ROCKY MOUNTAIN POWER
A DIVISION OF PACIFICORP

UTAH

SERVICE QUALITY

REVIEW

January 1 – June 30, 2009

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 under performing 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 (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.

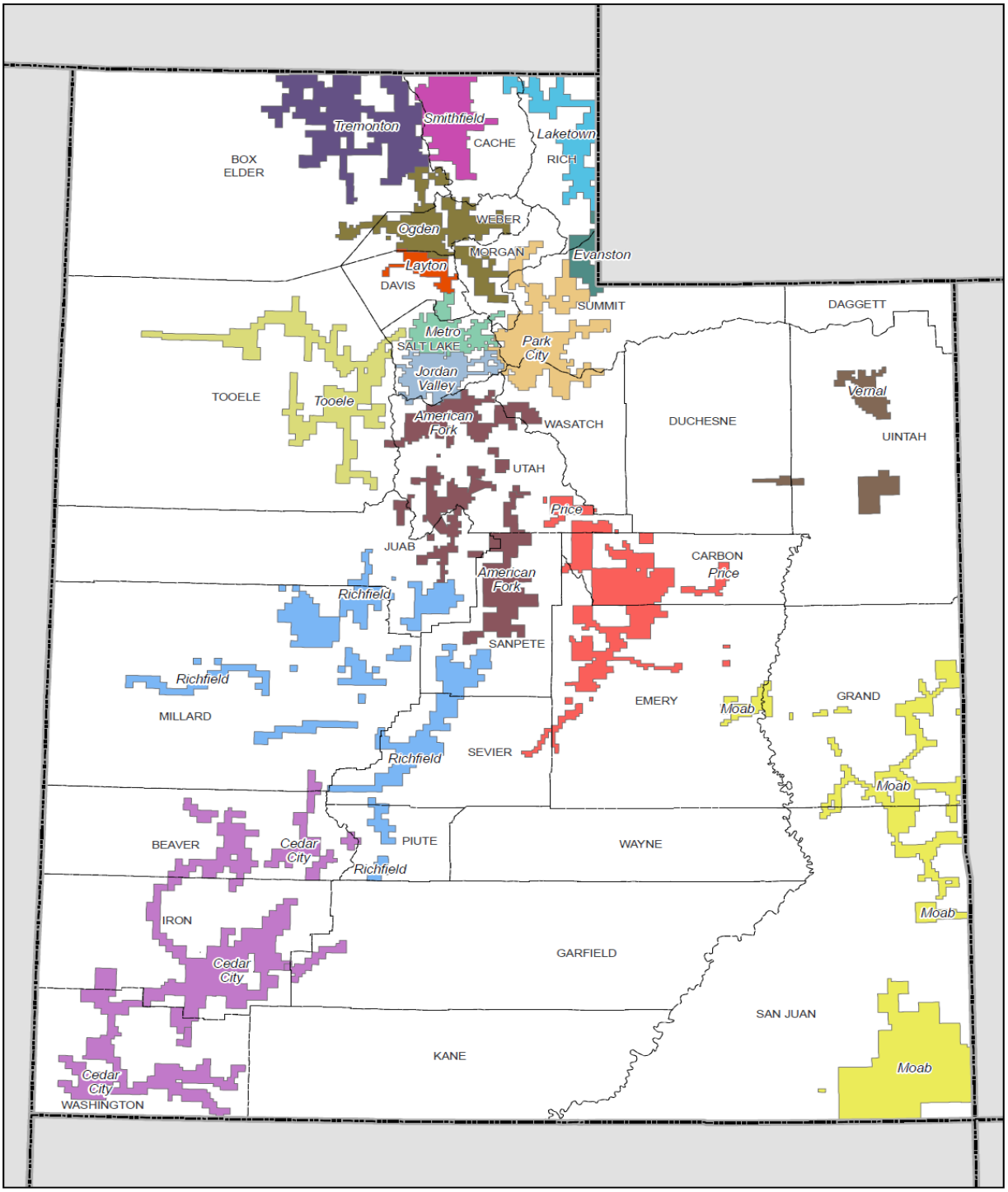
Underlying Events

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 Area Map with Operating Area/Districts


Tremonton
Smithfield
Laketown
CACHE
RICH
BOX ELDER
WEBER
Ogden
MORGAN
Evanston
Layton
DAVIS
SUMMIT
DAGGETT
Metro
SALT LAKE
Park City
Jordan Valley
TOOELE
Tooele
Vernal
American Fork
WASATCH
DUCHESNE
UINTAH
UTAH
Price
JUAB
CARBON
Price
American Fork
Richfield
SANPETE
Richfield
EMERY
Moab
GRAND
MILLARD
SEVIER
Richfield
Moab
BEAVER
Cedar City
PIUTE
WAYNE
Richfield
IRON
Moab
Cedar City
GARFIELD
SAN JUAN
KANE
Moab
Cedar City
WASHINGTON

2 RELIABILITY PERFORMANCE

During the reporting period, the Company experienced reliability results approximately in line with its commitment plan for sustained outage duration and sustained outage frequency. For underlying performance, these results are close to internal operating plan levels.

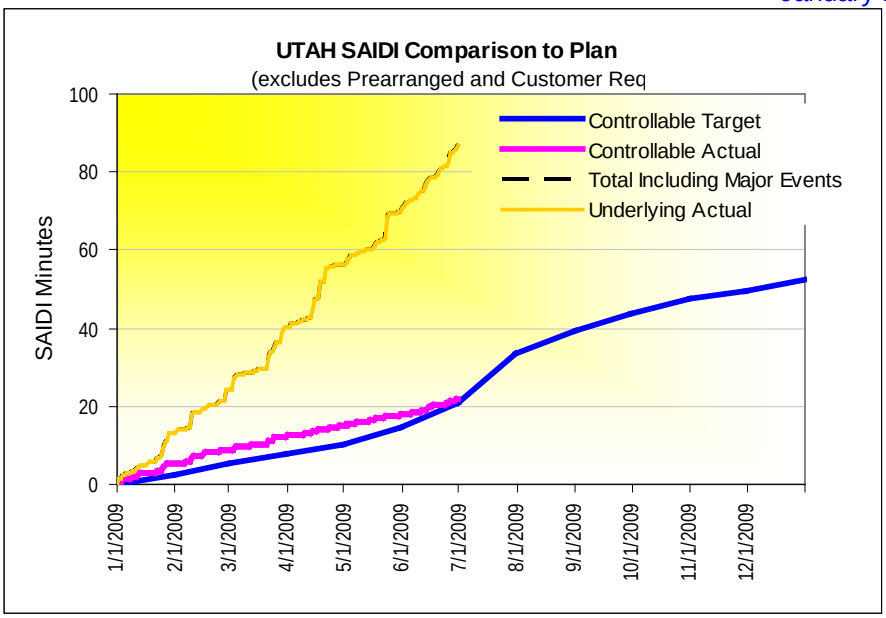
During the period, four significant event days[3] were recorded. In total, they account for approximately 16 minutes of the period's underlying results. No events during the period met the company's Utah major event threshold for exclusion from performance results.

