sustained Outage
A sustained outage is defined as an outage of equal to or greater than 5 minutes in duration.

Momentary Outage
A momentary outage is defined as an outage of less than 5 minutes in duration. Rocky Mountain Power has historically captured this data using substation breaker fault counts.

Reliability Indices

SAIDI
SAIDI (system average interruption duration index) is an industry-defined term to define the average duration summed for all sustained outages a customer experiences in a given period. It is calculated by summing all customer minutes lost for sustained outages (those exceeding 5 minutes) and dividing by all customers served within the study area. When not explicitly stated otherwise, this value can be assumed to be for a one-year period.

Daily SAIDI
In order to evaluate trends during a year and to establish Major Event Thresholds, a daily SAIDI value is often used as a measure. This concept was introduced in IEEE Standard 1366-2003. This is the day's total customer minutes out of service divided by the static customer count for the year. It is the total average outage duration customers experienced for that given day. When these daily values are accumulated through the year, it yields the year's SAIDI results.

SAIFI
SAIFI (system average interruption frequency index) is an industry-defined term that attempts to identify the frequency of all sustained outages that the average customer experiences during a given time-frame. It is calculated by summing all customer interruptions for sustained outages (those exceeding 5 minutes in duration) and dividing by all customers served within the study area.

CAIDI
CAIDI (customer average interruption duration index) is an industry-defined term that is the result of dividing the duration of the average customer's sustained outages by the frequency of outages for that average customer. While the Company did not originally specify this metric under the umbrella of the Performance Standards Program within the context of the Service Standards Commitments, it has since been determined to be valuable for reporting purposes. It is derived by dividing PS1 (SAIDI) by PS2 (SAIFI).

CEMI
CEMI is an acronym for Customers Experiencing Multiple (Sustained and Momentary) Interruptions. This index depicts repetition of outages across the period being reported and can be an indicator of recent portions of the system that have experienced reliability challenges.

[2] IEEE 1366-2003 was adopted by the IEEE on December 23, 2003. The definitions and methodology detailed therein are now industry standards. Later, in Docket No. 04-035-T13 the Utah Public Utilities Commission adopted the standard methodology for determining major event threshold.

CPI99

CPI99 is an acronym for Circuit Performance Indicator, which uses key reliability metrics of the circuit to identify underperforming circuits. It excludes Major Event and Loss of Supply or Transmission outages. The variables and equation for calculating CPI are:

CPI = Index * ((SAIDI * WF * NF) + (SAIFI * WF * NF) + (MAIFI * WF * NF) + (Lockouts * WF * NF))

Index: 10.645
SAIDI: Weighting Factor 0.30, Normalizing Factor 0.029
SAIFI: Weighting Factor 0.30, Normalizing Factor 2.439
MAIFI: Weighting Factor 0.20, Normalizing Factor 0.70
Lockouts: Weighting Factor 0.20, Normalizing Factor 2.00

Therefore, 10.645 * ((3-year SAIDI * 0.30 * 0.029) + (3-year SAIFI * 0.30 * 2.439) + (3-year MAIFI * 0.20 * 0.70) + (3-year breaker lockouts * 0.20 * 2.00)) = CPI Score

CPI05

CPI05 is an acronym for Circuit Performance Indicator, which uses key reliability metrics of the circuit to identify underperforming circuits. Unlike CPI99, it includes Major Event and Loss of Supply or Transmission outages. The calculation of CPI05 uses the same weighting and normalizing factors as CPI99.

Performance Types

Rocky Mountain Power recognizes two categories of performance: underlying performance and major events. Major events represent the atypical, with extraordinary numbers and durations for outages beyond the usual. Ordinary outages are incorporated within underlying performance. These types of events are further defined below.

Major Events

A Major Event is defined as a 24-hour period where SAIDI exceeds a statistically derived threshold value (Reliability Standard IEEE 1366-2003) based on the 2.5 beta methodology.

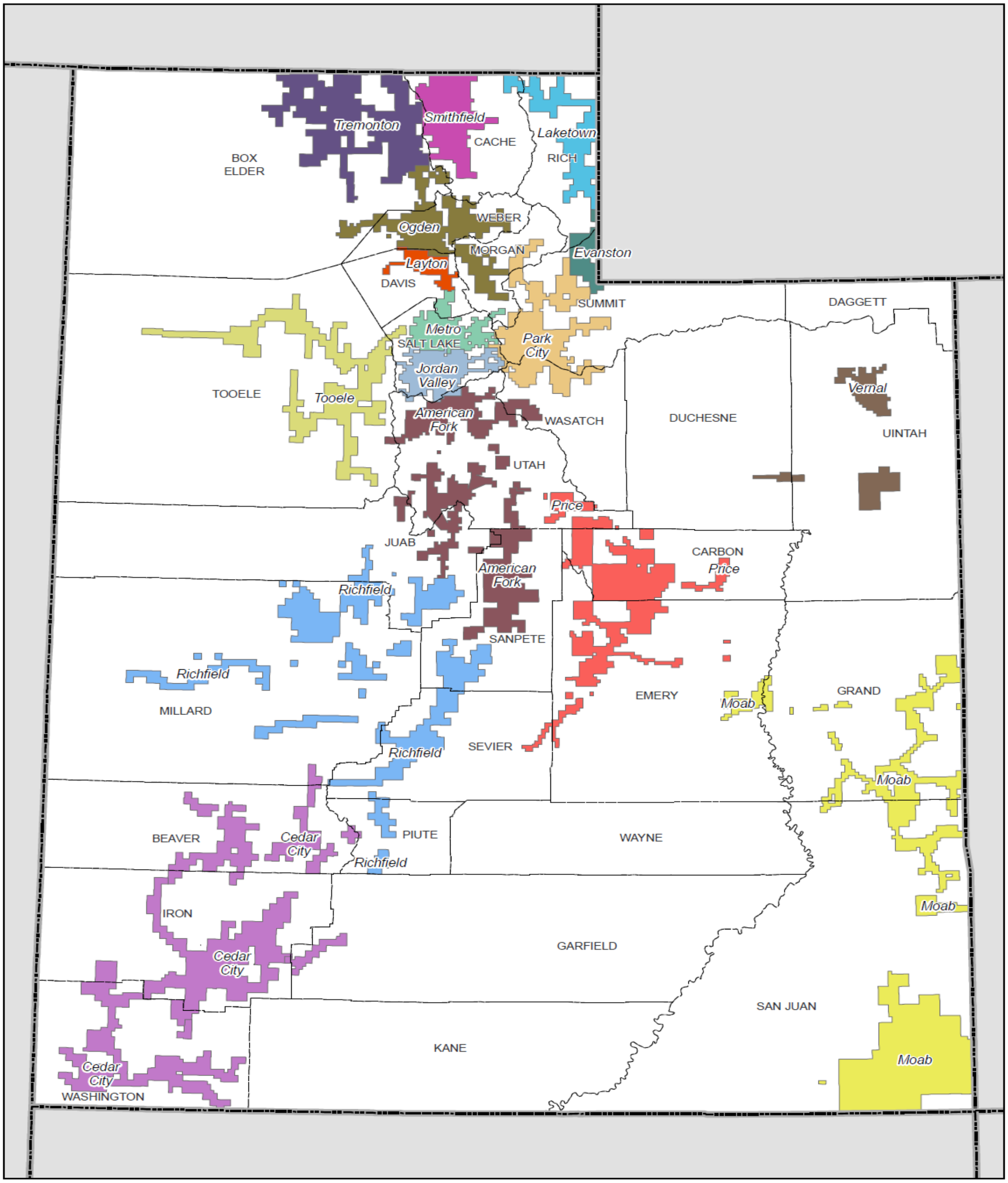
Underlying Events

Within the industry, there has been a great need to develop methodologies to evaluate year-on-year performance. This has led to the development of methods for segregating outlier days, via the approaches described above. Those days which fall below the statistically derived threshold represent “underlying” performance, and are valid (with some minor considerations for changes in reporting practices) for establishing and evaluating meaningful performance trends over time. Underlying events includes all sustained interruptions, whether of a controllable or non-controllable cause, exclusive of major events, prearranged and customer requested interruptions.

Controllable Events

In 2008, the company identified the benefit of separating its tracking of outage causes into those that can be classified as “controllable” (and thereby reduced through preventive work) from those that are “non-controllable” (and thus cannot be mitigated through engineering programs). For example, outages caused by deteriorated equipment or animal interference are classified as controllable distribution since the company can take preventive measures with a high probability to avoid future recurrences; while vehicle interference or weather events are largely out of the company’s control and generally not avoidable through engineering programs. (It should be noted that Controllable Events is a subset of Underlying Events. The *Cause Code Analysis* section of this report contains two tables for Controllable Distribution and Non-controllable Distribution, which list the company’s performance by direct cause under each classification.)

