



**ROCKY MOUNTAIN  
POWER**  
A DIVISION OF PACIFICORP

February 27, 2008

**VIA ELECTRONIC FILING  
AND OVERNIGHT DELIVERY**

Utah Public Service Commission  
Heber M. Wells Building, Fourth Floor  
160 East 300 South  
Salt Lake City, UT 84111

Attn: Julie Orchard  
Commission Secretary

**RE: Service Standards Report Submitted Pursuant to Commitment U 9**

Please find enclosed Rocky Mountain Power's annual report for the period January 1, 2007 through December 31, 2007 detailing Rocky Mountain Power's performance in meeting the service standards approved in the above docket.

If you have any questions or require further information, please call me at (503) 331-4390.

Sincerely,

Carole Rockney, Director  
Customer and Regulatory Liaison

Enclosure

cc: Service List  
Service Quality Review Group

UTAH PUBLIC  
SERVICE COMMISSION

2008 FEB 27 A 11: 20

RECEIVED

P.O. Box 25308  
Salt Lake City, Utah 84125

149189

Service List:

Abdinasir Abdulle  
Heber Wells Building, Ste 200  
160 East 300 South  
Salt Lake City, UT 84111

Doug Bennion  
1407 West North Temple  
Salt Lake City, UT 84116

Heide Caswell  
825 NE Multnomah, Suite 1600 LCT  
Portland, OR 97232

Bret Allsup  
825 NE Multnomah, Suite 1600 LCT  
Portland, OR 97232

Dan Gimble  
Heber M. Wells Building, Ste 200  
160 East 300 South  
Salt Lake City, UT 84111

Mark Ginsberg  
Heber M. Wells Building, 4<sup>th</sup> Floor  
160 East 300 South  
Salt Lake City, UT 84111

David Irvine  
350 South 400 East, Ste 201  
Salt Lake City, UT 84111

Jeff Larsen  
207 South Main, 23<sup>rd</sup> Floor  
Salt Lake City, UT 84111

Jim Logan  
Heber M. Wells Building, 4<sup>th</sup> Floor  
160 East 300 South  
Salt Lake City, UT 84111

Cheryl Murray  
Heber M. Wells Building, 4<sup>th</sup> Floor  
160 East 300 South  
Salt Lake City, UT 84111

Rea Petersen  
Heber M. Wells Building, 4<sup>th</sup> Floor  
160 East 300 South  
Salt Lake City, UT 84111

Charles Peterson  
Heber M. Wells Building, 4<sup>th</sup> Floor  
160 East 300 South  
Salt Lake City, UT 84111

Artie Powell  
Heber M. Wells Building, 4<sup>th</sup> Floor  
160 East 300 South  
Salt Lake City, UT 84111

Carole Rockney  
825 NE Multnomah, Suite 800 LCT  
Portland, OR 97232

Arthur Sandack  
8 E. Broadway, Suite 510  
Salt Lake City, UT 84111

Dave Taylor  
201 South Main, 23<sup>rd</sup> Floor  
Salt Lake City, UT 84111

Becky Wilson  
Heber M. Wells Building, 4<sup>th</sup> Floor  
Salt Lake City, UT 84111

Betsy Wolf  
764 S 200 W  
Salt Lake City, UT 84101

Service Quality Review Group

Division of Public Utilities  
Heber M. Wells Building, 4<sup>th</sup> Floor  
160 East 300 South  
Salt Lake City, UT 84111

Artie Powell  
Absinasir Abdulle  
Charles Peterson  
Staff  
Becky Wilson  
Jim Logan  
Mike Ginsberg

Committee of Consumer Services  
Heber Wells Building, Ste 200  
160 East 300 South,  
Salt Lake City, Utah

Cheryl Murray  
Dan Gimble

Counsel for IBEW Local 57  
Arthur Sandack  
8 E. Broadway, Suite 510  
Salt Lake City, Utah 84111