SIGNIFICANT EVENTS		
Date	SAIDI	Primary Cause
2/9/2009	3.2	Weather
4/18/2009	4.3	Loss of Supply
4/21/2009	3.3	Loss of Supply
5/24/2009	5.3	Weather

2.1 System Average Interruption Duration Index (SAIDI)

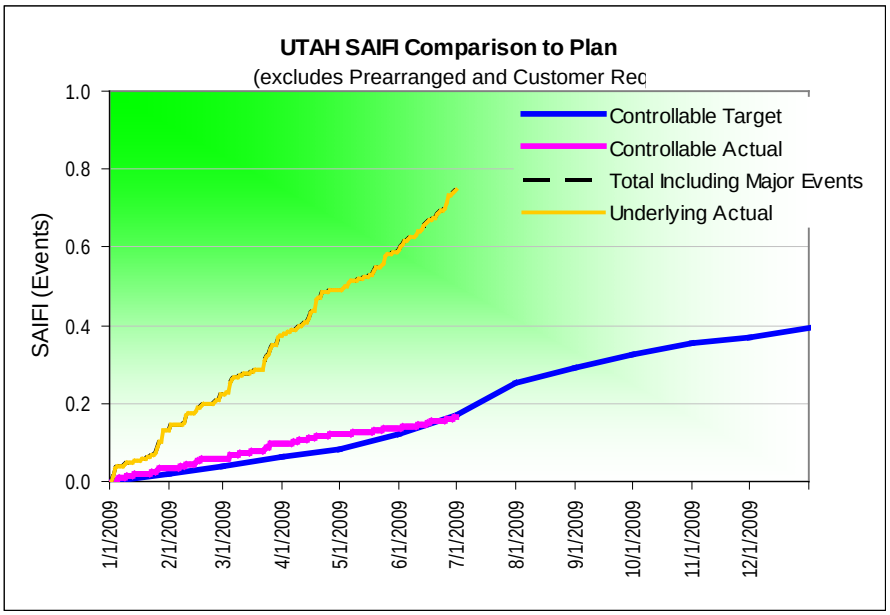
UTAH	January 1 through June 30, 2009	
	SAIDI Actual	SAIDI Plan
Total	87	-
Underlying	87	-
Controllable Distribution	22	21

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



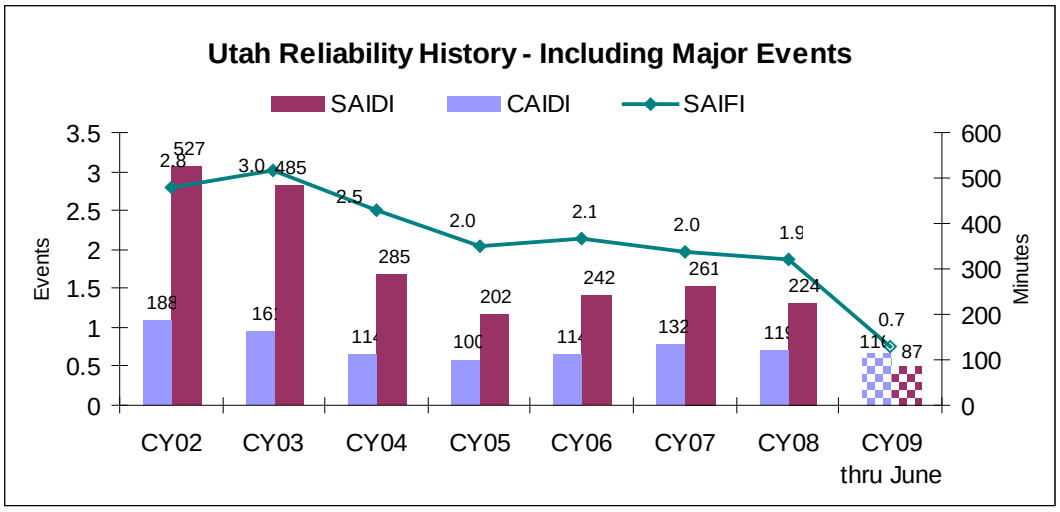
2.2 System Average Interruption Frequency Index (SAIFI)

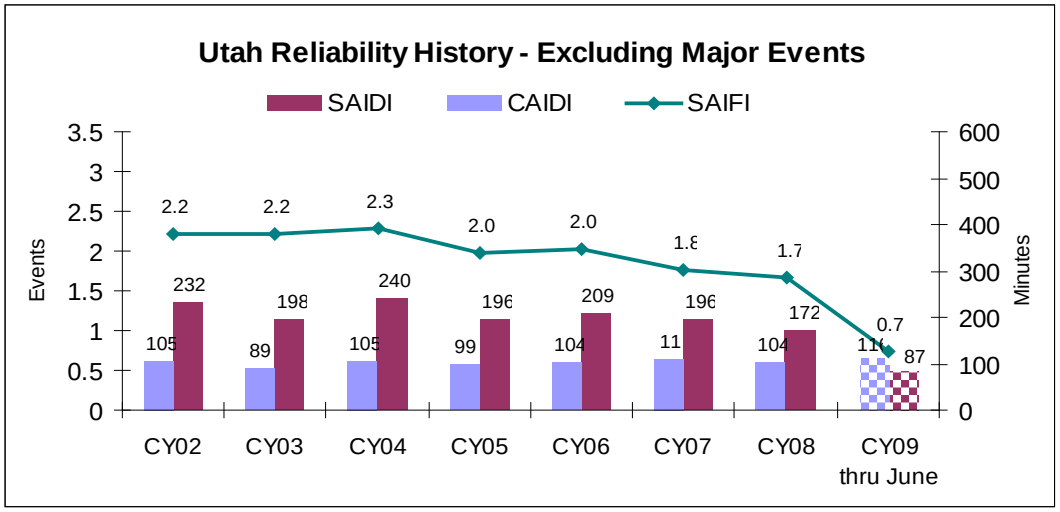
UTAH	January 1 through June 30, 2009	
	SAIFI Actual	SAIFI Plan
Total	0.748	-
Underlying	0.748	-
Controllable Distribution	0.166	0.171



2.3 Reliability History

Historically the company has significantly improved reliability as measured by all key reliability indices; controllable distribution performance is not differentiated within this series of charts. 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[4] 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 - June 30, 2009 CAUSE ANALYSIS - CONTROLLABLE					
Direct Cause	**Sustained Interruptions**	**Sustained Customers Interrupted**	**Customer Hours Lost**	**SAIDI**	**SAIFI**
Animals	149	1,164	2,275.0	0.168	0.0014
Bird Mortality (Non-protected species)	64	3,558	4,220.3	0.312	0.0044
Bird Mortality (Protected species) (BMTS)	26	2,681	2,102.6	0.156	0.0033
Bird Nest (BMTS)	9	101	239.8	0.018	0.0001
Bird Suspected, No Mortality	32	443	871.5	0.064	0.0005
Animals	**280**	**7,947**	**9,709**	**0.718**	**0.0098**
B/O Equipment	440	41,651	62,649.2	4.635	0.0514
Deterioration or Rotting	2,855	72,975	193,476.2	14.313	0.0900
Overload	35	1,828	2,114.1	0.156	0.0023
Equipment Failure	**3,330**	**116,454**	**258,239**	**19.104**	**0.1436**
Faulty Install	18	572	769.8	0.057	0.0007
Improper Protective Coordination	9	582	4,789.3	0.354	0.0007
Incorrect Records	36	373	417.8	0.031	0.0005
Internal Contractor	7	1,210	358.4	0.027	0.0015
Internal Tree Contractor	5	220	248.3	0.018	0.0003
PacifiCorp Employee - Dispatch	0	0	0.0	0.000	0.0000
PacifiCorp Employee - Field	7	1,501	589.8	0.044	0.0019
PacifiCorp Employee - Sub	0	0	0.0	0.000	0.0000
Operational	**82**	**4,458**	**7,173**	**0.531**	**0.0055**
Tree - Trimmable	154	5,928	22,034.0	1.630	0.0073
Trees	**154**	**5,928**	**22,034**	**1.630**	**0.0073**
Utah Controllable	**3,866**	**134,793**	**297,165**	**21.984**	**0.1662**

