



**UTAH**

**SERVICE QUALITY**

**REVIEW**

**January 1 – December 31, 2009**

**Report**

**UTAH**

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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<sup>1</sup>**

<u>Customer Guarantee 1:</u> 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.
<u>Customer Guarantee 2:</u> Appointments	The Company will keep mutually agreed upon appointments, which will be scheduled within a two-hour time window.
<u>Customer Guarantee 3:</u> 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.
<u>Customer Guarantee 4:</u> 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.
<u>Customer Guarantee 5:</u> 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.
<u>Customer Guarantee 6:</u> 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.
<u>Customer Guarantee 7:</u> 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<sup>1</sup>

<u>Network Performance Standard 1:</u> Improve System Average Interruption Duration Index (SAIDI)	The Company will improve Controllable Distribution SAIDI by 29% by December 31, 2011.
<u>Network Performance Standard 2:</u> Improve System Average Interruption Frequency Index (SAIFI)	The Company will improve Controllable Distribution SAIFI by 27% by December 31, 2011.
<u>Network Performance Standard 3:</u> 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.
<u>Network Performance Standard 4:</u> 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.
<u>Customer Service Performance Standard 5:</u> 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.
<u>Customer Service Performance Standard 6:</u> 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.

<sup>1</sup> 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<sup>2</sup> 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.

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<sup>2</sup> 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.

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***CPI99***

CPI99 is an acronym for Circuit Performance Indicator, which uses key reliability metrics (such as SAIDI and SAIFI) to identify underperforming circuits. It excludes Major Event and Loss of Supply or Transmission outages.

***CPI05***

CPI05 is an acronym for Circuit Performance Indicator, which uses key reliability metrics (such as SAIDI and SAIFI) to identify underperforming circuits. Unlike CPI99 it includes Major Event and Loss of Supply or Transmission outages.

**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.

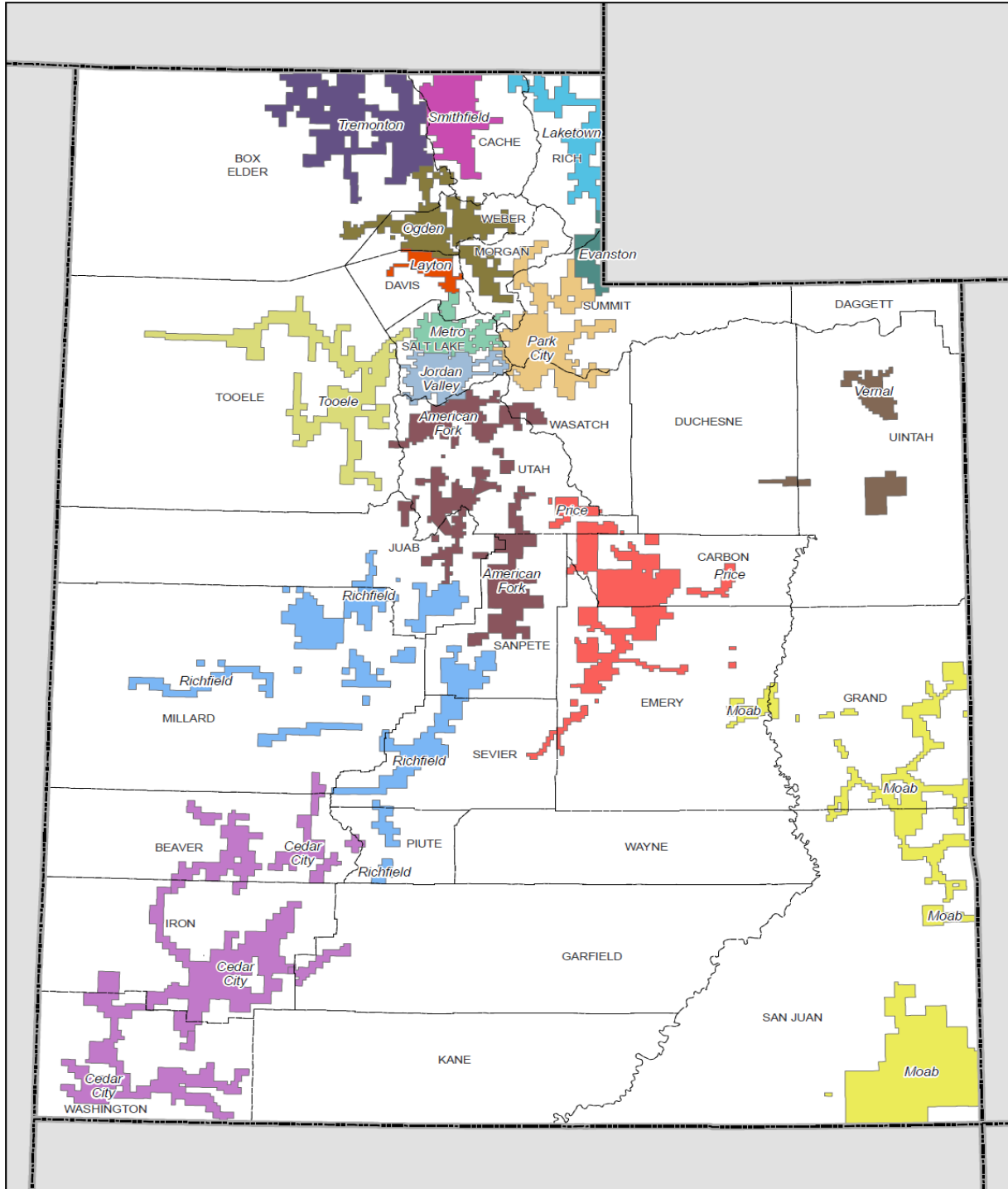
***Underlying Events***

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 experienced mixed reliability results approximately in line with its commitment plan for sustained outage duration and sustained outage frequency<sup>3</sup>. For underlying performance, these results are close to internal operating plan levels.

During the period, ten significant event days<sup>4</sup> were recorded. In total, they account for approximately 42 minutes of the period's underlying results. No major event occurred during the period.

SIGNIFICANT EVENTS						
Date	Underlying SAIDI	% of Annual Underlying SAIDI	CD SAIDI	% of Annual CD SAIDI	CD % of Day	Primary Cause
2/9/2009	3.2	1.7%	0.94	1.6%	29%	Weather
4/18/2009	4.3	2.2%	0.10	0.2%	2%	Loss of Supply
4/21/2009	3.3	1.7%	0.22	0.4%	7%	Loss of Supply
5/24/2009	5.3	2.8%	0.06	0.1%	1%	Weather
7/13/2009	5	2.6%	1.56	2.7%	31%	Loss of Supply
8/5/2009	3.1	1.6%	0.38	0.7%	12%	Weather
8/6/2009	6.3	3.3%	2.29	4.0%	36%	Weather
9/17/2009	3.8	2.0%	0.04	0.1%	1%	Loss of Supply
10/7/2009	2.9	1.5%	0.06	0.1%	2%	Transmission Requested
12/13/2009	4.6	2.4%	0.05	0.1%	1%	Weather
<b>TOTALS</b>	<b>41.8</b>	<b>21.9%</b>	<b>5.69</b>	<b>10.0%</b>	<b>14%</b>	