Salt Lake Community Action  
764 S 200 W  
Salt Lake City, Utah 84101  
Betsy Wolf

PacifiCorp  
Carole Rockney  
Heide Caswell  
Doug Bennion  
Brett Allsup  
Dave Taylor  
Jeff Larsen



Description	Baseline		Performance at Performance at December 2007 December 2006		Goal
	Original	Modified	2007	2006	
<ul style="list-style-type: none"> <li>SAIDI (System availability in minutes per customer)<sup>1</sup></li> <li>SAIFI (System reliability in interruptions per customer)</li> <li>Worst Performing Circuits - Circuit Performance Indicator (CPI)<sup>2</sup></li> </ul>	1596	957	198	209	Underlying SAIDI of 188 by end of FY2008 <sup>4</sup> Underlying SAIFI of 1.94 by end of FY2008 <sup>5</sup> Reduce CPI by 20% from modified baseline
<p><u>Program Year 4:</u></p> <p>Toquerville 32 Toquerville 31 Saratoga 13 Nibley 21 Middleton 24</p> <p><u>Program Year 5:</u></p> <p>Dumas 16 West Com 11 Quarry 15 Brooktown 12 North Bench 13</p> <p><u>Program Year 6:</u></p> <p>Cudahy 11 Garden City 12 Black Mountain 11 Uintah 13 West Roy 14</p> <p><u>Program Year 7:</u></p> <p>Tooele 12 Box Elder 12 Oakley 11 Brighton 12 Timber Lakes 11</p> <p><u>Program Year 8:</u></p> <p>Brian Head 11 McClelland 12 Union 16 Enoch 12 Quail Creek 12</p>	<p>Average: 1596</p> <p>809 683 683 885 485 823 794 186 38 193 301 151 192 449 664 165 259 204 319 326 984 370 447 565 380 143 186 1094</p> <p>Average: 773</p> <p>Average: 511</p> <p>Average: 368</p> <p>Average: 408</p>	<p>Average: 521</p> <p>86% 83% 100% 100% 100%</p>	<p>209</p> <p>2.01</p>	<p>Target: 766. GOAL MET Program Year 4</p> <p>Target: 618. GOAL MET Program Year 5</p> <p>Target: 409. GOAL MET Program Year 6</p> <p>Target: 293. GOAL NOT YET MET Program Year 7</p> <p>Target: 326. GOAL NOT YET MET Program Year 8</p>	
<ul style="list-style-type: none"> <li>Power supply restored within 3 hours</li> <li>Calls answered within 30 seconds</li> <li>Respond to commission complaints within 3 days</li> <li>Respond to commission complaints regarding service disconnects within 4 hours</li> <li>Commission complaints resolved within 30 days</li> </ul>	N/A	Not applicable	86%	87%	80%
		Not applicable	83%	80%	80%
		Not applicable	100%	100%	95%
		Not applicable	100%	100%	95%
		Not applicable	100%	100%	100%

<sup>1</sup> SAIDI and SAIFI baselines and targets have been agreed upon.

<sup>2</sup> Baseline CPI figures are based on 3-years ended data as of December 31, 1998 for FY 2001 circuits; 3-years ended data as of March 31, 2001 for FY 2002 circuits; 3-years ended March 31, 2002 for FY 2003 circuits; 3-years ended March 31, 2003 for FY 2004 circuits; 3-years ended March 31, 2004 for FY 2005 circuits. For FY2001 through FY2004 circuits, baseline CPI has been modified since originally reported to reflect uplift consistent with baseline methodology of other performance metrics. Modified baseline CPI are shown above. Improvement period is 2 years after identification year, followed by a 3-year period to recalculate CPI.

<sup>3</sup> SAIDI target met during period July 1, 2006 through June 30, 2007, with actual SAIDI of 188.1 minutes.

<sup>4</sup> SAIFI target met during period July 1, 2006 through June 30, 2007 with actual SAIFI of 1.816 events.

Note: Performance figures exclude impacts of major events.