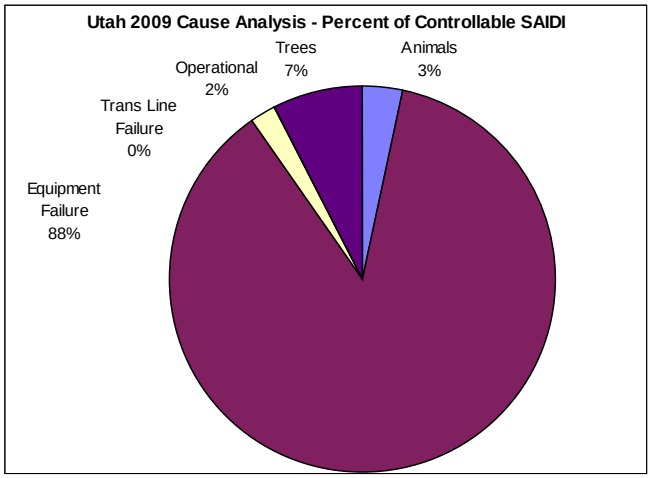
Spell out bad order

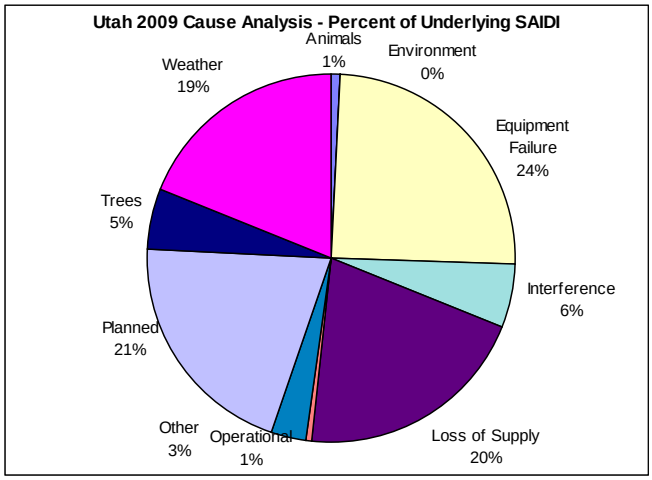
[4] To convert SAIDI (Outage Duration) and SAIFI (Outage Frequency) to Customer Minutes Lost and Sustained Customer Interruptions, respectively, multiply the SAIDI or SAIFI value by 811,042 (2009 Utah frozen customer count).