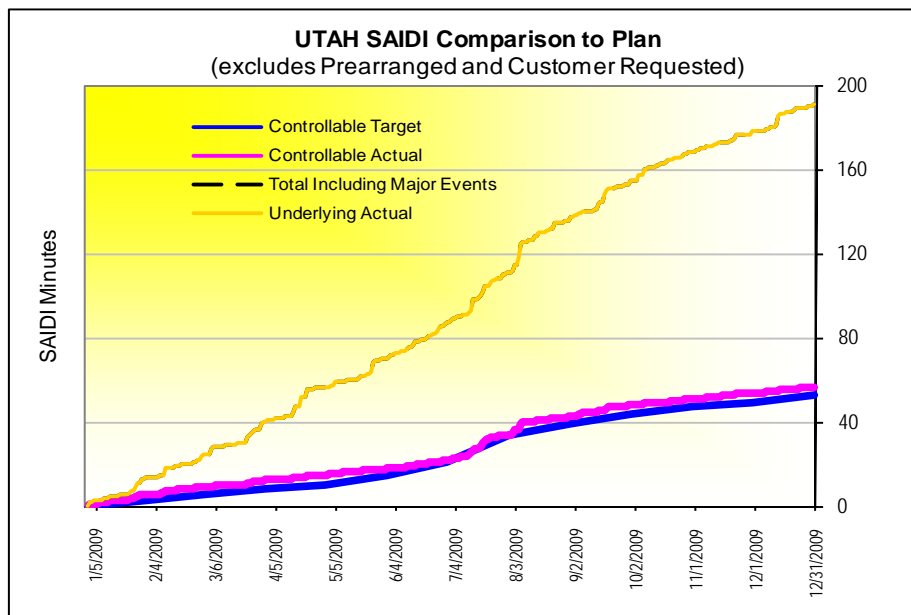
<sup>3</sup> For the period 8/1/2008- 7/31/2009 the Company successfully delivered its controllable distribution targets of SAIDI, 50.8 minutes (actual of 50.79 minutes) and SAIFI, 0.383 events (actual of 0.337 events). The Company will provide these results in a subsequent document.

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



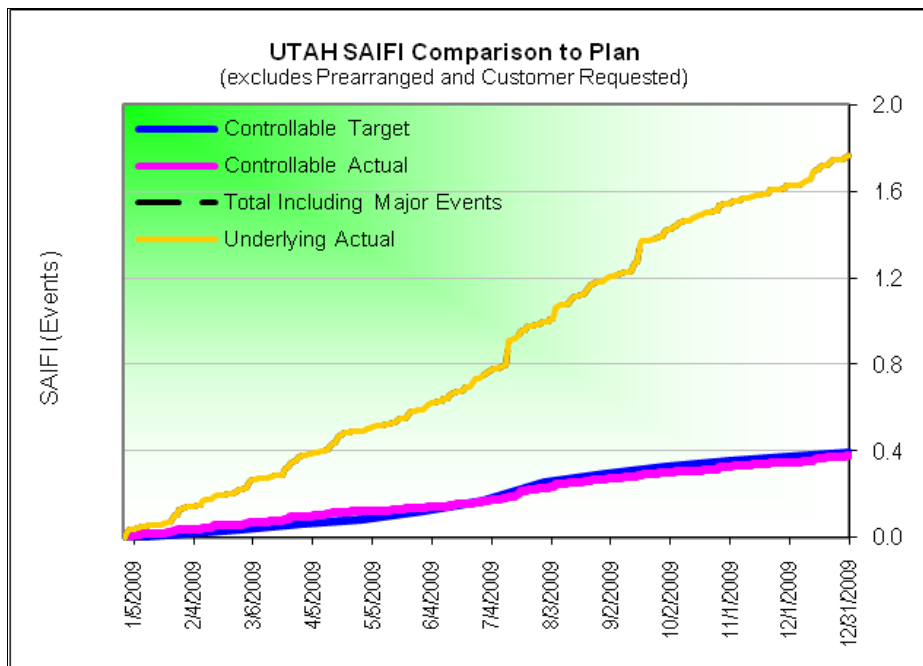
## 2.1 System Average Interruption Duration Index (SAIDI)

UTAH	January 1 through December 31, 2009	
	SAIDI Actual	SAIDI Plan
Total	191	-
Underlying	191	-
Controllable Distribution	57	51



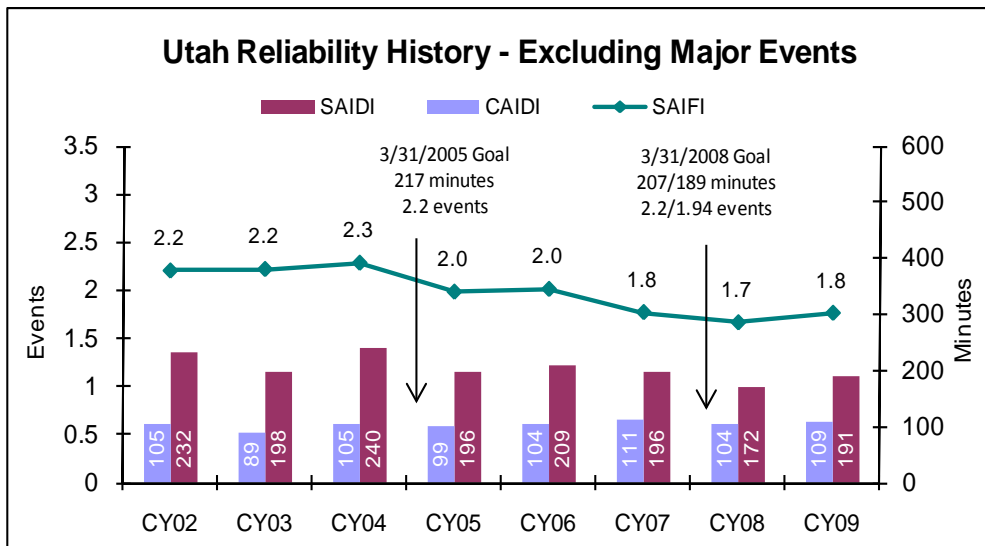
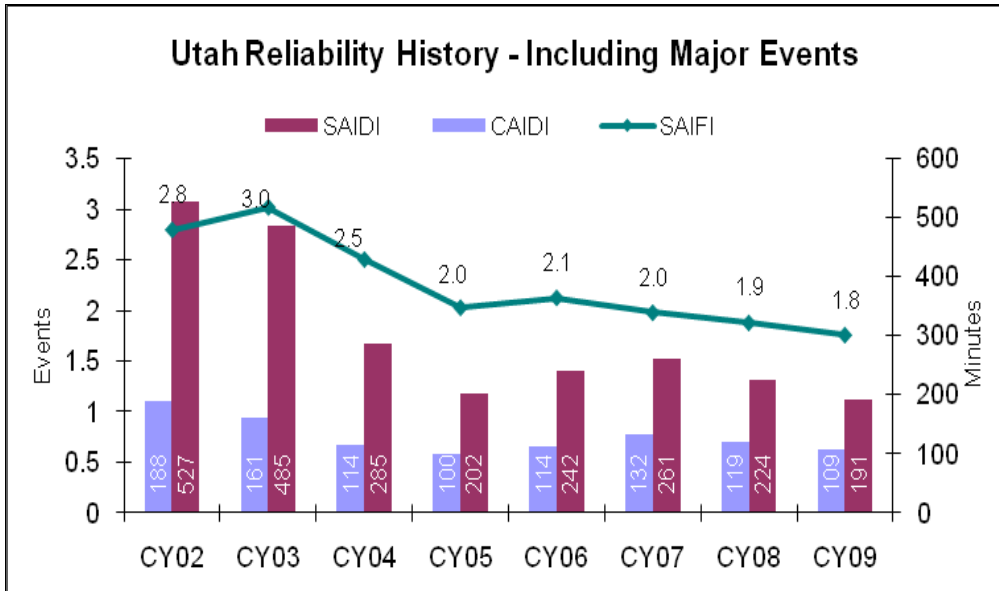
## 2.2 System Average Interruption Frequency Index (SAIFI)

UTAH	January 1 through December 31, 2009	
	SAIFI Actual	SAIFI Plan
Total	1.764	-
Underlying	1.764	-
Controllable Distribution	0.380	0.393



### 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<sup>5</sup> 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 conform to reportable 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.