1.4 Utah Service Territory Map with Operating Areas/Districts



1.5

2 RELIABILITY PERFORMANCE

During the reporting period, the Company delivered reliability results in line with its commitment plan for sustained outage duration and sustained outage frequency[3] with respect to controllable distribution. For underlying performance, results are close to internal operating plan levels.

During the period, one major event and three significant event days[4] were recorded; all were related to severe weather. In total, the significant event days account for approximately 10 minutes of the period's underlying results.

Major Event		
Date	Cause	SAIDI
4/27-28/2010	Windstorm	7

SIGNIFICANT EVENTS						
Date	Underlying SAIDI	% of SemiAnnual Underlying SAIDI	CD SAIDI	% of SemiAnnual CD SAIDI	CD % of Day	Primary Cause
3/31/2010	2.7	3.6%	0.44	2.3%	17%	Weather
4/5/2010	4.3	5.7%	0.19	1.0%	4%	Weather
6/16/2010	2.7	3.6%	0.28	1.5%	11%	Weather
TOTAL	**9.6**	**12.8%**	**0.91**	**4.8%**	**10%**	

Significant Event General Description

- On 3/31/2010, snow and wind resulted in localized impacts to the Salt Lake Valley and Park City areas.
- On 4/5/2010, spring weather, including snow, lightning and gusty winds (as high as 36 mph) caused sporadic outages to the Salt Lake Valley. Additionally, service to Magna 15 was impacted by distribution poles and conductor that came down in the heavy winds impacting about 3,500 customers for just under 12 hours.

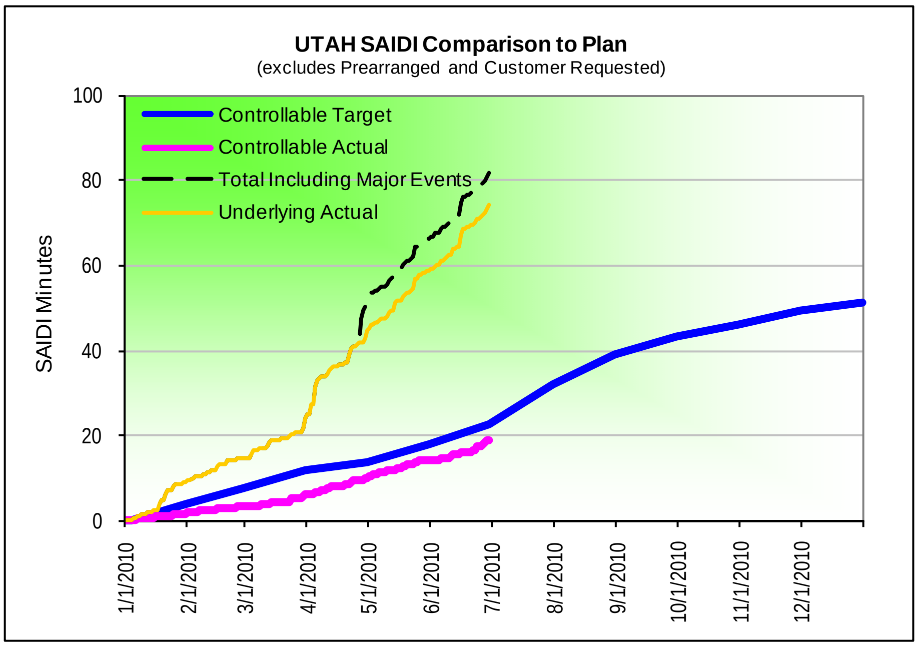
[3] For the period 8/1/2008- 7/31/2009 the Company successfully delivered its controllable distribution targets of SAIDI, 50.8 minutes (actual of 50.79 minutes) and SAIFI, 0.383 events (actual of 0.337 events). The Company will provide these results in a subsequent document.

[4] Significant event days are 1.75 times the standard deviation of the company's natural log daily SAIDI results (by state).

- On 6/16/2010, lightning and heavy winds (gusts recorded as high as 58 mph) resulted in outages to Salt Lake Valley and American Fork.

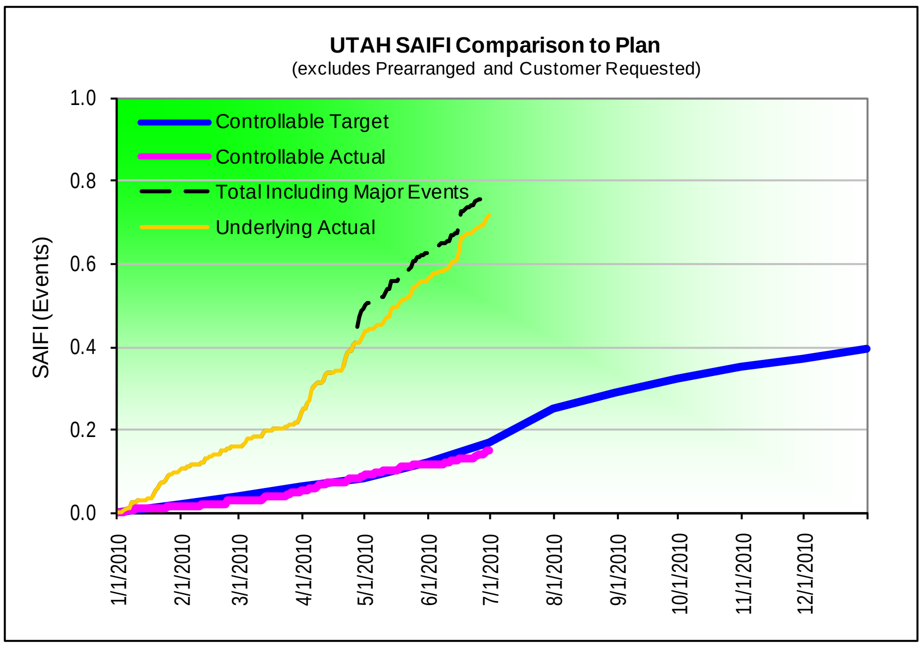
2.1 System Average Interruption Duration Index (SAIDI)

UTAH	January 1 through June 30, 2010	
	SAIDI Actual	SAIDI Plan
Total	82	-
Underlying	75	-
Controllable Distribution	19	23



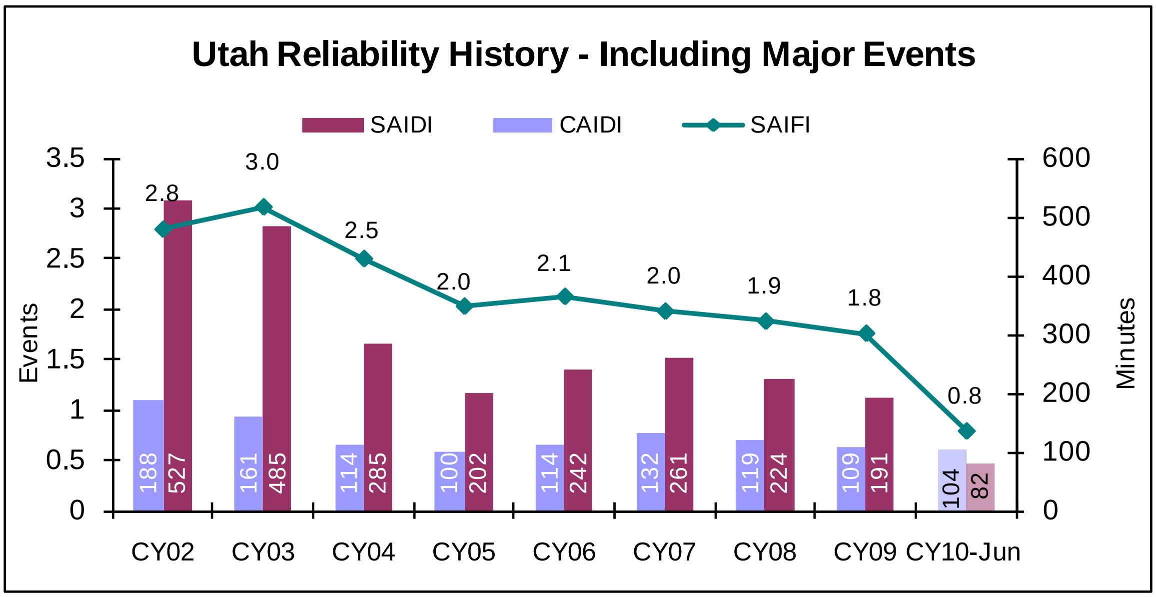
2.2 System Average Interruption Frequency Index (SAIFI)