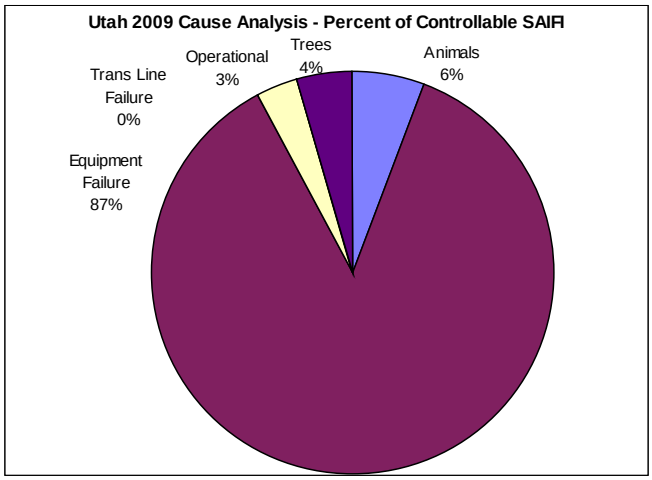
UTAH

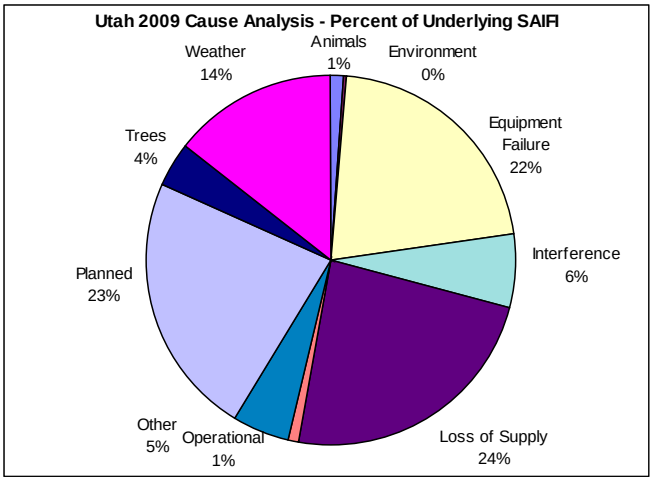
January 1 – June 30, 2009

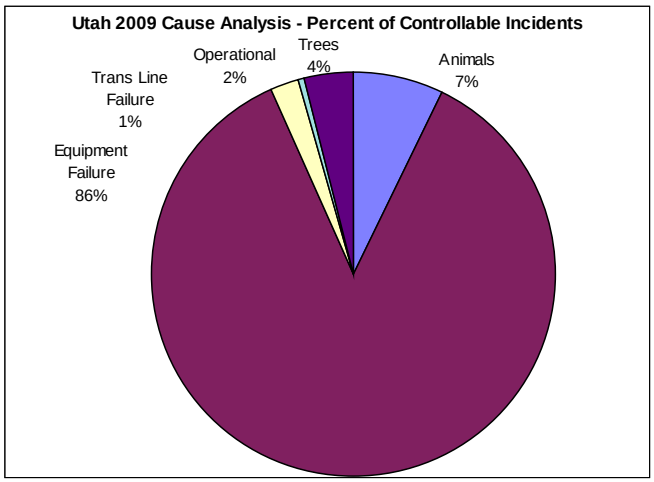
January 1 - June 30, 2009 CAUSE ANALYSIS - UNDERLYING					
Direct Cause	**Sustained Interruptions**	**Sustained Customers Interrupted**	**Customer Hours Lost**	**SAIDI**	**SAIFI**
Animals	149	1,164	2,275.0	0.168	0.0014
Bird Mortality (Non-protected species)	64	3,558	4,220.3	0.312	0.0044
Bird Mortality (Protected species) (BMTS)	26	2,681	2,102.6	0.156	0.0033
Bird Nest (BMTS)	9	101	239.8	0.018	0.0001
Bird Suspected, No Mortality	32	443	871.5	0.064	0.0005
Animals	**280**	**7,947**	**9,709**	**0.718**	**0.0098**
Condensation / Moisture	1	2	2.9	0.000	0.0000
Contamination	5	12	29.4	0.002	0.0000
Fire/Smoke (not due to faults)	9	70	246.5	0.018	0.0001
Flooding	5	313	740.1	0.055	0.0004
Environment	**20**	**397**	**1,019**	**0.075**	**0.0005**
B/O Equipment	440	41,651	62,649.2	4.635	0.0514
Deterioration or Rotting	2,855	72,975	193,476.2	14.313	0.0900
Nearby Fault	5	260	610.7	0.045	0.0003
Overload	35	1,828	2,114.1	0.156	0.0023
Pole Fire	162	21,609	63,985.6	4.734	0.0266
Equipment Failure	**3,497**	**138,323**	**322,836**	**23.883**	**0.1705**
Dig-in (Non-PacifiCorp Personnel)	148	8,344	10,654.9	0.788	0.0103
Other Interfering Object	33	5,429	6,589.7	0.488	0.0067
Other Utility/Contractor	48	766	2,054.1	0.152	0.0009
Vandalism or Theft	18	404	2,880.4	0.213	0.0005
Vehicle Accident	200	24,348	49,947.7	3.695	0.0300
Interference	**447**	**39,291**	**72,127**	**5.336**	**0.0484**
Loss of Feed from Supplier	6	1,721	1,965.1	0.145	0.0021
Loss of Substation	59	61,053	106,301.1	7.864	0.0753
Loss of Transmission Line	251	89,288	155,987.8	11.540	0.1101
Loss of Supply	**316**	**152,062**	**264,254**	**19.549**	**0.1875**
Faulty Install	18	572	769.8	0.057	0.0007
Improper Protective Coordination	9	582	4,789.3	0.354	0.0007
Incorrect Records	36	373	417.8	0.031	0.0005
Internal Contractor	7	1,210	358.4	0.027	0.0015
Internal Tree Contractor	5	220	248.3	0.018	0.0003
PacifiCorp Employee - Dispatch	0	0	0.0	0.000	0.0000
PacifiCorp Employee - Field	7	1,501	589.8	0.044	0.0019
PacifiCorp Employee - Sub	0	0	0.0	0.000	0.0000
Operational	**82**	**4,458**	**7,173**	**0.531**	**0.0055**
Other, Known Cause	29	1,786	1,249.3	0.092	0.0022
Unknown	654	31,043	40,221.9	2.976	0.0383
Other	**683**	**32,829**	**41,471**	**3.068**	**0.0405**
Construction	115	2,901	3,882.9	0.287	0.0036
Customer Notice Given	988	32,008	117,901.7	8.722	0.0395
Customer Requested	36	1,466	1,482.2	0.110	0.0018
Emergency Damage Repair	799	81,799	96,430.2	7.134	0.1009
Intentional to Clear Trouble	40	12,306	5,389.1	0.399	0.0152
Transmission Requested	17	16,568	41,900.7	3.100	0.0204
Planned	**1,995**	**147,048**	**266,987**	**19.751**	**0.1813**
Tree - Non-preventable	264	19,972	48,149.7	3.562	0.0246
Tree - Trimmable	154	5,928	22,034.0	1.630	0.0073
Trees	**418**	**25,900**	**70,184**	**5.192**	**0.0319**
Freezing Fog & Frost	3	23	118.8	0.009	0.0000
Ice	20	123	192.5	0.014	0.0002
Lightning	259	20,003	83,238.8	6.158	0.0247
Snow, Sleet and Blizzard	322	26,969	76,795.4	5.681	0.0333
Wind	362	45,092	83,755.0	6.196	0.0556
Weather	**966**	**92,210**	**244,100**	**18.058**	**0.1137**
Utah including Prearranged	**8,724**	**640,471**	**1,299,868**	**96**	**0.790**
Utah Underlying	**7,700**	**606,997**	**1,180,484**	**87**	**0.748**

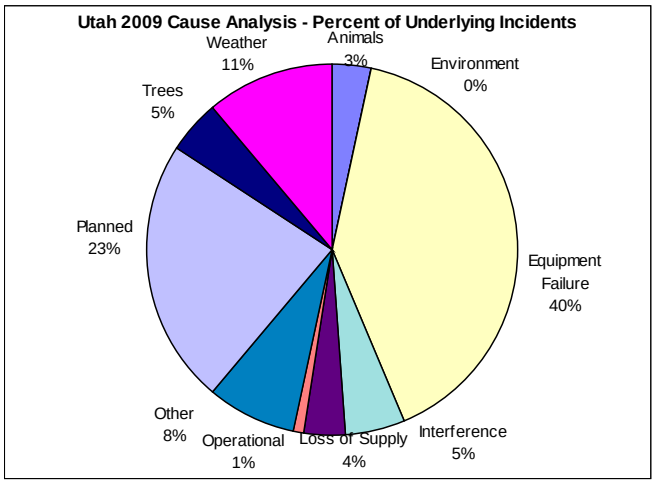

Utah 2009 Cause Analysis - Percent of Controllable SAIDI
Trees 7%
Animals 3%
Operational 2%
Trans Line Failure 0%
Equipment Failure 88%


Utah 2009 Cause Analysis - Percent of Underlying SAIDI
Animals 1%
Environment 0%
Weather 19%
Equipment Failure 24%
Trees 5%
Interference 6%
Planned 21%
Other 3%
Operational 1%
Loss of Supply 20%


Utah 2009 Cause Analysis - Percent of Controllable SAIFI
Trees 4%
Animals 6%
Operational 3%
Trans Line Failure 0%
Equipment Failure 87%


Utah 2009 Cause Analysis - Percent of Underlying SAIFI
Weather 14%
Animals 1%
Environment 0%
Trees 4%
Equipment Failure 22%
Interference 6%
Planned 23%
Other 5%
Operational 1%
Loss of Supply 24%


Utah 2009 Cause Analysis - Percent of Controllable Incidents
Trees 4%
Operational 2%
Animals 7%
Trans Line Failure 1%
Equipment Failure 86%


Utah 2009 Cause Analysis - Percent of Underlying Incidents
Weather 11%
Animals 3%
Environment 0%
Trees 5%
Planned 23%
Equipment Failure 40%
Other 8%
Operational 1%
Loss of Supply 4%
Interference 5%

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 6/30/2009
Program Year 10: (CY2009)			
Fruit Heights 12	IN PROGRESS	191	140
Mathis 12	IN PROGRESS	237	223
Parrish 11	IN PROGRESS	202	189
Valley Center 11	IN PROGRESS	236	225
Hammer 15	IN PROGRESS	191	163
TARGET SCORE = **169**		**211**	**188**
Program Year 9: (CY2008)			
Cottonwood 14	COMPLETE	312	340
Holladay 12	COMPLETE	138	81
Mountain Dell 11	COMPLETE	930	1279
Eden 12	COMPLETE	456	640
West Ogden 14	COMPLETE	707	88
TARGET SCORE = **407**		**509**	**486**
Program Year 8: (CY2007)			
Brian Head 11	COMPLETE	412	500
McClelland 12	COMPLETE	220	203
Union 16	COMPLETE	128	73
Enoch 12	COMPLETE	186	121
Quail Creek 12	COMPLETE	1094	250
TARGET SCORE = **326**	**TARGET MET**	**408**	**229**
Program Year 7: (CY2006)			
Tooele 12	COMPLETE	228	215
Box Elder 12	COMPLETE	319	302
Oakley 11	COMPLETE	367	254
Brighton 12	COMPLETE	608	506
Timber Lakes 11	COMPLETE	309	212
TARGET SCORE = **293**		**366**	**298**

Note: Goals were met for Program Year 1 through Program Year 6 and previously reported.