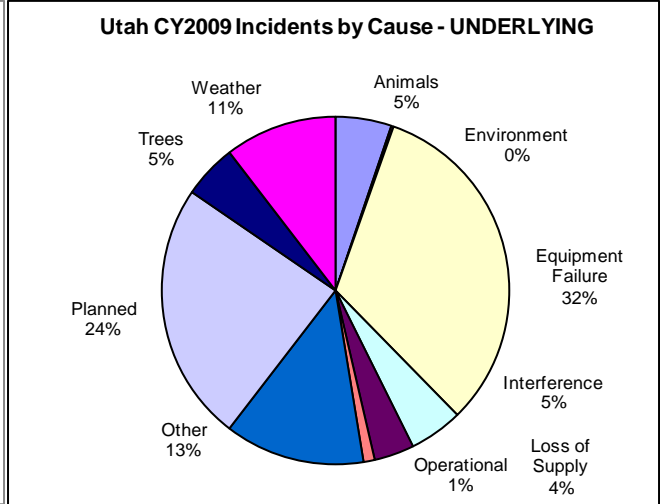
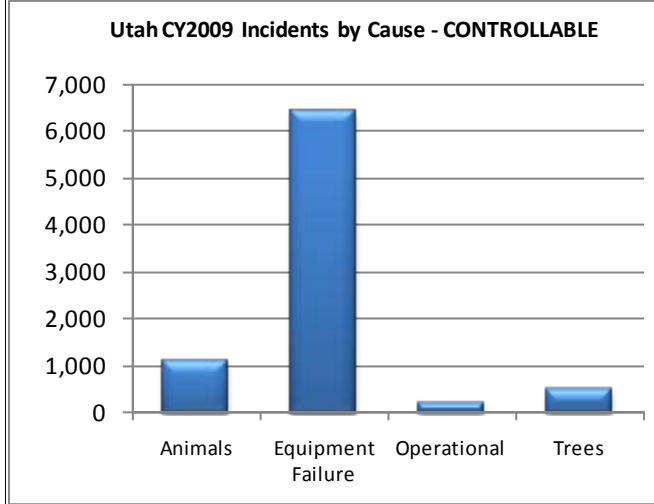
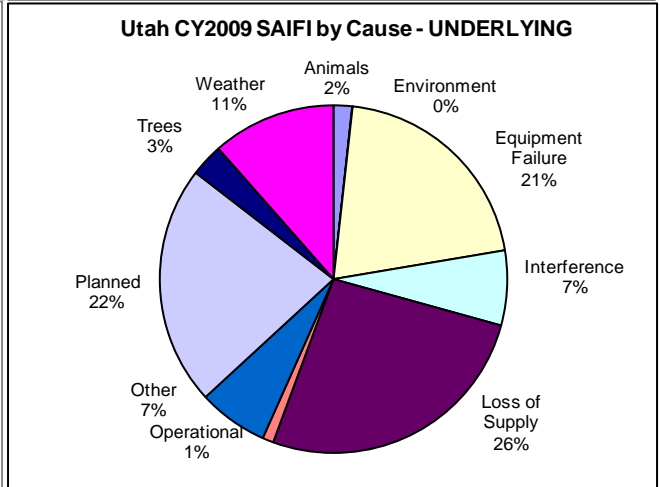
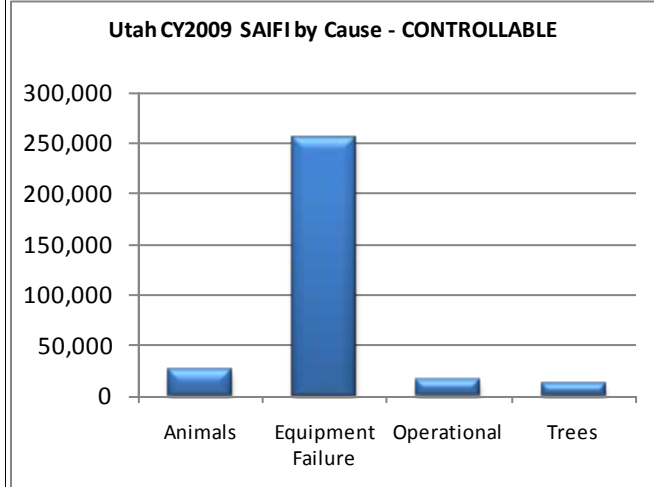
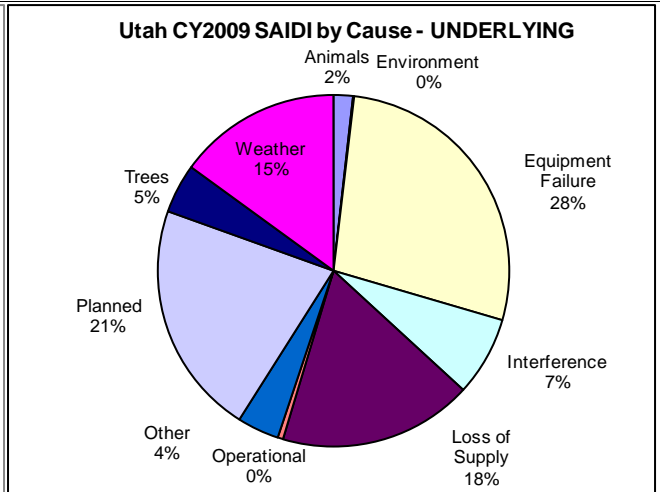
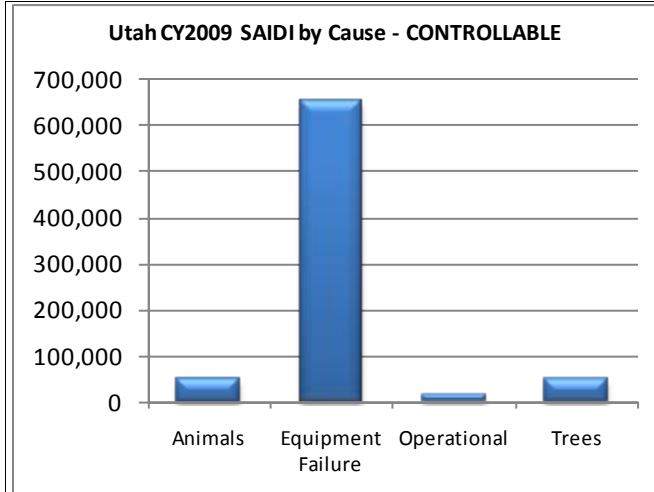
January 1 - December 31, 2009 Utah Cause Analysis - CONTROLLABLE					
Direct Cause	Customers Hours Lost	Sustained Customer Interruptions	Sustained Incidents	SAIDI	SAIFI
Animals	11,898	6,983	602	0.88	0.01
Bird Mortality (Non-protected species)	15,635	8,982	303	1.16	0.011
Bird Mortality (Protected species) (BMTS)	18,634	7,008	62	1.38	0.009
Bird Nest (BMTS)	878	366	14	0.06	0.000
Bird Suspected, No Mortality	4,018	2,635	111	0.30	0.003
<b>Animals</b>	<b>51,063</b>	<b>25,974</b>	<b>1,092</b>	<b>3.78</b>	<b>0.032</b>
B/O Equipment	126,965	75,702	960	9.39	0.093
Deterioration or Rotting	484,948	162,777	5,234	35.88	0.201
Overload	38,442	16,364	224	2.84	0.020
<b>Equipment Failure</b>	<b>650,355</b>	<b>254,843</b>	<b>6,418</b>	<b>48.11</b>	<b>0.314</b>
Faulty Install	981	646	36	0.07	0.001
Improper Protective Coordination	5,349	1,732	32	0.40	0.002
Incorrect Records	991	618	60	0.07	0.001
Internal Contractor	818	2,318	20	0.06	0.003
Internal Tree Contractor	265	239	8	0.02	0.000
PacifiCorp Employee - Field	4,456	7,365	27	0.33	0.009
PacifiCorp Employee - Sub	1,395	2,580	35	0.10	0.003
<b>Operational</b>	<b>14,255</b>	<b>15,498</b>	<b>218</b>	<b>1.05</b>	<b>0.019</b>
Tree - Trimmable	48,372	12,114	479	3.58	0.015
<b>Trees</b>	<b>48,372</b>	<b>12,114</b>	<b>479</b>	<b>3.58</b>	<b>0.015</b>
<b>UTAH - CONTROLLABLE</b>	<b>764,045</b>	<b>308,429</b>	<b>8,207</b>	<b>56.52</b>	<b>0.380</b>

<sup>5</sup> 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).