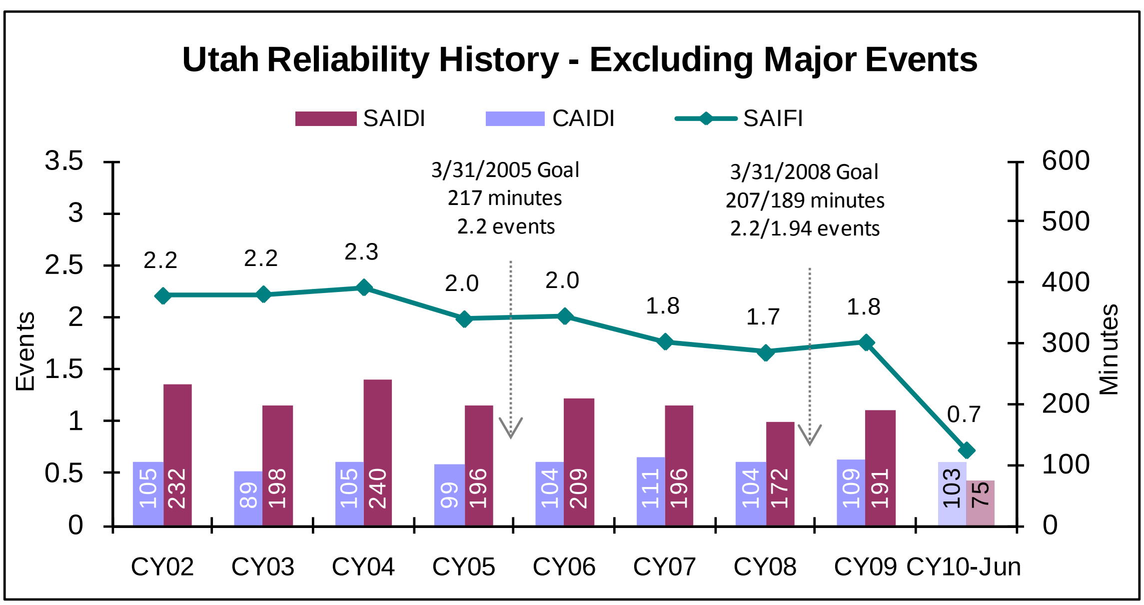
UTAH	January 1 through June 30, 2010	
	SAIFI Actual	SAIFI Plan
Total	0.79	-
Underlying	0.73	-
Controllable Distribution	0.15	0.19



2.3 Reliability History

Historically the company has significantly improved reliability as measured by all key reliability indices. These are shown below, and demonstrate the efficacy of the long-term improvement strategies undertaken since early in the decade. It is particularly noteworthy that reliability has been improved for both underlying and major event performance within the state.





2.4 Cause Analysis

Certain types of outages typically result in a large amount of customer minutes lost, but are infrequent, such as Loss of Supply outages. Others tend to be more frequent, but result in few customer minutes lost.

The cause analysis tables below detail SAIDI[5] and SAIFI by direct cause, with separate tables for the company's Controllable metrics and its Underlying metrics. (Both tables exclude major events.) Following the detail tables are pie charts showing the percentages attributed to each cause category with respect to three measures: total incidents, total customer minutes lost and total sustained customer interruptions, again with separate pie charts for Controllable and Underlying.

Note that the Underlying cause analysis table includes prearranged outages (*Customer Requested and Customer Notice Given* line items) with subtotals for their inclusion, while the grand totals in the table exclude these prearranged outages so that grand totals align with reported SAIDI and SAIFI metrics for the period. However, for ease of charting, the pie charts reflect the rollup-level cause category rather than the detail-level direct cause within each category. Therefore, the pie charts for Underlying include prearranged causes (listed within the *Planned* category). Following the pie charts, a table of definitions provides descriptive examples for each direct cause category.

[5] To convert SAIDI (Outage Duration) and SAIFI (Outage Frequency) to Customer Minutes Lost and Sustained Customer Interruptions, respectively, multiply the SAIDI or SAIFI value by 811,042 (2009 Utah frozen customer count).

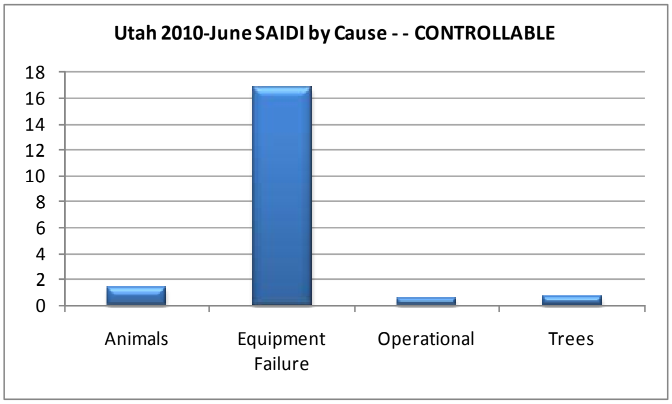
UTAH

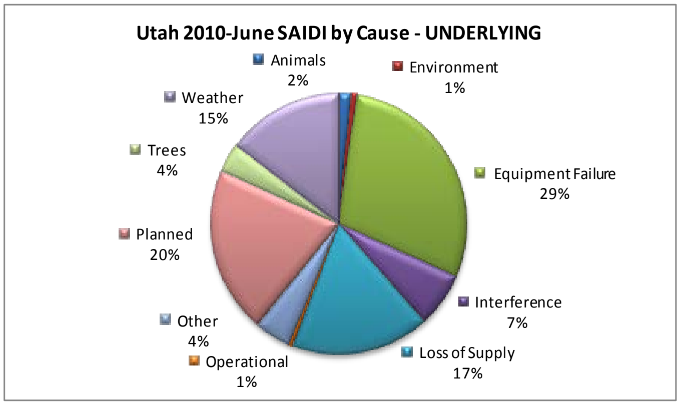
January 1 – June 30, 2010

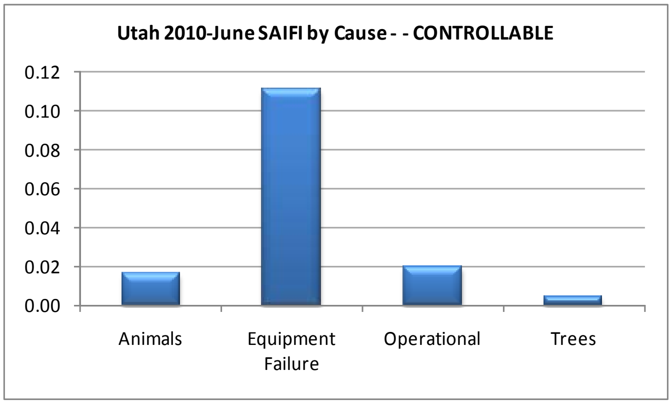
January 1 - June 30, 2010 Utah Cause Analysis - CONTROLLABLE					
Direct Cause	Customer Hours Lost	Sustained Customer Interruptions	Incidents	SAIDI	SAIFI
Animals	7,011.0	6,397	197	0.51	0.0078
Bird Mortality (Non-protected species)	2,143.4	1,210	68	0.16	0.0015
Bird Mortality (Protected species) (BMTS)	6,789.1	3,934	35	0.50	0.0048
Bird Nest (BMTS)	1,026.7	366	12	0.08	0.0004
Bird Suspected, No Mortality	1,545.5	1,303	50	0.11	0.0016
Animals	**18,515.7**	**13,210**	**362**	**1.36**	**0.0161**
B/O Equipment	44,475.2	20,801	477	3.26	0.0254
Deterioration or Rotting	180,547.7	68,403	2,517	13.22	0.0835
Overload	4,260.2	1,886	46	0.31	0.0023
Equipment Failure	**229,283**	**91,090**	**3,040**	**16.79**	**0.1111**
Faulty Install	412.5	2,158	20	0.03	0.0026
Improper Protective Coordination	457.4	297	9	0.03	0.0004
Incorrect Records	74.6	77	26	0.01	0.0001
Internal Contractor	1,387.1	628	5	0.10	0.0008
PacifiCorp Employee - Field	4,126.4	7,779	9	0.30	0.0095
PacifiCorp Employee - Sub	758.7	5,363	10	0.06	0.0065
Operational	**7,216.6**	**16,302**	**79**	**0.53**	**0.0199**
Tree - Trimmable	9,701.9	3,864	107	0.71	0.0047
Trees	**9,702**	**3,864**	**107**	**0.71**	**0.0047**
Utah - CONTROLLABLE	**264,717**	**124,466**	**3,588**	**19**	**0.15**