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).

UTAH RESTORATIONS WITHIN 3 HOURS					
Cumulative 3-Year Program-to-date					**85%**
Cumulative January 1 – June 30, 2009					**83%**
January	February	March	April	May	June
85%	84%	82%	73%	89%	85%
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%	83%
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[5] complaints within 30 days	100%	100%

[5] 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 2009

Utah

	Description	2009 Events	2009 Failures	2009 % Success	2009 Paid	2008 Events	2008 Failures	2008 % Success	2008 Paid
CG1	Restoring Supply	592,973	0	100.0%	$0	661,151	0	100.0%	$0
CG2	Appointments	3,407	4	99.9%	$200	4,529	9	99.8%	$450
CG3	Switching on Power	4,922	5	99.9%	$250	4,498	10	99.8%	$450
CG4	Estimates	840	3	99.6%	$150	1,158	6	99.5%	$300
CG5	Respond to Billing Inquiries	1,702	4	99.8%	$200	2,492	5	99.8%	$250
CG6	Respond to Meter Problems	371	0	100.0%	$0	533	1	99.8%	$50
CG7	Notification of Planned Interruptions	31,836	38	99.9%	$1,900	50,867	29	99.9%	$1,450
		636,051	**54**	**99.9%**	**$2,700**	**725,228**	**60**	**99.9%**	**$2,950**

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, 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.[6]
- 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

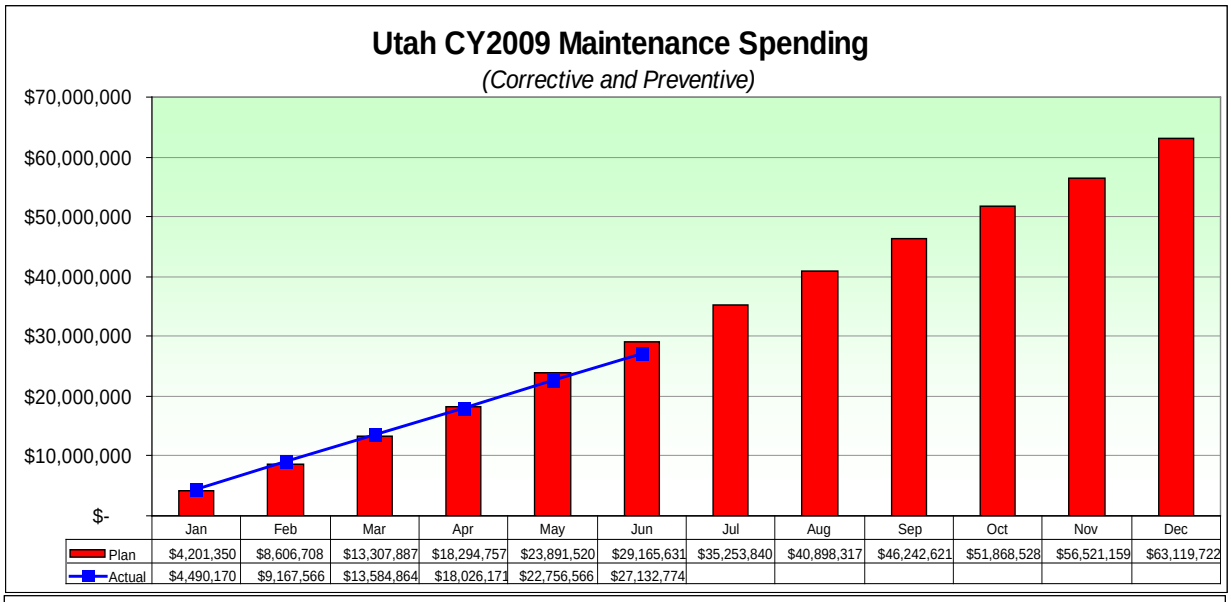
- Correctable conditions are identified through the preventive maintenance process.
- Outstanding conditions are recorded in a database and remain until corrected.

Substations and Major Equipment

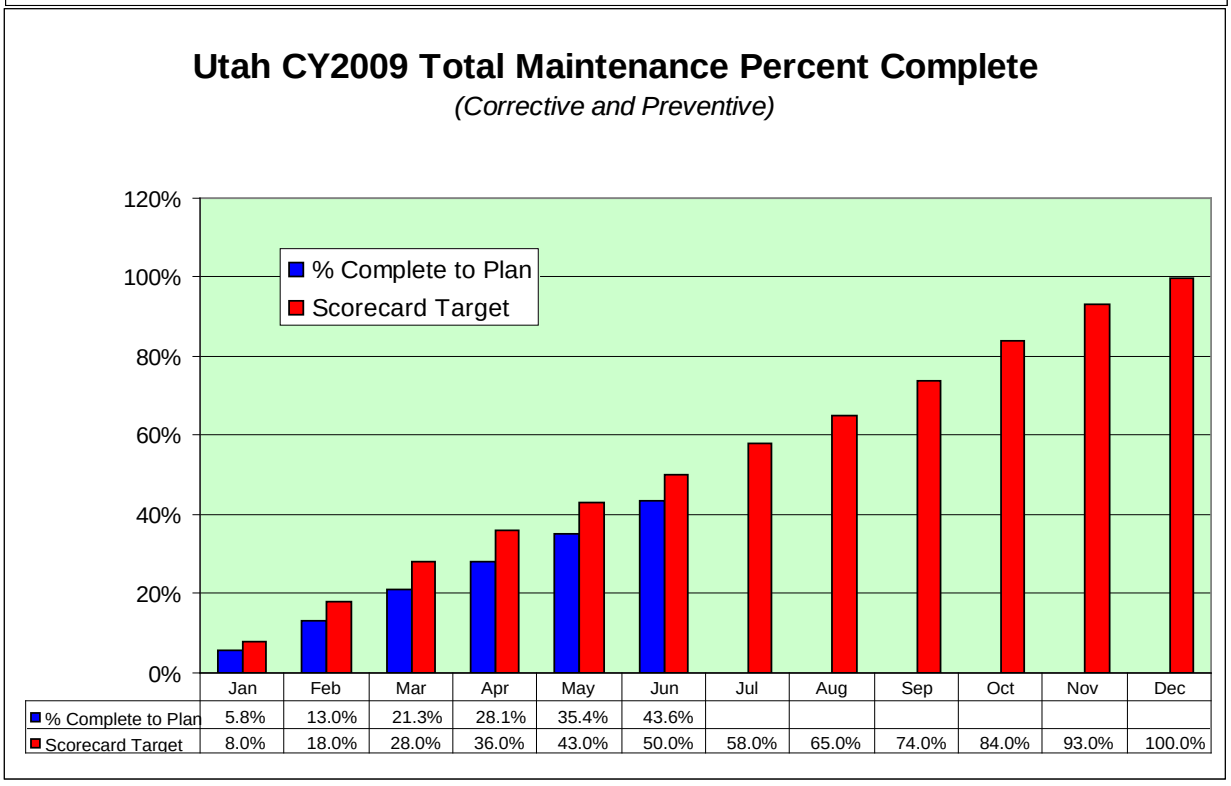
- Correctable conditions are identified through the preventive maintenance process, often associated with actions performed on major equipment.
- Corrections consist of repairing equipment or responding to a failed condition.