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January 1 - December 31, 2009 Utah Cause Analysis - UNDERLYING					
Direct Cause	Customers Hours Lost	Sustained Customer Interruptions	Sustained Incidents	SAIDI	SAIFI
Animals	11,898	6,983	602	0.88	0.009
Bird Mortality (Non-protected species)	15,635	8,982	303	1.16	0.011
Bird Mortality (Protected species) (BMTS)	18,634	7,008	62	1.38	0.009
Bird Nest (BMTS)	878	366	14	0.06	0.000
Bird Suspected, No Mortality	4,018	2,635	111	0.30	0.003
<b>Animals</b>	<b>51,063</b>	<b>25,974</b>	<b>1,092</b>	<b>3.78</b>	<b>0.032</b>
Contamination	38	14	7	0.00	0.000
Fire/Smoke (not due to faults)	2,166	399	30	0.16	0.000
Flooding	740	313	5	0.05	0.000
<b>Environment</b>	<b>2,944</b>	<b>726</b>	<b>42</b>	<b>0.22</b>	<b>0.001</b>
B/O Equipment	126,967	75,703	961	9.39	0.093
Deterioration or Rotting	486,548	163,515	5,250	35.99	0.202
Nearby Fault	2,432	3,071	32	0.18	0.004
Overload	38,442	16,364	224	2.84	0.020
Pole Fire	141,369	53,042	292	10.46	0.065
<b>Equipment Failure</b>	<b>795,758</b>	<b>311,695</b>	<b>6,759</b>	<b>58.87</b>	<b>0.384</b>
Dig-in (Non-PacifiCorp Personnel)	25,758	15,608	339	1.91	0.019
Other Interfering Object	9,644	7,954	64	0.71	0.010
Other Utility/Contractor	19,564	9,750	127	1.45	0.012
Vandalism or Theft	3,937	1,641	41	0.29	0.002
Vehicle Accident	150,923	70,308	475	11.17	0.087
<b>Interference</b>	<b>209,827</b>	<b>105,261</b>	<b>1,046</b>	<b>15.52</b>	<b>0.130</b>
Loss of Feed from Supplier	1,966	1,722	7	0.15	0.002
Loss of Substation	129,822	73,921	89	9.60	0.091
Loss of Transmission Line	380,998	323,205	684	28.19	0.399
<b>Loss of Supply</b>	<b>512,786</b>	<b>398,848</b>	<b>780</b>	<b>37.94</b>	<b>0.492</b>
Faulty Install	988	653	37	0.07	0.001
Improper Protective Coordination	5,349	1,732	32	0.40	0.002
Incorrect Records	991	618	60	0.07	0.001
Internal Contractor	818	2,318	20	0.06	0.003
Internal Tree Contractor	265	239	8	0.02	0.000
PacifiCorp Employee - Field	4,456	7,365	27	0.33	0.009
PacifiCorp Employee - Sub	1,395	2,580	35	0.10	0.003
<b>Operational</b>	<b>14,262</b>	<b>15,505</b>	<b>219</b>	<b>1.06</b>	<b>0.019</b>
Other, Known Cause	2,929	4,841	90	0.22	0.006
Unknown	107,369	93,467	2,639	7.94	0.115
<b>Other</b>	<b>110,298</b>	<b>98,308</b>	<b>2,729</b>	<b>8.16</b>	<b>0.121</b>
Construction	10,507	7,931	356	0.78	0.010
Customer Notice Given	296,406	80,336	2,594	21.93	0.099
Customer Requested	4,620	3,354	84	0.34	0.004
Emergency Damage Repair	212,094	193,814	1,866	15.69	0.239
Intentional to Clear Trouble	11,814	20,118	91	0.87	0.025
Transmission Requested	83,423	32,204	61	6.17	0.040
<b>Planned</b>	<b>618,865</b>	<b>337,757</b>	<b>5,052</b>	<b>45.78</b>	<b>0.416</b>
Tree - Non-preventable	81,675	33,960	570	6.04	0.042
Tree - Trimmable	48,372	12,114	479	3.58	0.015
<b>Trees</b>	<b>130,047</b>	<b>46,074</b>	<b>1,049</b>	<b>9.62</b>	<b>0.057</b>
Freezing Fog & Frost	119	23	3	0.01	0.000
Ice	194	124	23	0.01	0.000
Lightning	136,110	52,619	693	10.07	0.065
Snow, Sleet and Blizzard	137,052	47,979	569	10.14	0.059
Wind	157,992	73,174	899	11.69	0.090
<b>Weather</b>	<b>431,467</b>	<b>173,919</b>	<b>2,187</b>	<b>31.92</b>	<b>0.214</b>
<b>Utah including Prearranged</b>	<b>2,877,317</b>	<b>1,514,067</b>	<b>20,955</b>	<b>212.86</b>	<b>1.867</b>
<b>UTAH - UNDERLYING</b>	<b>2,576,291</b>	<b>1,430,377</b>	<b>18,277</b>	<b>190.59</b>	<b>1.764</b>



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

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**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 12/31/2009
Program Year 10: (CY2009)			
Fruit Heights 12	COMPLETE	191	
Mathis 12	COMPLETE	237	
Parrish 11	COMPLETE	202	
Valley Center 11	COMPLETE	236	
Hammer 15	COMPLETE	191	
<b>TARGET SCORE = 169</b>		<b>211</b>	
Program Year 9: (CY2008)			
Cottonwood 14	COMPLETE	312	256
Holladay 12	COMPLETE	138	80
Mountain Dell 11	COMPLETE	930	1233
Eden 12	COMPLETE	456	600
West Ogden 14	COMPLETE	707	108
<b>TARGET SCORE = 407</b>		<b>509</b>	<b>456</b>
Program Year 7: (CY2006)			
Tooele 12	COMPLETE	228	196
Box Elder 12	COMPLETE	319	293
Oakley 11	COMPLETE	367	218
Brighton 12	COMPLETE	608	511
Timber Lakes 11	COMPLETE	309	245
<b>TARGET SCORE = 293</b>	<b>GOAL MET</b>	<b>366</b>	<b>292</b>

Note: Goals were met for Program Year 1 through 6 and Program Year 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					<b>85%</b>
Cumulative January 1 – December 31, 2009					<b>84%</b>
January	February	March	April	May	June
85%	84%	82%	73%	89%	85%
July	August	September	October	November	December
86%	81%	90%	79%	83%	86%

## 2.7 Telephone Service and Response to Commission Complaints

COMMITMENT	GOAL	PERFORMANCE
PS5-Answer calls within 30 seconds	80%	82%
PS6a) Respond to commission complaints within 3 days	95%	100%
PS6b) Respond to commission complaints regarding service disconnects within 4 hours	95%	100%
PS6c) Address commission <sup>6</sup> complaints within 30 days	100%	100%