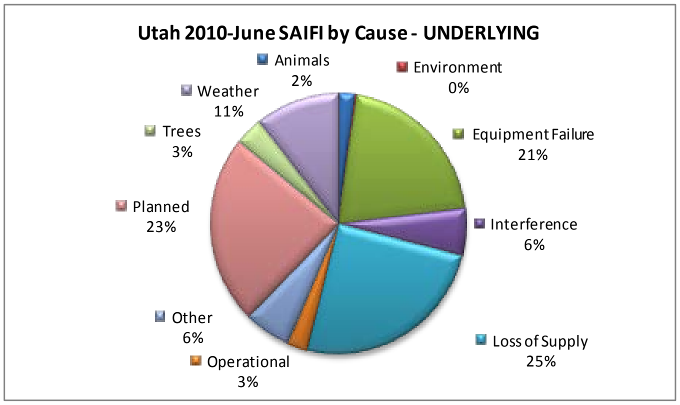
UTAH

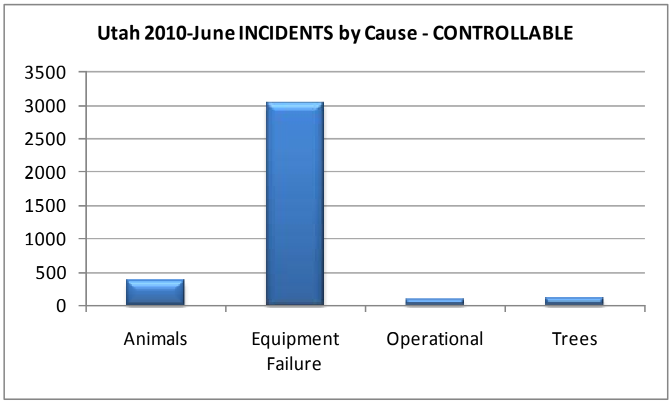
January 1 - June 30, 2010 Utah Cause Analysis - UNDERLYING					
Direct Cause	Customer Hours Lost	Sustained Customer Interruptions	Incidents	SAIDI	SAIFI
Animals	7,011.0	6,397	197	0.51	0.0078
Bird Mortality (Non-protected species)	2,143.4	1,210	68	0.16	0.0015
Bird Mortality (Protected species) (BMTS)	6,789.1	3,934	35	0.50	0.0048
Bird Nest (BMTS)	1,026.7	366	12	0.08	0.0004
Bird Suspected, No Mortality	1,545.5	1,303	50	0.11	0.0016
Animals	**18,515.7**	**13,210**	**362**	**1.36**	**0.0161**
Contamination	1,248.5	660	2	0.09	0.0008
Fire/Smoke (not due to faults)	1,129.1	241	9	0.08	0.0003
Flooding	6,310.7	632	4	0.46	0.0008
Environment	**8,688.3**	**1,533**	**15**	**0.64**	**0.0019**
B/O Equipment	44,475.2	20,801	477	3.26	0.0254
Deterioration or Rotting	180,547.7	68,403	2,517	13.22	0.0835
Nearby Fault	10,786.2	2,730	10	0.79	0.0033
Overload	4,260.2	1,886	46	0.31	0.0023
Pole Fire	97,139.6	38,152	149	7.11	0.0465
Equipment Failure	**337,209.0**	**131,972**	**3,199**	**24.69**	**0.1610**
Dig-in (Non-PacifiCorp Personnel)	7,085.5	2,500	111	0.52	0.0031
Other Interfering Object	1,821.3	1,066	32	0.13	0.0013
Other Utility/Contractor	5,042.6	4,961	44	0.37	0.0061
Vandalism or Theft	941.0	1,016	23	0.07	0.0012
Vehicle Accident	63,648.4	27,885	184	4.66	0.0340
Interference	**78,538.7**	**37,428**	**394**	**5.75**	**0.0457**
Loss of Feed from Supplier	28.4	9	1	0.00	0.0000
Loss of Generator	1.7	1	1	0.00	0.0000
Loss of Substation	50,702.1	28,314	37	3.71	0.0345
Loss of Transmission Line	149,773.9	130,495	277	10.96	0.1592
System Protection	0.0	0	1	0.00	0.0000
Loss of Supply	**200,506.2**	**158,819**	**317**	**14.68**	**0.1938**
Faulty Install	412.5	2,158	20	0.03	0.0026
Improper Protective Coordination	457.4	297	9	0.03	0.0004
Incorrect Records	74.6	77	26	0.01	0.0001
Internal Contractor	1,387.1	628	5	0.10	0.0008
PacifiCorp Employee - Field	4,126.4	7,779	9	0.30	0.0095
PacifiCorp Employee - Sub	758.7	5,363	10	0.06	0.0065
Operational	**7,216.6**	**16,302**	**79**	**0.53**	**0.0199**
Other, Known Cause	383.4	266	39	0.03	0.0003
Unknown	52,266.9	36,956	559	3.83	0.0451
Other	**52,650.3**	**37,222**	**598**	**3.85**	**0.0454**
Construction	5,209.2	3,459	176	0.38	0.0042
Customer Notice Given	120,938.3	38,488	1,393	8.85	0.0470
Customer Requested	2,030.8	764	32	0.15	0.0009
Emergency Damage Repair	97,666.9	86,543	713	7.15	0.1056
Intentional to Clear Trouble	7,899.6	11,956	31	0.58	0.0146
Transmission Requested	3,499.0	7,390	21	0.26	0.0090
Planned	**237,243.8**	**148,600**	**2,366**	**17.37**	**0.1813**
Tree - Non-preventable	32,818.4	18,480	247	2.40	0.0225
Tree - Trimmable	9,701.9	3,864	107	0.71	0.0047
Trees	**42,520.3**	**22,344**	**354**	**3.11**	**0.0273**
Freezing Fog & Frost	95.9	97	5	0.01	0.0001
Ice	91.4	31	6	0.01	0.0000
Lightning	14,637.6	8,523	113	1.07	0.0104
Snow, Sleet and Blizzard	62,752.4	22,366	257	4.59	0.0273
Wind	92,329.4	36,909	382	6.76	0.0450
Weather	**169,906.7**	**67,926**	**763**	**12.44**	**0.0829**
Utah including Prearranged	**1,152,998.0**	**635,357**	**8,467**	**84**	**0.78**
Utah - UNDERLYING	**1,030,028.9**	**596,105.0**	**7,042.0**	**75**	**0.73**

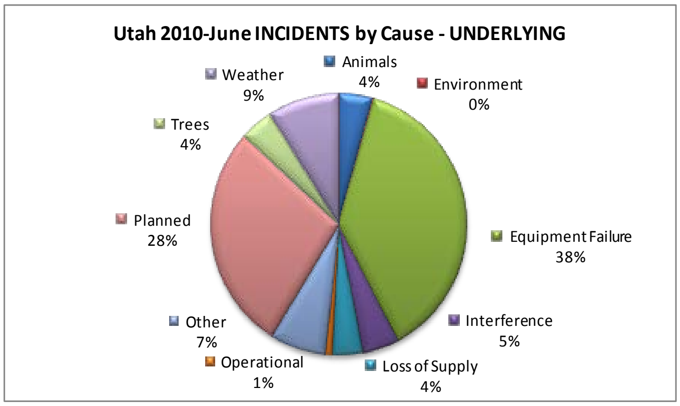

Utah 2010-June SAIDI by Cause - - CONTROLLABLE
18
16
14
12
10
8
6
4
2
0
Animals
Equipment Failure
Operational
Trees


Utah 2010-June SAIDI by Cause - UNDERLYING
Animals 2%
Environment 1%
Equipment Failure 29%
Interference 7%
Loss of Supply 17%
Operational 1%
Other 4%
Planned 20%
Trees 4%
Weather 15%


Utah 2010-June SAIFI by Cause - - CONTROLLABLE
0.12
0.10
0.08
0.06
0.04
0.02
0.00
Animals
Equipment Failure
Operational
Trees


Utah 2010-June SAIFI by Cause - UNDERLYING
Animals 2%
Environment 0%
Equipment Failure 21%
Interference 6%
Loss of Supply 25%
Operational 3%
Other 6%
Planned 23%
Trees 3%
Weather 11%


Utah 2010-June INCIDENTS by Cause - CONTROLLABLE
3500
3000
2500
2000
1500
1000
500
0
Animals
Equipment Failure
Operational
Trees


Utah 2010-June INCIDENTS by Cause - UNDERLYING
Animals 4%
Environment 0%
Equipment Failure 38%
Interference 5%
Loss of Supply 4%
Operational 1%
Other 7%
Planned 28%
Trees 4%
Weather 9%

CATEGORY	DESCRIPTION AND EXAMPLES
Environment	Contamination or Airborne Deposit (i.e., salt, trona ash, other chemical dust, sawdust, etc.); corrosive environment; flooding due to rivers, broken water main, etc.; fire/smoke related to forest, brush or building fires (not including fires due to faults or lightning).
Weather	Wind (excluding windborne material); snow, sleet or blizzard; ice; freezing fog; frost; lightning.
Equipment Failure	Structural deterioration due to age (incl. pole rot); electrical load above limits; failure for no apparent reason; conditions resulting in a pole/cross arm fire due to reduced insulation qualities; equipment affected by fault on nearby equipment (i.e. broken conductor hits another line). B/O refers to bad order equipment.
Interference	Willful damage, interference or theft; such as gun shots, rock throwing, etc; customer, contractor or other utility dig-in; contact by outside utility, contractor or other third-party individual; vehicle accident, including car, truck, tractor, aircraft, manned balloon; other interfering object such as straw, shoes, string, balloon.
Animals and Birds	Any problem nest that requires removal, relocation, trimming, etc; any birds, squirrels or other animals, whether or not remains found.
Operational	Accidental Contact by Rocky Mountain Power or Rocky Mountain Power's Contractors (including live-line work); switching error; testing or commissioning error; relay setting error, including wrong fuse size, equipment by-passed; incorrect circuit records or identification; faulty installation or construction; operational or safety restriction.
Loss of Supply	Failure of supply from Generator or Transmission system; failure of distribution substation equipment.
Planned	Transmission requested, affects distribution sub and distribution circuits; Company outage taken to make repairs after storm damage, car hit pole, etc.; construction work, regardless if notice is given; rolling blackouts.
Trees	Growing or falling trees
Other	Cause Unknown; use comments field if there are some possible reasons.
Trans Line Failure	(Transmission Line Failure) Failure of transmission line
Trans Term Equip	(Transmission Termination Equipment) Failure of equipment at either end of a transmission line, such as at the transmission or distribution substation