[6] 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

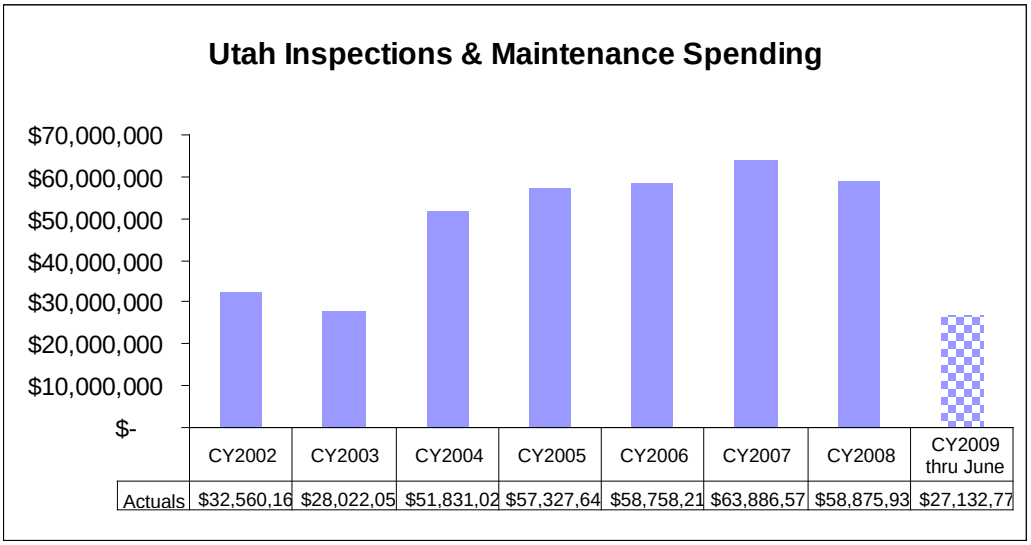


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Plan	$4,201,350	$8,606,708	$13,307,887	$18,294,757	$23,891,520	$29,165,631	$35,253,840	$40,898,317	$46,242,621	$51,868,528	$56,521,159	$63,119,722
Actual	$4,490,170	$9,167,566	$13,584,864	$18,026,171	$22,756,566	$27,132,774						



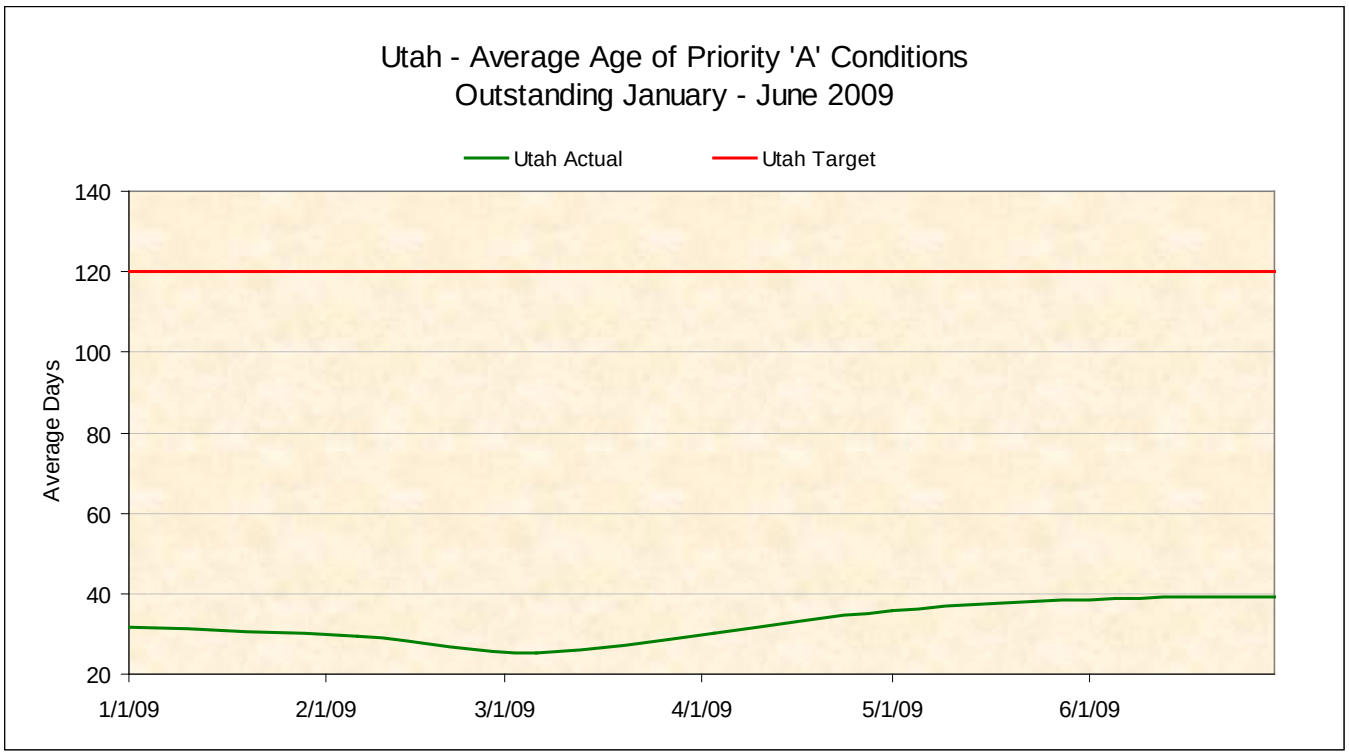
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
% Complete to Plan	5.8%	13.0%	21.3%	28.1%	35.4%	43.6%						
Scorecard Target	8.0%	18.0%	28.0%	36.0%	43.0%	50.0%	58.0%	65.0%	74.0%	84.0%	93.0%	100.0%

3.2.1 Maintenance Historical Spending



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.

