

PacifiCorp Major Event Report
Customer Analysis

PacifiCorp Major Events Report	FY2005		04/02/04 through 04/03/04			Customer Analysis						Customers Restored by Intervals			Major Event Only		
	Sustained Customers Off	% Sustained Customers Off	CML	Number of Sustained Interruptions	Average Customer Count	5 Minutes or Less (Momentary)	> 5 Minutes and <3 Hours	Sustained Customers Restored (GE 3 hours, LE CG 1)	Sustained Customers Restored GT CG 1	% Sustained Customers Restored in Less Than 3 Hours PS 5	SAIDI	SAIFI	MAIFI				
	Utah	120,116	16%	31,762,561	523	754,318	19,218	63,560	56,421	135	53%	42.11	0.16	0.03			
LAYTON	24,862	42%	5,905,390	104	59,741	8,723	13,881	10,971	10	56%	98.850	0.416	0.146				
OGDEN	73,003	80%	21,126,179	271	91,128	10,402	34,571	38,307	125	47%	231.830	0.801	0.114				
SLC METRO	21,247	11%	4,696,071	139	201,107	93	14,135	7,112	0	67%	23.351	0.106	0.000				
TREMONTON	1,004	12%	34,921	9	8,575	0	973	31	0	97%	4.072	0.117	0.000				

Date	Customer Interrupted by Date			
	4/2/04 5:41		4/4/04 19:16	
	Sustained Customers Off	% Sustained Customers Off	CML	Number of Sustained Interruptions
4/2/2004	106,043	85%	27,869,760	296
4/3/2004	18,796	15%	4,245,775	242

CG 1 Restoring your power.
 "If the power goes out, we will restore your electricity as soon as possible.
 But if it's not back on within (**see table**) hours, barring damage done due to extreme weather, you can claim:
 \$50 if you are a residential customer,
 \$100 if you are a commercial or industrial customer, plus
 \$25 for each additional 12-hour delay.
 You must claim your credit by contacting us within 30 days of the interruption."

PS 5 Restoring supply after a fault
 "We will ensure that at least 80% of our customers who experience a power interruption have their power supply restored in less than three hours."