2.5 Reduce CPI for Worst Performing Circuits by 20%

On a routine basis, the Company reviews circuits for performance. One of the measures that it uses is called circuit performance indicator (CPI), which is a blended weighting of key reliability metrics covering a three-year period. The higher the number, the poorer the blended performance the circuit is delivering. As part of the Company's Performance Standards Program, it annually selects a set of Worst Performing Circuits for improvements, which are to be completed within two years of selection. Within five years of selection, the average performance of the five-selection set must improve by at least 20% (as measured by comparing current performance against baseline performance).

WORST PERFORMING CIRCUITS	STATUS	BASELINE	Performance 6/30/2010
Program Year 11: (CY2010)			
Decker Lake 12	STUDIES PENDING	112	
North Bench 13	STUDIES PENDING	105	
Newgate 14	STUDIES PENDING	178	
Newton 12	STUDIES PENDING	194	
St Johns 11	STUDIES PENDING	755	
TARGET SCORE = **215**		**269**	
Program Year 10: (CY2009)			
Fruit Heights 12	COMPLETE	191	180
Mathis 12	COMPLETE	237	269
Parrish 11	COMPLETE	202	194
Valley Center 11	COMPLETE	236	199
Hammer 15	COMPLETE	191	184
TARGET SCORE = **169**		**211**	**205**
Program Year 9: (CY2008)			
Cottonwood 14	COMPLETE	312	264
Holladay 12	COMPLETE	138	89
Mountain Dell 11	COMPLETE	930	1085
Eden 12	COMPLETE	456	568
West Ogden 14	COMPLETE	707	89
TARGET SCORE = **407**		**509**	**419**

Note: Goals were met for Program Year 1 through 8 in prior reporting periods.

2.6 Supply Restoration

The table below shows the percent of customers restored within three hours for each month in the reporting period, cumulative year to date and cumulative program to date (measured across 3 years). The cumulative 3-year program goal is 80%; the company's internal stretch goal is 85% annually.

UTAH RESTORATIONS WITHIN 3 HOURS					
Cumulative 3-Year Program-to-date					**85%**
Cumulative January 1 – June 30, 2010					**85%**
January	February	March	April	May	June
87%	83%	82%	81%	86%	89%
July	August	September	October	November	December

2.7 Telephone Service and Response to Commission Complaints

COMMITMENT	GOAL	PERFORMANCE
PS5-Answer calls within 30 seconds	80%	80%
PS6a) Respond to commission complaints within 3 days	95%	97%
PS6b) Respond to commission complaints regarding service disconnects within 4 hours	95%	100%
PS6c) Address commission[6] complaints within 30 days	100%	100%

[6] Rocky Mountain Power follows the definitions for informal and formal complaints as set forth in the Utah Code, Title 54, Public Utilities Statutes and Public Service Commission Rules, R746-200-8 Informal review (A) and Commission review (D).

2.8 Utah State Customer Guarantee Summary Status

customer*guarantees* January to June 2010

Utah

		2010				2009			
	Description	Events	Failures	%Success	Paid	Events	Failures	%Success	Paid
CG1	Restoring Supply	592,567	0	100.0%	$0	592,973	0	100.0%	$0
CG2	Appointments	3,410	3	99.9%	$150	3,407	4	99.9%	$200
CG3	Switching on Power	5,196	7	99.9%	$350	4,922	5	99.9%	$250
CG4	Estimates	769	1	99.9%	$50	840	3	99.6%	$150
CG5	Respond to Billing Inquiries	1,412	2	99.9%	$100	1,702	4	99.8%	$200
CG6	Respond to Meter Problems	383	0	100.0%	$0	371	0	100.0%	$0
CG7	Notification of Planned Interruptions	38,488	27	99.9%	$1,350	31,836	38	99.9%	$1,900
		642,225	**40**	**99.9%**	**$2,000**	**636,051**	**54**	**99.9%**	**$2,700**

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

Two reconnects for non-paying customers were not reconnected within twenty-four hours. Non-paying customers are exempted from CG3; however, the company attempts to reconnect these customer's within twenty-four hours.

Major Events are excluded from the Customer Guarantees program. The program also defines certain exemptions, which are primarily for safety, access to outage site and emergencies.

3 MAINTENANCE COMPLIANCE TO ANNUAL PLAN

3.1 T&D Preventive and Corrective Maintenance Programs

Preventive Maintenance

The primary focus of the preventive maintenance plan is to inspect facilities, identify abnormal conditions[7], and perform appropriate preventive actions upon those facilities.

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

- Safety inspections are designed to identify damage or defects that may endanger public safety or adversely affect the integrity of the electric system. (2 year cycle distribution and sub-transmission, 1 year cycle main grid)
- Detailed inspections are careful visual inspections of each structure and the spans between each structure.[8]
- Pole test and treat includes intrusive tests performed on wood poles to determine the strength of the pole, with subsequent application of chemicals or other measures to maximize the lifespan of the pole. (20 year cycle)

Substations and Major Equipment

- Rocky Mountain Power inspects all substations to ascertain all components within the substation are operating as expected. These components can include breaker counters or target levels, which are critical information in monitoring the equipment. Abnormal conditions that are identified are prioritized for repair (corrective maintenance). (Monthly cycle)
- Rocky Mountain Power also performs minor maintenance or overhauls on major substation equipment based on elapsed time or number of equipment operations, also to maximize the lifespan of this major equipment. (Based upon type of equipment)

Corrective Maintenance

The primary focus of the corrective maintenance plan is to correct the abnormal conditions found during the preventive maintenance process.

Transmission and Distribution Lines

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

Substations and Major Equipment

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

[7] The primary focus of the preventive maintenance plan is to inspect facilities, identify abnormal conditions, and perform appropriate preventive actions upon those facilities. Condition priorities are as follows:

Priority A: Conditions that pose an immediate hazard to the public or employees, or that risk immediate loss of supply or damage to the electrical system.

Priority B: Conditions that are nonconforming, but that in the opinion of the inspector do not pose an immediate hazard.

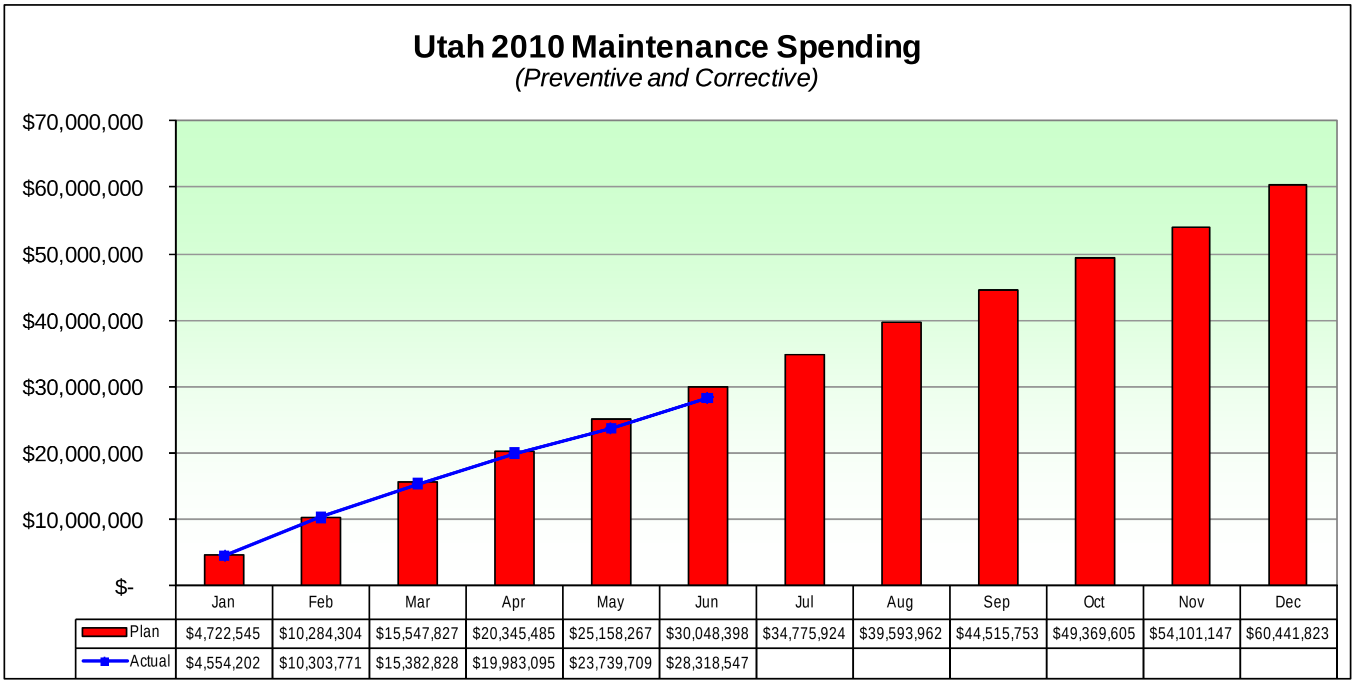
Priority C: Conditions that are nonconforming, but that in the opinion of the inspector do not need to be corrected until the next scheduled work is performed on that facility point.