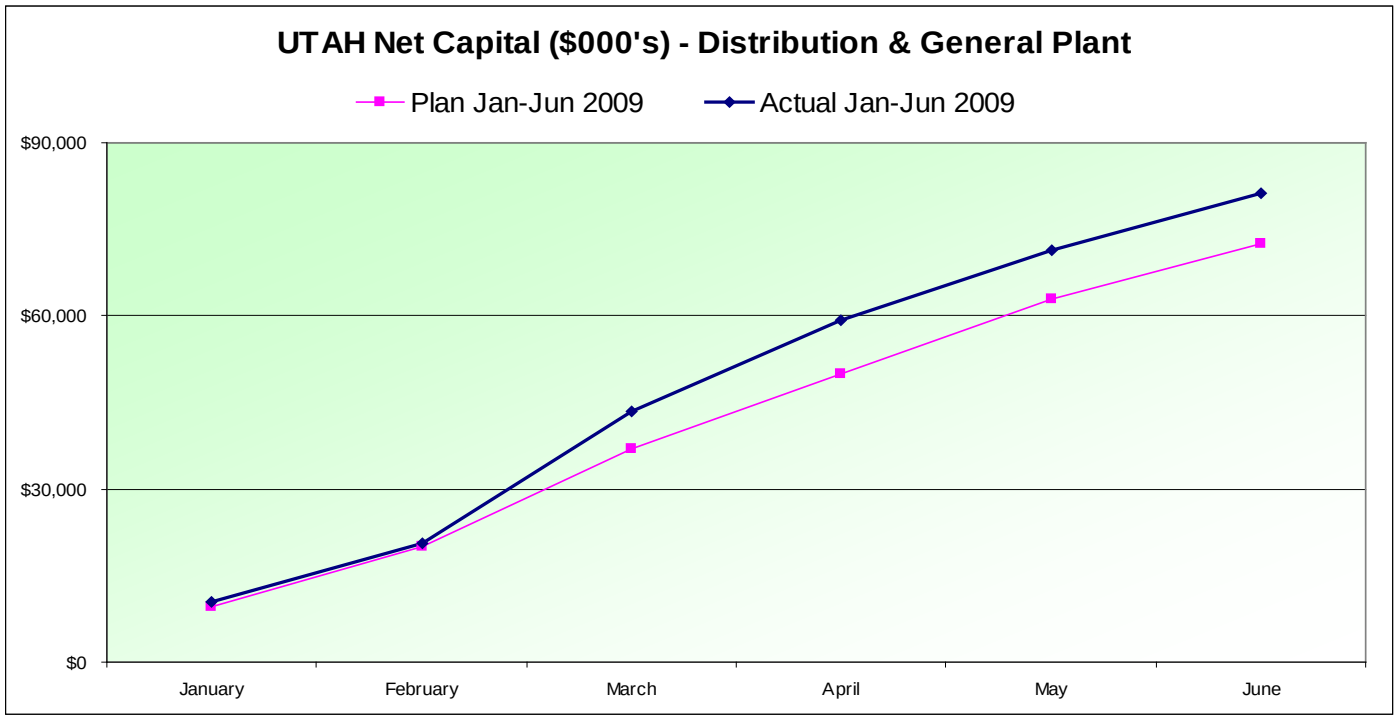


4 CAPITAL INVESTMENT

4.1 Capital Spending - Distribution and General Plant

Second Quarter Ending June 30, 2009

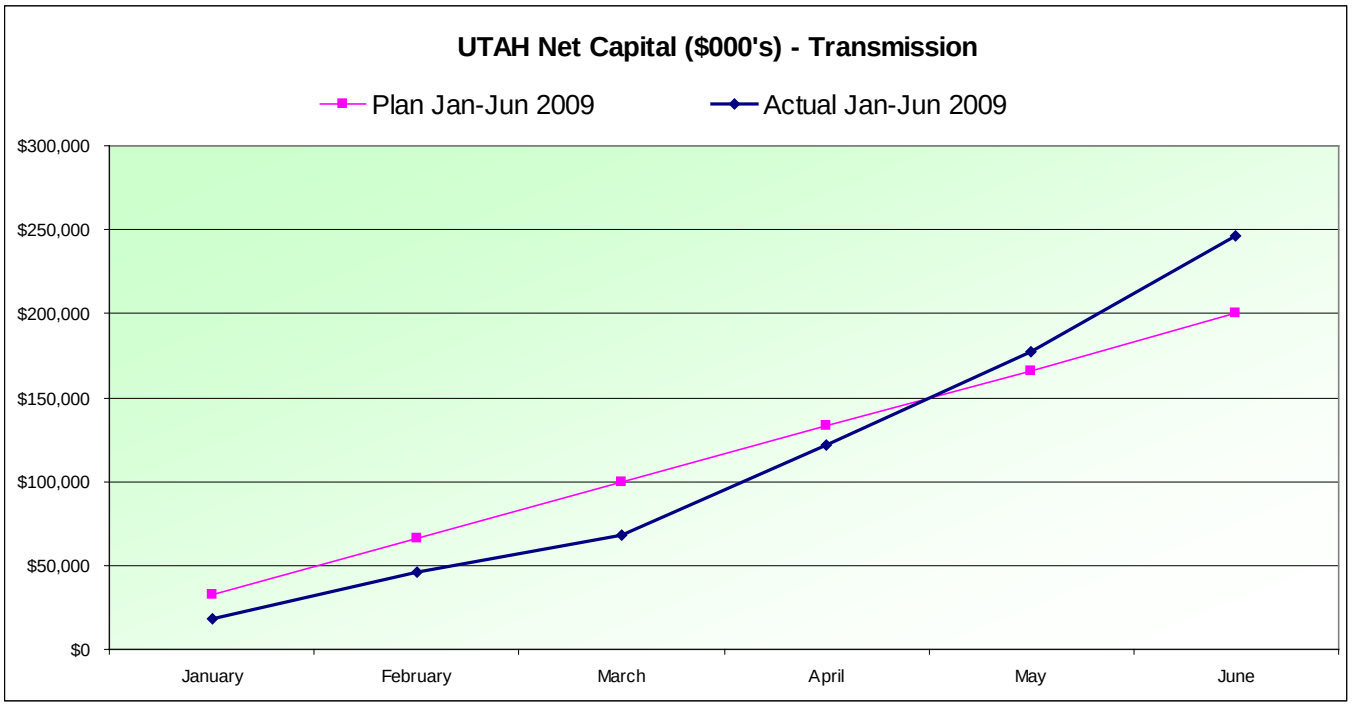
Investment Area	Actuals ($M)	Plan ($M)	Variance Explanation
1. Mandated	7.5	5.0	Public Accommodations $1.8M over plan, Highway Relocations $1.5M over plan; partially offset by Regional/National $1.6M under plan
2. New Connects	19.8	17.0	Residential $2.3M over plan, Commercial, $0.8M over plan; partially offset by St. Light & Other $0.5 under plan
3. System Reinforcement	41.3	40.2	Substations $4.4 over plan; partially offset by Subtransmission $3.2 under plan
4. Replacements	10.8	9.6	Underground Vaults & Equip $1.0M over plan, Storm & Casualty $0.6M over plan; partially offset by Substation Transformers $0.6M under plan, Vehicles $0.5M over plan,
6. Upgrades & Modernize	1.8	0.7	Substation Improvements $0.8M over plan
Total - Distribution	**81.2**	**72.5**	