<sup>6</sup> 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 December 2009

*Utah*

Description	2009				2008			
	Events	Failures	%Success	Paid	Events	Failures	%Success	Paid
CG1 Restoring Supply	1,408,776	22	99.9%	\$1,425	1,294,137	0	100.0%	\$0
CG2 Appointments	6,723	16	99.8%	\$800	8,932	25	99.7%	\$1,250
CG3 Switching on Power	10,376	11	99.9%	\$550	9,722	19	99.8%	\$950
CG4 Estimates	1,639	6	99.6%	\$300	2,341	19	99.2%	\$950
CG5 Respond to Billing Inquiries	3,499	4	99.9%	\$200	4,597	8	99.8%	\$400
CG6 Respond to Meter Problems	821	1	99.9%	\$50	1,073	2	99.8%	\$100
CG7 Notification of Planned Interruptions	80,336	86	99.9%	\$4,300	88,544	96	99.9%	\$4,800
	<b>1,512,170</b>	<b>146</b>	<b>99.9%</b>	<b>\$7,625</b>	<b>1,409,346</b>	<b>169</b>	<b>99.9%</b>	<b>\$8,450</b>

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

Three 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<sup>7</sup>, 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.<sup>8</sup>
- 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.

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<sup>7</sup> 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.

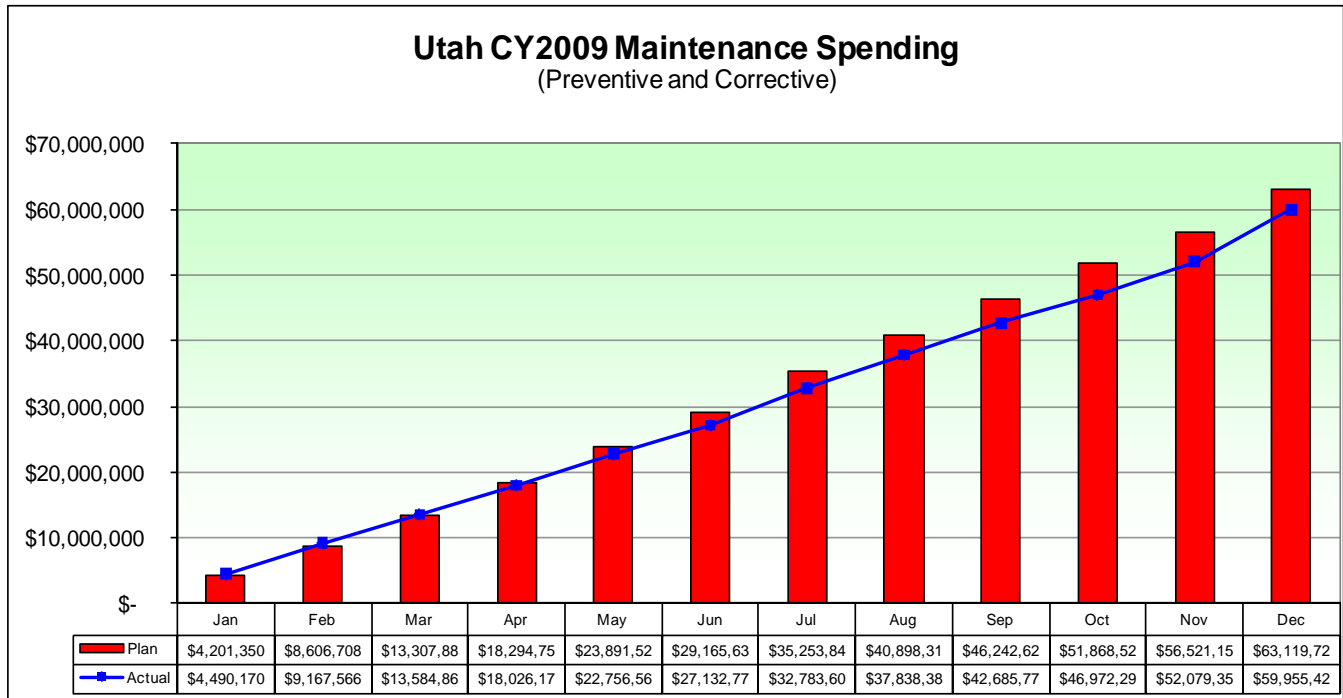
Priority C: Conditions that are nonconforming, but that in the opinion of the inspector do not need to be corrected until the next scheduled work is performed on that facility point.

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.

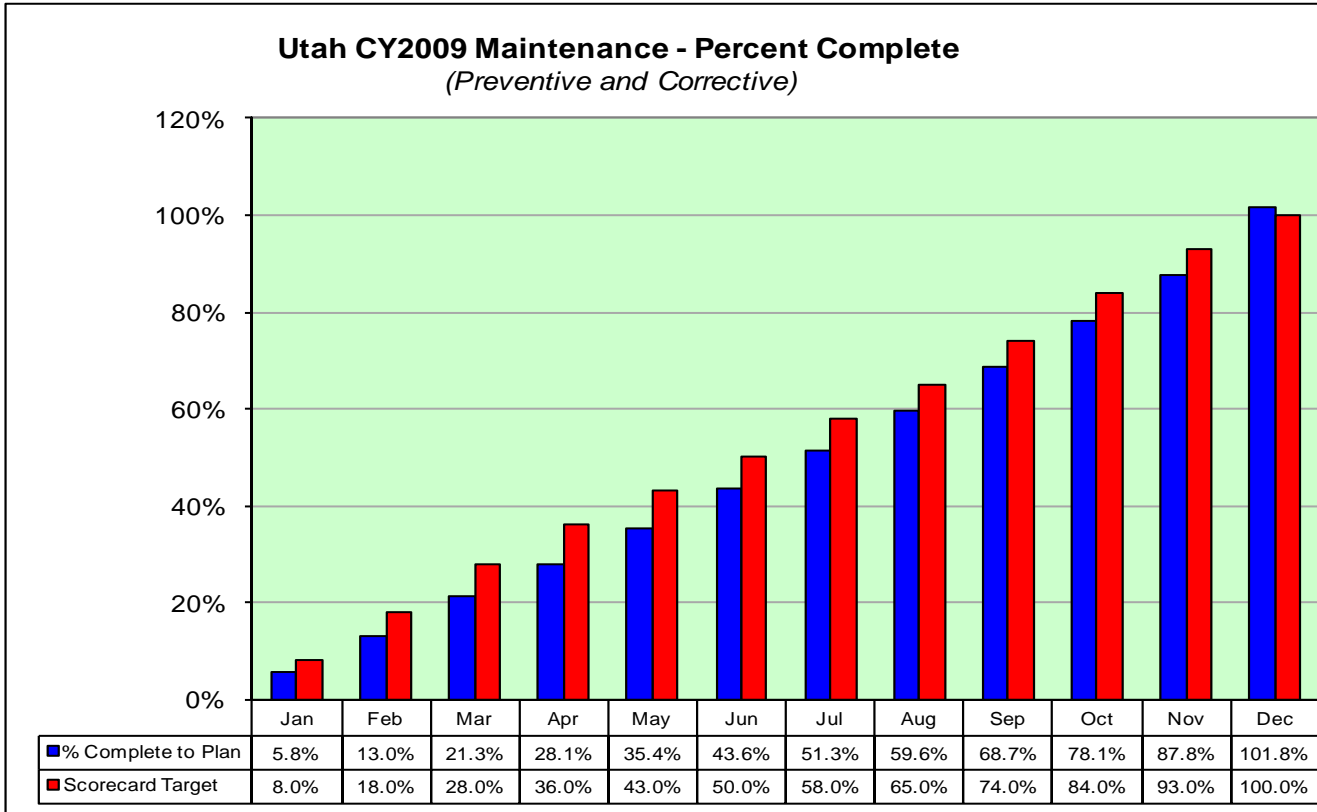
<sup>8</sup> Effective 1/1/2007, Rocky Mountain Power modified its reliability & preventive planning methods to utilize repeated reliability events to prioritize localized preventive maintenance activities, using its Customers Experiencing Multiple Interruptions (CEMI) Planning methodology. Repeated 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