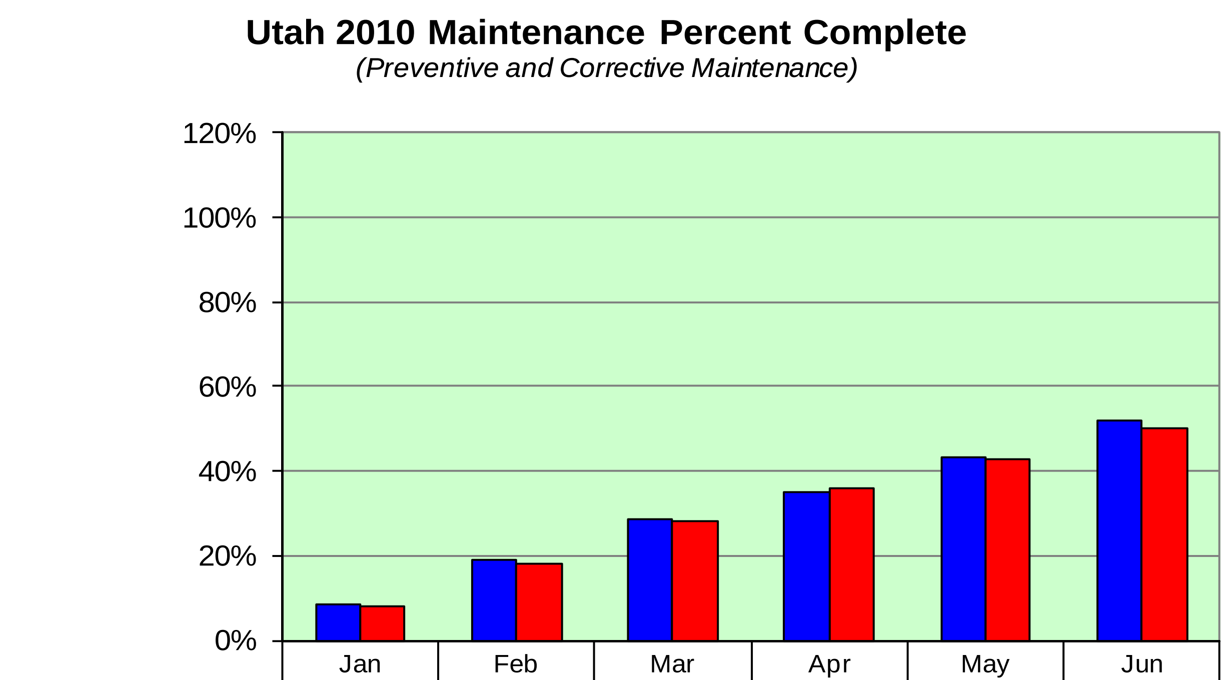
Priority D: Conditions that conform to the NESC and are not reportable to the associated State Commission. These conditions do not have a regulatory timeline for correction.

Priority G: Conditions that conform to the NESC, GO95, or GO128 requirement that was in place when construction took place but do not conform to more recent code adoptions. These conditions are “grandfathered” and are considered conforming.

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

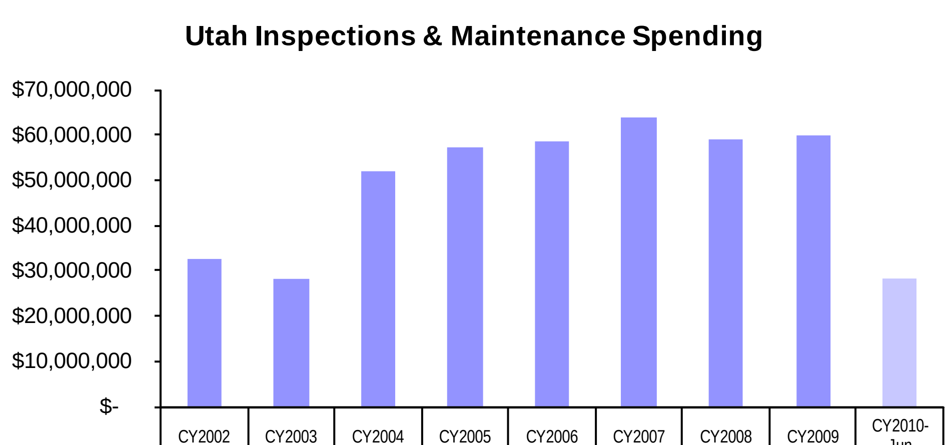
3.2 Maintenance Spending





	Jan	Feb	Mar	Apr	May	Jun
% Complete to Plan	8.6%	18.8%	28.4%	35.2%	43.2%	51.9%
Scorecard Target	8.0%	18.0%	28.0%	36.0%	43.0%	50.0%

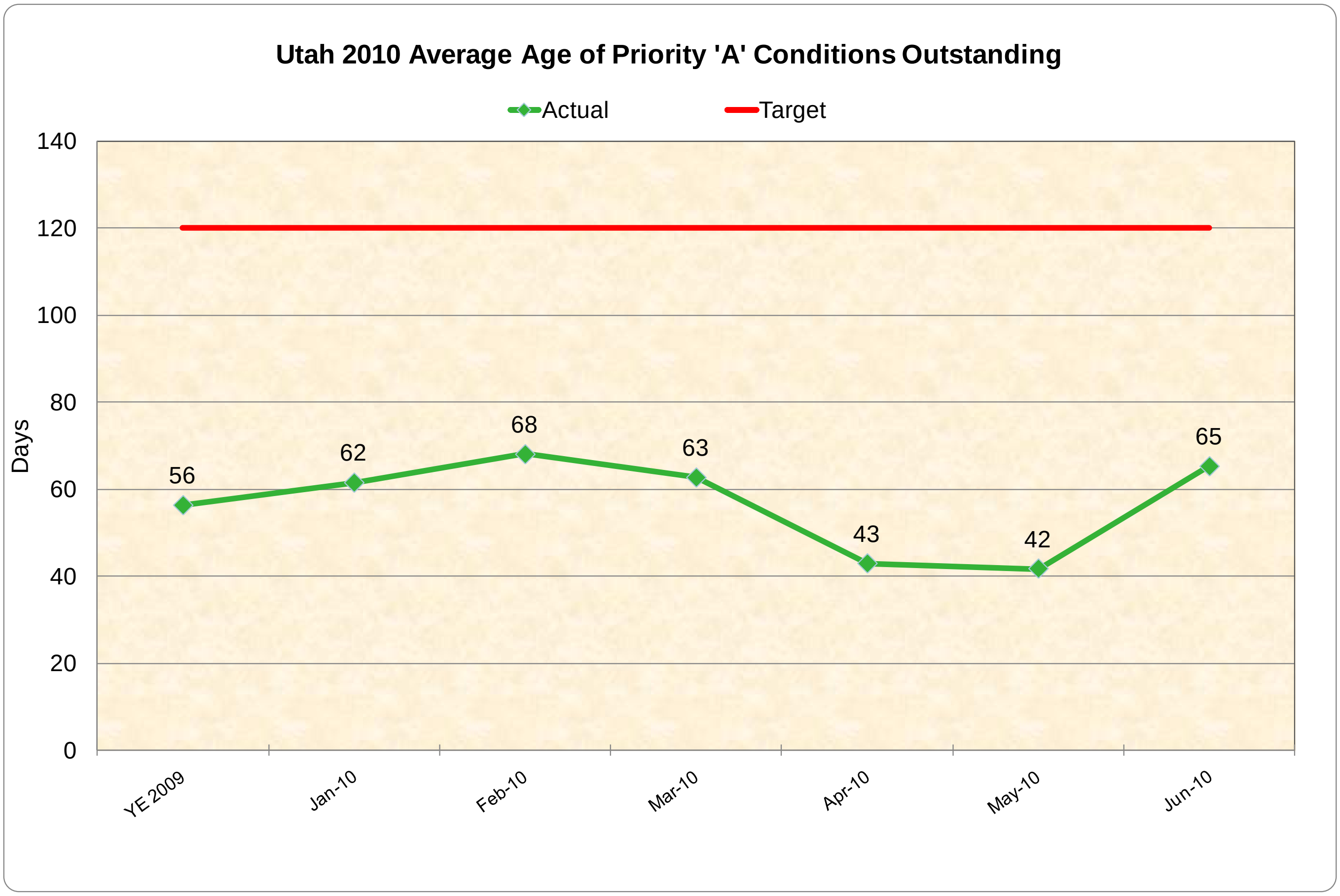
3.2.1 Maintenance Historical Spending



	CY2002	CY2003	CY2004	CY2005	CY2006	CY2007	CY2008	CY2009	CY2010-Jun
$ Spend	32,560,167	28,022,051	51,831,025	57,327,640	58,758,210	63,886,570	58,875,934	59,955,426	28,318,547