4.2 Capital Spending - Transmission

Second Quarter Ending June 30, 2009

Investment Area	Actuals ($M)	Plan ($M)	Variance Explanation
1. Mandated	0.6	1.2	Regional/National $0.5M under plan, Environmental $0.2M under plan
2. New Connects & System Reinforcement	5.6	6.4	Industrial $1.1M under plan; partially offset by Sub-transmission $0.3M over plan, Commercial $0.2M over plan
3. Replacements	2.7	3.4	Storm & Casualty $0.7M under plan, Substation Meters & Relays $0.5M under plan; partially offset by Transmission Poles $0.3M over plan, Substation Switchgear, Breakers $0.2M over plan
4. Upgrades & Modernize	0.3	0.4	Transmission Improvements $0.1M under plan
Total - Trans. Excl. IRP & Interconnections	**9.2**	**11.4**	
5. IRP & Interconnections	237.3	188.8	Transmission Expansion Plan $34.4M over plan, Main Grid Load Growth $25.9M over plan; partially offset by Interconnects $11.8M under plan,
Total - Transmisssion	**246.5**	**200.2**	



4.3 New Connects

Utah Count of New Connects

	2008	2009								
	Jan - Jun 2008	Jan	Feb	Mar	Jan-Mar Total	Apr	May	Jun	Apr-Jun Total	Jan-Jun 2009 Total
Residential										
Utah South	554	47	53	42	142	52	54	50	156	298
Utah North	1,882	310	186	281	777	259	394	388	1,041	1,818
Utah Central	2,240	346	270	269	885	354	345	363	1,062	1,947
Total Residential	**4,676**	**703**	**509**	**592**	**1,804**	**665**	**793**	**801**	**2,259**	**4,063**
Commercial										
Utah South	153	16	21	38	75	27	19	37	83	158
Utah North	702	131	89	92	312	108	102	125	335	647
Utah Central	770	116	144	112	372	86	108	106	300	672
Total Commercial	**1,625**	**263**	**254**	**242**	**759**	**221**	**229**	**268**	**718**	**1,477**
Industrial										
Utah South	12	1	-	-	1	-	-	2	2	3
Utah North	1	4	-	-	4	-	2	-	2	6
Utah Central	4	1	1	1	3	2	1	-	3	6
Total Industrial	**17**	**6**	**1**	**1**	**8**	**2**	**3**	**2**	**7**	**15**
Irrigation										
Utah South	40	2	1	3	6	11	4	2	17	23
Utah North	13	2	-	4	6	2	7	1	10	16
Utah Central	16	-	-	3	3	1	4	3	8	11
Total Irrigation	**69**	**4**	**1**	**10**	**15**	**14**	**15**	**6**	**35**	**50**
Total New Connects										
Utah South	759	66	75	83	224	90	77	91	258	482
Utah North	2,598	447	275	377	1,099	369	505	514	1,388	2,487
Utah Central	3,030	463	415	385	1,263	443	458	472	1,373	2,636
Total New Connects	**6,387**	**976**	**765**	**845**	**2,586**	**902**	**1,040**	**1,077**	**3,019**	**5,605**

Utah South includes: Moab, Cedar City/Milford, Richfield/Delta, Vernal, American Fork, Park City and Price
Utah North includes: Tremonton, Smithfield, Evanston and Ogden
Utah Central includes: Layton, SLC Metro, Jordan Valley and Tooele

5 VEGETATION MANAGEMENT

5.1 Production

UTAH
Tree Program Reporting
January 1, 2008 through June 30, 2009
Distribution

		2009 Progress				Cycle Progress			
	3 Year Program/Total Line Miles *column a*	1/1/2009-6/30/2009 Miles Planned *column b*	1/1/2009-6/30/2009 Actual Miles *column c*	01/01/2009-6/30/2009 Ahead/Behind *column d*	1/1/2009-6/30/2009 % Ahead/Behind *column e*	1/1/2008-6/30/2009 Miles Planned *column f*	1/1/2008-6/30/2009 Actual Miles *column g*	01/01/2008-6/30/2009 Ahead/Behind *column h*	1/1/2008-6/30/2009 % Ahead/Behind *column i*
UTAH	10,912	1,819	2,327	508	127.9%	5,456	5,949	493	109.0%
AMERICAN FORK	848	136	76	-60	55.9%	419	258	-161	61.6%
CEDAR CITY/MILFORD	1,353	217	125	-92	57.6%	668	746	78	111.7%
JORDAN VALLEY	817	131	62	-69	47.3%	403	421	18	104.4%
LAYTON	285	66	69	3	104.5%	161	254	93	157.9%
MOAB	922	148	646	498	436.5%	455	812	357	178.3%
OGDEN	882	141	110	-31	78.0%	435	351	-84	135.2%
PARK CITY	527	84	0	-84	0.0%	260	293	33	91.2%
PRICE	571	131	135	4	103.1%	321	445	124	68.8%
RICHFIELD/DELTA	1,311	210	539	329	256.7%	647	681	34	114.5%
SL METRO	1,206	193	241	48	124.9%	595	754	159	126.7%
SMITHFIELD	565	102	94	-8	92.2%	290	401	111	138.1%
TOOELE	462	116	125	9	107.8%	270	212	-58	78.5%
TREMONTON	725	74	105	31	141.9%	316	243	-73	77.0%
VERNAL	438	70	0	-70	0.0%	216	78	-138	36.1%

Distribution cycle $/tree: $62.95
Distribution cycle $/mile: $2,075
Distribution cycle removal % 30.3%

Transmission

Total Line Miles	Line Miles Scheduled	Line Miles Worked	Miles Ahead(behind) Schedule	Miles on Schedule	% of miles on/behind Schedule
6,256	1280	2064	1083	7,339	117%

Transmission $/mile: $758

Notes:
Column a: Total overhead distribution pole miles by district
Column b: Total overhead distribution pole miles needed to be on pace for a three-year cycle for the period January 1, 2008 through December 31, 2008
Column c: Actual overhead distribution pole miles worked during the period December 31, 2008 through June 30, 2008
Column d: Miles ahead or behind for the period January 1, 2008 through December 31, 2008 (column f-column e)
Column e: Percent of actual compared to miles needed for the period December 31, 2008 through June 30, 2008 to be on pace for a three-year cycle ((column f÷e)×100)

5.2 Budget

UTAH									
Tree Program Reporting									
			CY2009	CY2010	CY2011				
Distribution									
Tree Budget			$12,865,374	$13,350,399	$12,518,669				
Transmission									
Tree Budget			$3,392,292	$3,463,628	$3,372,696				
Total Tree Budget			$16,257,666	$16,814,027	$15,891,365				
		Distribution					Transmission		
		Actuals	Budget	Variance			Actuals	Budget	Variance
Calendar year 2009									
	Jan	$1,031,917	$960,938	$70,979			$360,344	$269,230	$91,114
	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			$0					$0
	Aug			$0					$0
	Sep			$0					$0
	Oct			$0					$0
	Nov			$0					$0
	Dec			$0					$0
	Total	$5,824,366	$6,379,044	-$554,678			$1,650,925	$1,696,146	-$45,221
Average # Tree Crews on Property (YTD)				64					

5.2.1 Vegetation Historical Spending