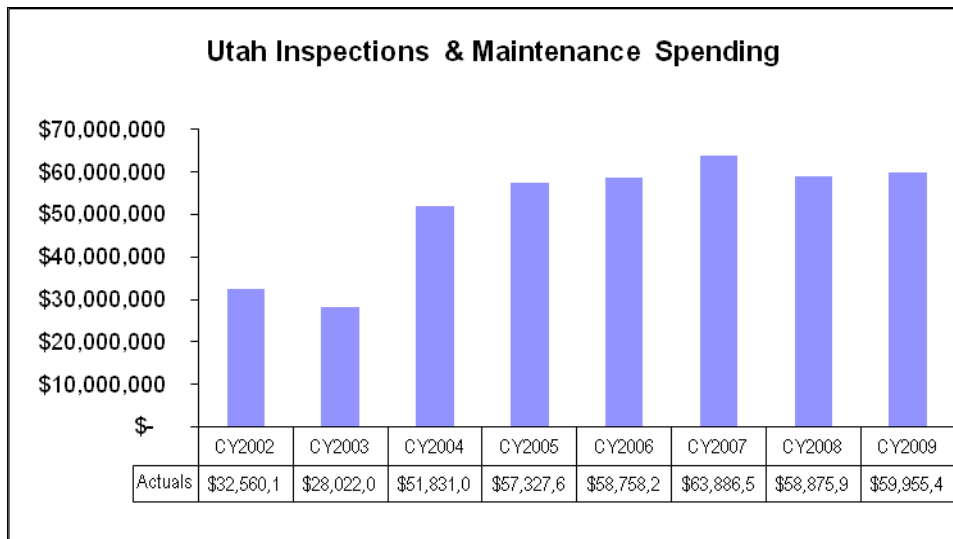


**UTAH**

January 1 – December 31, 2009



**3.2.1 Maintenance Historical Spending**

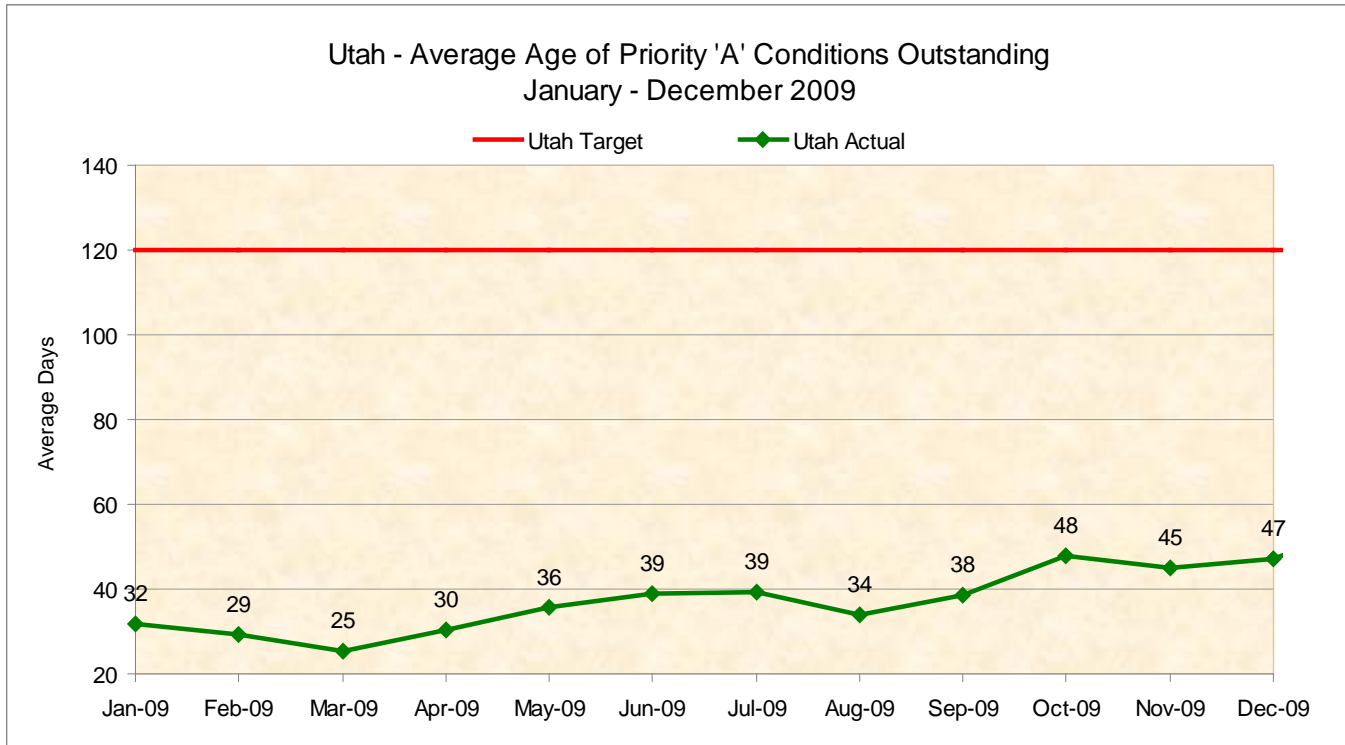


**3.3 T&D Priority “A” Conditions Correction History & Compliance**

**UTAH**

January 1 – December 31, 2009

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.