3.3 T&D Priority "A" Conditions Correction History & Compliance

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

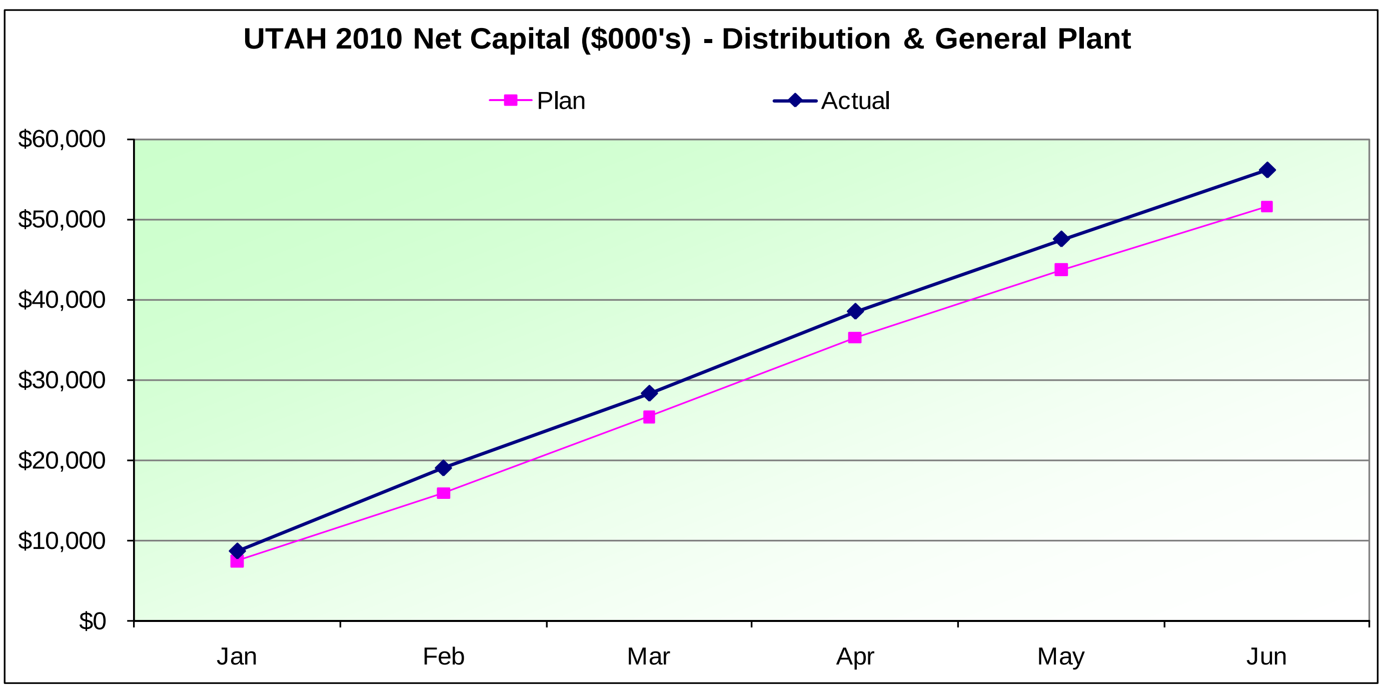


4 CAPITAL INVESTMENT

4.1 Capital Spending - Distribution and General Plant

Second Quarter Ending June 30, 2010

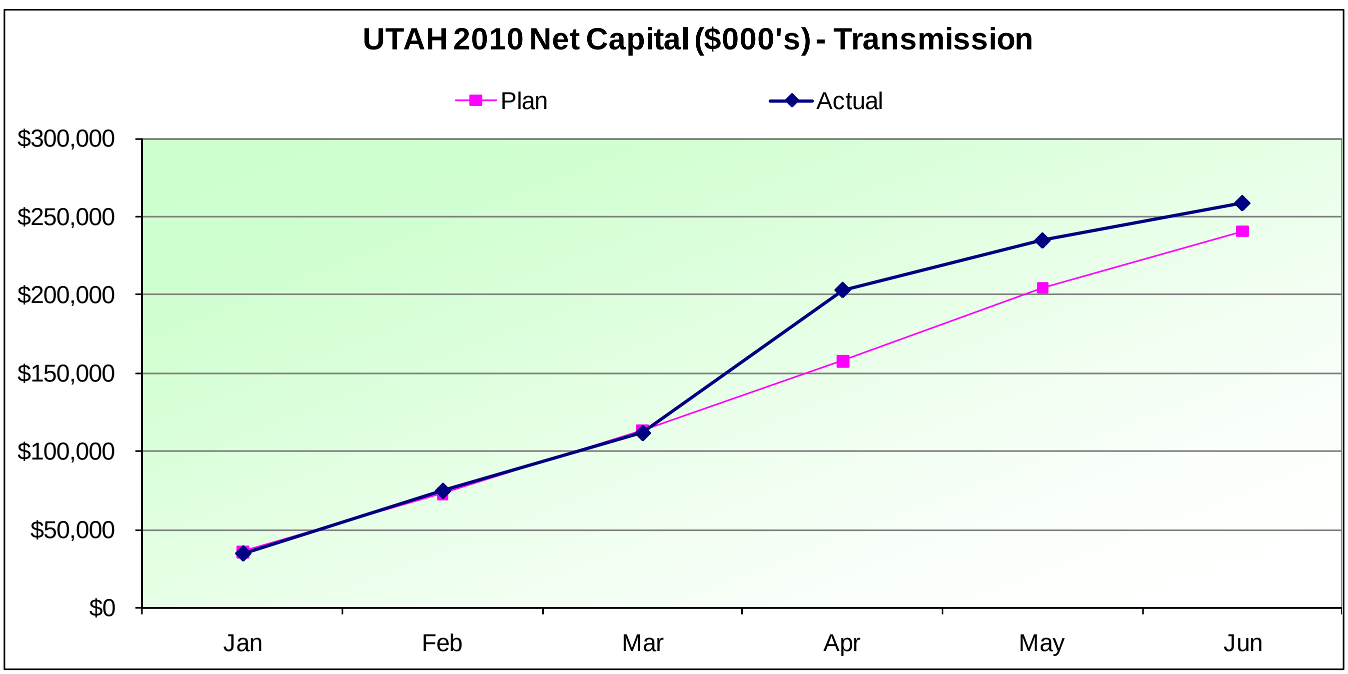
Investment Area	Actual ($M)	Plan ($M)	Variance Explanation
1. Mandated	6.0	5.8	Highway Relocations $1.8m over plan, Environmental $0.5m over plan; partially offset by Public Accomodation and Property Sales $2.0m under plan
2. New Connects	18.4	16.0	Residential $1.8m over plan, Commercial $1.7m over plan; partially offset by Industrial $1.1m under plan
3. System Reinforcement	17.6	19.5	Feeders $1.4m over plan; offset by Substations $3.6m under plan
4. Replacements	11.1	9.9	UG Vaults & Equip. $1.2m over plan, Storm & Casualty $0.9m over plan; partially offset by Microwave/Fiber Communications $0.7m under plan
5. Upgrades & Modernize	2.9	0.0	Automated Meter Reading $2.4m over plan, Feeder Improvements $0.3m over plan
Total - Distribution and General Plant	**56.0**	**51.2**	



4.2 Capital Spending - Transmission

Second Quarter Ending June 30, 2010

Investment Area	Actual ($M)	Plan ($M)	Variance Explanation
1. Mandated	3.3	2.7	Environmental $1.8m over plan, Code Compliance $1.0m over plan; partially offset by Highway Relocations $1.8m under plan, Regional/National $0.4m under plan
2. New Connects & System Reinforcement	23.9	11.6	Sub-transmission $24.4M over plan; partially offset by Industrial $4.2M under plan
3. Replacements	3.6	3.2	Substation Transformers $0.6m partially offset by Substation Switchgear & Breakers $0.2m under plan
4. Upgrades & Modernize	0.0	0.0	
Total - Trans. Excl. IRP & Interconnections	**30.9**	**17.5**	
5. IRP & Interconnections	228.0	223.1	Main Grid Load Growth $18.4m over plan partially offset by Transmission Expansion Plan $12.0m under plan, Interconnects $1.6m under plan
Total - Transmisssion	**258.9**	**240.6**	



4.3 New Connects

Utah Count of New Connects

	2009	2010								
	Jan - Jun	Jan	Feb	Mar	Q1 Total	Apr	May	Jun	Q2 Total	Jan - Jun
Residential										
Utah South	**298**	32	25	63	120	37	42	59	138	**258**
Utah North	**1,818**	256	199	336	791	290	257	522	1,069	**1,860**
Utah Central	**1,947**	486	461	399	1,346	386	436	458	1,280	**2,626**
Total Residential	**4,063**	**774**	**685**	**798**	**2,257**	**713**	**735**	**1,039**	**2,487**	**4,744**
Commercial										
Utah South	**158**	12	16	14	42	31	13	16	60	**102**
Utah North	**647**	73	52	60	185	70	81	78	229	**414**
Utah Central	**672**	86	89	72	247	57	91	119	267	**514**
Total Commercial	**1,477**	**171**	**157**	**146**	**474**	**158**	**185**	**213**	**556**	**1,030**
Industrial										
Utah South	**3**	1	1		2				-	**2**
Utah North	**6**				-			1	1	**1**
Utah Central	**6**				-				-	**-**
Total Industrial	**15**	**1**	**1**	**-**	**2**	**-**	**-**	**1**	**1**	**3**
Irrigation										
Utah South	**23**	2	1		3	7	9	4	20	**23**
Utah North	**16**			1	1				-	**1**
Utah Central	**11**		1	3	4	3	3	3	9	**13**
Total Irrigation	**50**	**2**	**2**	**4**	**8**	**10**	**12**	**7**	**29**	**37**
Total New Connects										
Utah South	**482**	47	43	77	167	75	64	79	218	**385**
Utah North	**2,487**	329	251	397	977	360	338	601	1,299	**2,276**
Utah Central	**2,636**	572	551	474	1,597	446	530	580	1,556	**3,153**
Total New Connects	**5,605**	**948**	**845**	**948**	**2,741**	**881**	**932**	**1,260**	**3,073**	**5,814**

Utah South region includes Moab, Price, Cedar City and Richfield
Utah North/Metro region includes SLC Metro, Ogden and Layton
Utah Central region includes American Fork, Vernal, Tooele, Jordan Valley and Park City
Region areas are subject to change for operational purposes and may differ from historical reporting
New Connects report reflects the volume of all new connections in the system in the reporting period, which may include temporary connections that are subsequently removed in future periods; therefore, it is not necessarily an auditable count of new permanent connections for the reporting period.

5 VEGETATION MANAGEMENT

5.1 Production

UTAH
Tree Program Reporting
January 1, 2010 through June 30, 2010
Distribution

	3 Year Program/Total Line Miles *column a*	1/1/2010-6/30/2010 Miles Planned *column b*	1/1/2010-6/30/2010 Actual Miles *column c*	01/01/2010-6/30/2010 Ahead/Behind *column d*	1/1/2010-6/30/2010 % Ahead/Behind *column e*	1/1/2008-6/30/2010 Miles Planned *column f*	1/1/2008-6/30/2010 Actual Miles *column g*	01/01/2008-6/30/2010 Ahead/Behind *column h*	1/1/2008-6/30/2010 % Ahead/Behind *column i*
UTAH	10,923	3,704	2,212	-1,492	59.7%	7,485	8,573	1,088	114.5%
AMERICAN FORK	848	283	329	46	116.3%	565	838	273	148.2%
CEDAR CITY	1,357	451	278	-173	61.6%	902	1073	171	119.0%
JORDAN VALLEY	817	272	111	-161	40.8%	545	679	134	124.7%
LAYTON	413	138	67	-71	48.6%	189	372	183	196.5%
MOAB	922	307	58	-249	18.9%	615	876	261	142.5%
OGDEN	882	294	252	-42	143.2%	588	698	110	198.8%
PARK CITY	527	176	19	-157	10.0%	351	405	54	74.4%
PRICE	571	190	66	-124	15.1%	544	535	-9	61.2%
RICHFIELD	1,311	437	335	-102	83.3%	874	119	-755	14.8%
SL METRO	1,206	402	212	-190	52.7%	804	1054	250	131.1%
SMITHFIELD	637	212	128	-84	60.4%	425	602	177	141.8%
TOOELE	462	154	157	3	101.9%	308	388	80	126.0%
TREMONTON	725	242	108	-134	44.6%	483	704	221	145.7%
VERNAL	245	146	92	-54	63.0%	292	230	-62	78.7%

Distribution cycle $/tree:	$66.72
Distribution cycle $/mile:	$3,230
Distribution cycle removal %	28.7%

Transmission

Total Line Miles	Line Miles Scheduled	Line Miles Worked	Miles Ahead(behind) Schedule	Miles on Schedule	% of miles on/behind Schedule
6,341	3017	1717	-1300	5,041	79%

Transmission $/mile: $931

Notes:
Column a: Total overhead distribution pole miles by district
Column b: Total overhead distribution pole miles planned for the period January 1, 2010 through June 30, 2010
Column c: Actual overhead distribution pole miles worked during the period January 1 2010 through June 30, 2010
Column d: Miles ahead or behind for the period January 1, 2010 through June 10, 2010 (column f-column e)
Column e: Percent of actual compared to planned for the period January 1, 2010 through June 30, 2010 ((column f÷e)×100)
Column f: Total overhead distribution pole miles planned for the period January 1, 2008 through June 30, 2010
Column g: Actual overhead distribution pole miles worked during the period January 1 2008 through June 30, 2010
Column h: Miles ahead or behind for the period January 1, 2008 through June 30, 2010 (column f-column e)
Column i: Percent of actual compared to planned for the period January 1, 2009 through June 30, 2010 ((column f÷e)×100)

5.2 Budget

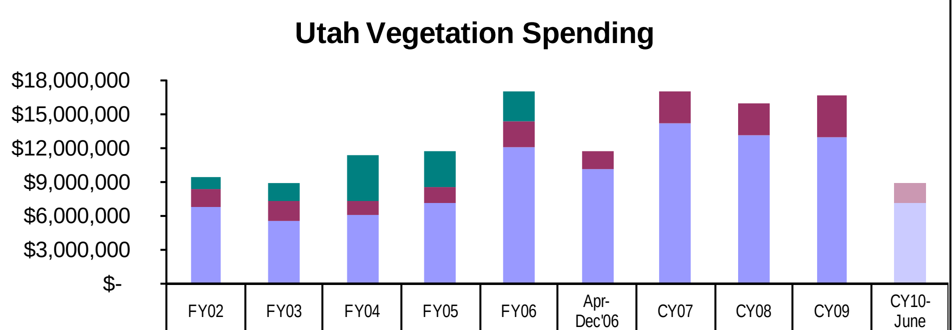
UTAH
Tree Program Reporting

	CY2011	CY2012	CY2013
Distribution			
Tree Budget	$11,571,764	$11,571,764	$11,571,764
Transmission			
Tree Budget	$4,606,653	$4,606,653	$4,606,653
Total Tree Budget	$16,178,417	$16,178,417	$16,178,417

	Distribution			Transmission		
	Actuals	Budget	Variance	Actuals	Budget	Variance
Calendar year 2010						
Jan	$1,022,904	$903,829	$119,075	$260,351	$257,814	$2,537
Feb	$1,867,830	$1,554,286	$313,544	$265,714	$271,384	-$5,670
Mar	$1,184,633	$1,094,108	$90,525	$253,442	$312,091	-$58,649
Apr	$1,196,091	$1,046,539	$149,552	$260,578	$298,522	-$37,944
May	$777,402	$951,399	-$173,997	$287,579	$271,384	$16,195
Jun	$1,095,848	$998,969	$96,880	$271,162	$284,953	-$13,791
Jul			$0			$0
Aug			$0			$0
Sep			$0			$0
Oct			$0			$0
Nov			$0			$0
Dec			$0			$0
Total	$7,144,710	$6,549,130	$595,580	$1,598,826	$1,696,148	-$97,322

Average # Tree Crews on Property (YTD)			66

5.2.1 Vegetation Historical Spending



	FY02	FY03	FY04	FY05	FY06	Apr-Dec'06	CY07	CY08	CY09	CY10-June
Miscellaneous	932,055	1,719,069	4,127,062	3,306,952	2,666,318					
Transmission	1,585,685	1,646,644	1,235,702	1,351,143	2,273,513	1,489,985	2,809,622	2,777,814	3,716,266	$1,598,826
Distribution	6,784,788	5,503,859	5,934,507	7,070,339	12,072,304	10,107,317	14,097,440	13,053,514	12,934,364	$7,144,710

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