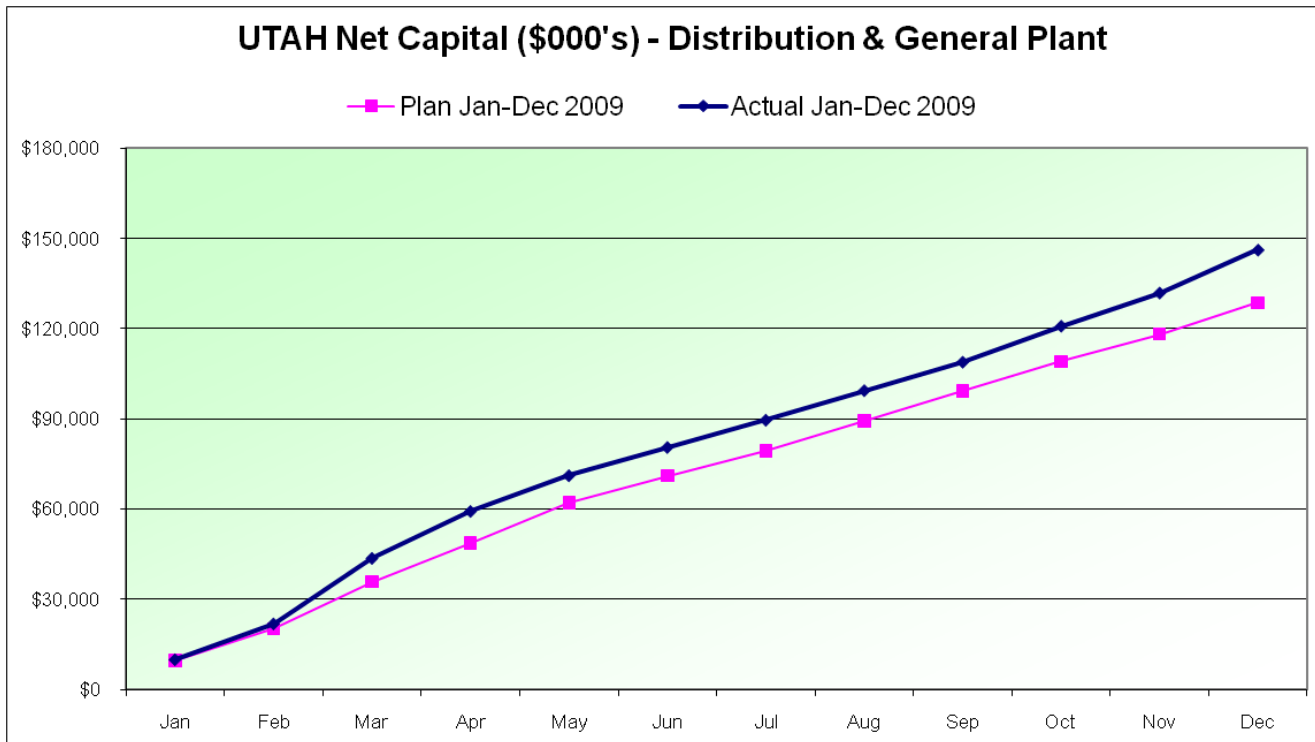


## 4 CAPITAL INVESTMENT

### 4.1 Capital Spending - Distribution and General Plant

#### Fourth Quarter Ending December 31, 2009

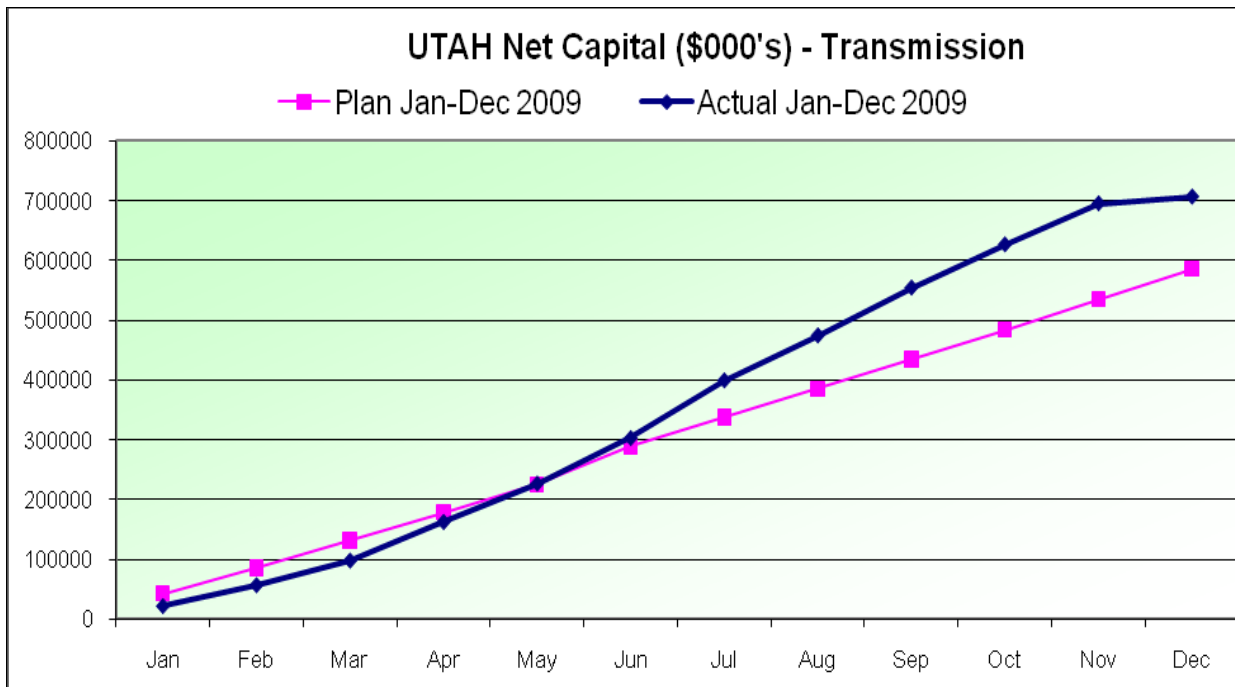
Investment Area	Actuals (\$M)	Plan (\$M)	Variance Explanation
1. Mandated	14.6	16.7	Regional/National \$4.0M under plan; partially offset by Environmental \$0.9M over plan, Highway Relocations \$0.7M over plan
2. New Connects	48.4	39.9	Commercial \$6.2M over plan, Industrial \$2.8M over plan; partially offset by St. Light & Other \$1.1 under plan
3. System Reinforcement	51.3	50.1	Subtransmission \$1.4 over plan, Feeders \$1.5M over plan; partially offset by Substations \$1.7 under plan
4. Replacements	27.9	20.6	UG Vaults & Equip. \$3.3M over plan, Distribution Poles \$1.1M over plan, Distribution Lines Other \$0.9M over plan, Microwave/Fiber Communications \$0.9M over plan
6. Upgrades & Modernize	4.0	1.5	Automated Meter Reading \$0.5M over plan, Substation Improvements \$0.5M over plan, Feeder Improvements \$0.4M over plan
<b>Total - Distribution and General Plant</b>	<b>146.3</b>	<b>128.7</b>	



## 4.2 Capital Spending - Transmission

### Fourth Quarter Ending December 31, 2009

Investment Area	Actuals (\$M)	Plan (\$M)	Variance Explanation
1. Mandated	4.5	2.0	Environmental \$1.4M over plan, Regional/National \$0.7M over plan,
2. New Connects & System Reinforcement	48.5	28.0	Sub-transmission \$24.4M over plan; partially offset by Industrial \$4.2M under plan
3. Replacements	8.0	7.4	Transmission Poles \$1.5M over plan, partially offset by Substation Meters & Relays \$0.9M under plan
4. Upgrades & Modernize	1.7	0.7	Substation Improvements \$0.6M over plan, Transmission Improvements \$0.3M over plan
<b>Total - Trans. Excl. IRP &amp; Interconnections</b>	<b>62.6</b>	<b>38.1</b>	
5. IRP & Interconnections	638.9	545.2	Transmission Expansion Plan \$107.8M over plan, Main Grid Load Growth \$2.8M over plan; partially offset by Interconnects \$17.0M under plan,
<b>Total - Transmission</b>	<b>701.5</b>	<b>583.4</b>	





### 4.3 New Connects

**Utah Count of New Connects**

	2008				2009													
	Jan - Dec 2008	Jan	Feb	Mar	Q1 Total	Apr	May	Jun	Q2 Total	Jul	Aug	Sep	Q3 Total	Oct	Nov	Dec	Q4 Total	Jan - Dec 2009
<b>Residential</b>																		
UT South	1,127	48	54	41	143	51	50	49	150	67	79	61	207	61	59	37	157	657
UT North/Metro	3,348	277	160	248	685	204	325	301	830	208	243	256	707	368	418	259	1,045	3,267
UT Central	4,566	333	257	255	845	327	289	316	932	440	541	368	1,349	710	692	585	1,987	5,113
<b>Total Residential</b>	<b>9,041</b>	<b>658</b>	<b>471</b>	<b>544</b>	<b>1,673</b>	<b>582</b>	<b>664</b>	<b>666</b>	<b>1,912</b>	<b>715</b>	<b>863</b>	<b>685</b>	<b>2,263</b>	<b>1,139</b>	<b>1,169</b>	<b>881</b>	<b>3,189</b>	<b>9,037</b>
<b>Commercial</b>																		
UT South	390	18	21	38	77	28	22	44	94	20	34	17	71	24	28	19	71	313
UT North/Metro	1,327	122	85	86	293	100	86	112	298	76	79	92	247	92	69	75	236	1,074
UT Central	1,716	112	141	106	359	80	103	108	291	111	140	81	332	137	110	80	327	1,309
<b>Total Commercial</b>	<b>3,433</b>	<b>252</b>	<b>247</b>	<b>230</b>	<b>729</b>	<b>208</b>	<b>211</b>	<b>264</b>	<b>683</b>	<b>207</b>	<b>253</b>	<b>190</b>	<b>650</b>	<b>253</b>	<b>207</b>	<b>174</b>	<b>634</b>	<b>2,696</b>
<b>Industrial</b>																		
UT South	13	1	-	-	1	-	-	2	2	1	-	-	1	1	-	1	2	6
UT North/Metro	2	4	-	-	4	-	1	-	1	-	-	-	-	-	-	-	-	5
UT Central	6	1	1	1	3	2	1	-	3	-	-	-	-	1	-	1	2	8
<b>Total Industrial</b>	<b>21</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>2</b>	<b>-</b>	<b>2</b>	<b>4</b>	<b>19</b>
<b>Irrigation</b>																		
UT South	59	2	1	3	6	11	4	3	18	2	3	3	8	-	6	-	6	38
UT North/Metro	6	-	-	1	1	-	1	-	1	1	-	1	2	1	-	-	1	5
UT Central	31	-	-	3	3	1	3	4	8	1	2	-	3	-	1	2	3	17
<b>Total Irrigation</b>	<b>96</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>10</b>	<b>12</b>	<b>8</b>	<b>7</b>	<b>27</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>13</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>10</b>	<b>60</b>
<b>TOTAL New Connects</b>	<b>12,591</b>	<b>918</b>	<b>720</b>	<b>782</b>	<b>2,420</b>	<b>804</b>	<b>885</b>	<b>939</b>	<b>2,628</b>	<b>927</b>	<b>1,121</b>	<b>879</b>	<b>2,927</b>	<b>1,395</b>	<b>1,383</b>	<b>1,059</b>	<b>3,837</b>	<b>11,812</b>

UT North – Tremonton, Smithfield, Ogden, Layton, Metro  
 UT Central – Jordan Valley, Tooele, American Fork, Park City, Vernal  
 UT South – Cedar City, Richfield, Price, Moab

UTAH

January 1 – December 31, 2009

## 5 VEGETATION MANAGEMENT

### 5.1 Production

**UTAH**  
**Tree Program Reporting**  
**Through December 31, 2009**  
**Distribution**

	3 Year Program/Total Line Miles column a	1/1/2009- 12/31/2009				1/1/2008- 12/31/2009			
		1/1/2009- 12/31/2009 Miles Planned column b	1/1/2009- 12/31/2009 Actual Miles column c	01/01/2009- 12/31/2009 Ahead/Behind column d	1/1/2009- 12/31/2009 % Ahead/Behind column e	1/1/2008- 12/31/2009 Miles Planned column f	1/1/2008- 12/31/2009 Actual Miles column g	01/01/2008- 12/31/2009 Ahead/Behind column h	1/1/2008- 12/31/2009 % Ahead/Behind column i
<b>UTAH</b>	11,228	3,786	3,772	-14	99.6%	7,485	7,393	-92	98.8%
AMERICAN FORK	848	283	327	44	115.5%	565	509	-56	90.0%
CEDAR CITY/MILFORD	1,353	451	174	-277	38.6%	902	795	-107	88.1%
JORDAN VALLEY	817	272	209	-63	76.8%	545	568	23	104.3%
LAYTON	284	138	120	-18	87.0%	189	305	116	161.1%
MOAB	922	307	653	346	212.7%	615	819	204	133.2%
OGDEN	882	294	205	-89	116.5%	588	446	-142	127.0%
PARK CITY	527	176	93	-83	34.2%	351	386	35	71.0%
PRICE	816	272	159	-113	36.4%	544	469	-75	53.7%
RICHFIELD/DELTA	1,311	437	642	205	159.7%	874	784	-90	97.5%
SL METRO	1,206	402	329	-73	81.8%	804	842	38	104.7%
SMITHFIELD	637	212	167	-45	78.8%	425	474	49	111.6%
TOOELE	462	154	144	-10	93.5%	308	230	-78	74.7%
TREMONTON	725	242	458	216	189.3%	483	596	113	123.3%
VERNAL	438	146	92	-54	63.0%	292	170	-122	58.2%

Distribution cycle \$/tree: \$58.17  
 Distribution cycle \$/mile: \$2,785  
 Distribution cycle removal %: 38.3%

Transmission

Total Line Miles	Line Miles Scheduled	Line Miles Worked	Miles Ahead(behind) Schedule	Miles on Schedule	% of miles on/behind Schedule
6,260	1835	2006	171	6,431	103%

Transmission \$/mile: \$1,759

Notes:

- Column a: Total overhead distribution pole miles by district
- Column b: Total overhead distribution pole miles planned for the period January 1, 2009 through December 31, 2009
- Column c: Actual overhead distribution pole miles worked during the period January 1 2009 through December 31, 2009
- Column d: Miles ahead or behind for the period January 1, 2009 through December 31, 2009 (column f-column e)
- Column e: Percent of actual compared to planned for the period January 1, 2009 through December 31, 2009 ((column f-e)×100)
- Column f: Total overhead distribution pole miles planned for the period January 1, 2008 through December 31, 2009
- Column g: Actual overhead distribution pole miles worked during the period January 1 2008 through December 31, 2009
- Column h: Miles ahead or behind for the period January 1, 2008 through December 31, 2009 (column f-column e)
- Column i: Percent of actual compared to planned for the period January 1, 2008 through December 31, 2009 ((column f-e)×100)

**UTAH**

January 1 – December 31, 2009

**5.2 Budget**

**UTAH  
Tree Program Reporting**

	CY2009	CY2010	CY2011	CY2012
<b>Distribution</b>				
Tree Budget	\$ 12,865,374	\$ 12,495,373	\$ 11,571,764	\$ 11,571,764
<b>Transmission</b>				
Tree Budget	\$ 3,392,292	3,392,297.00	4,606,653	4,606,653
<b>Total Tree Budget</b>	\$ 16,257,666	15,887,670.00	\$ 16,178,417	\$ 16,178,417

Calendar year 2009	Distribution			Transmission		
	Actuals	Budget	Variance	Actuals	Budget	Variance
Jan	\$1,031,917	\$960,938	\$70,979	\$360,264	\$269,230	\$91,034
Feb	\$1,389,183	\$1,334,120	\$55,063	\$282,761	\$269,230	\$13,531
Mar	\$743,895	\$960,938	-\$217,043	\$281,413	\$296,152	-\$14,739
Apr	\$865,420	\$1,201,172	-\$335,752	\$202,590	\$296,152	-\$93,563
May	\$850,465	\$960,938	-\$110,473	\$284,799	\$269,230	\$15,569
Jun	\$943,487	\$960,938	-\$17,451	\$239,019	\$296,152	-\$57,134
Jul	\$958,462	\$1,201,172	-\$242,710	\$526,021	\$282,691	\$243,330
Aug	\$1,183,227	\$960,938	\$222,289	\$229,858	\$282,741	-\$52,883
Sep	\$1,589,978	\$1,201,172	\$388,806	\$209,948	\$282,691	-\$72,743
Oct	\$960,990	\$960,938	\$52	\$366,626	\$296,152	\$70,474
Nov	\$1,218,397	\$960,938	\$257,459	\$384,986	\$255,768	\$129,218
Dec	\$1,198,943	\$1,201,172	-\$2,229	\$347,981	\$296,152	\$51,828
<b>Total</b>	\$12,934,364	\$12,865,374	\$68,990	\$3,716,266	\$3,392,342	\$323,924

Average # Tree Crews on Property (YTD) 84

**5.2.1 Vegetation Historical Spending**

