

**Report to: Utah Public Service Commission**

**Electric Service Reliability - Major Event Report UT-11-3**

**Event Date(s):** December 1-2, 2011  
**Date Submitted:** January 12, 2012  
**Primary Affected Locations:** SLC Metro, Jordan Valley, Ogden, Layton  
**Exclude from Performance Reports:** Yes  
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**Report Approved by:** Dennis Hansen, Heide Caswell

**Event Description:**

A severe windstorm blowing through Utah December 1-2, 2011, created numerous momentary and sustained outages in Rocky Mountain Power's service territory, most significantly in the company's Salt Lake City Metro, Jordan Valley, Ogden and Layton operating areas. Sustained wind speeds averaged 65mph with gusts exceeding 100mph. The destructive wind forces uprooted hundreds of trees, tore roofs off structures, destroyed traffic signals, sent all manner of debris airborne into facilities, toppled high-profile vehicles, and snapped utility poles and crossarms like matchsticks. Concern for public safety led to temporary closures of public rail and highways. Sustained interruptions were caused by blown fuses, tree contacts, slapping conductor, broken crossarms, and downed poles and wire.

Sustained interruptions involved 107 substations and 213 circuits, impacting 17% of the company's Utah customers. The longest interruption occurred on South Ogden #11 circuit, affecting 4 customers for 3,868 minutes (64.5 hours), the final stage of a 3-step restoration.

Total Customer Minutes Lost = 66,473,565  
Total Sustained Incidents = 1,612  
Total Sustained Customer Interruptions = 137,799

**Restoration:**

Rocky Mountain Power closely monitors weather forecasts in order to take proactive measures to prepare before anticipated storms. Upon receiving news of high wind warnings, operations management and customer services ramped up various response personnel, including supplementary dispatch personnel, additional troubleshooters at the Wasatch Restoration Center and increased staffing in call centers. The company's Incident Command Center was activated on December 1 at 10:15am to expedite sourcing and manage logistics. Operations management issued an emergency declaration to hold crews, manage rest periods and call in additional personnel. Additional resources, materials and equipment available from surrounding company territories were on alert for rapid deployment as outages escalated beyond capacity of local resources. Company and contract resources were borrowed from Wyoming, Idaho, Oregon, Washington and other less-impacted operating areas within Utah.

During the event, various messaging channels were utilized in addition to voice response by call center agents, including recorded messages, the company's automated outage reporting, the company's outage website on the internet, as well as social media and traditional media contacts.

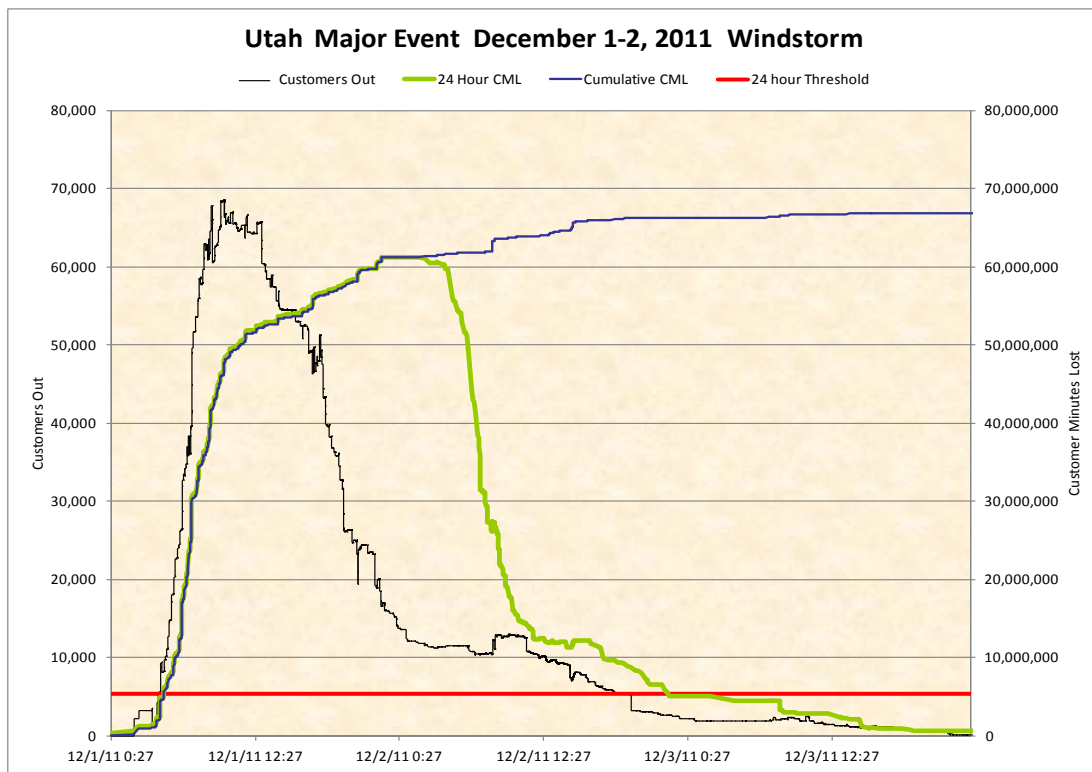
Call centers experienced unprecedented call volume for the period, yet achieved a telephone service level of 85.2% calls answered within 30 seconds.

The company’s customer and community managers worked closely with community leaders and the Red Cross. Personal visits and phone calls were made to some customers out of power the longest, to check on the well-being of these customers. Critical customers were identified and prioritized for restoration, including city water pumps, health care centers and medically-challenged customers.

There have been no customer complaints filed with regard to the company’s storm response.

Statewide, 31% of total affected customers were restored within 3 hours; 5,858 customers were off supply for more than 24 hours (including 228 off supply more than 48 hours).

Facilities damage included replacement of 166 distribution poles, 5 transmission poles, 118 crossarms, 87 transformers, and approximately 150,000 line feet of conductor.



**Restoration Resources in Primary Affected Areas:**

Troubleman/assessors	70
Internal local crewmembers	211
Internal borrowed crewmembers	95
External (contract) crewmembers	120
Vegetation crewmembers	266
Support staff	50
<b>Total</b>	<b>812</b>

**State Estimated Major Event Costs:**

Expense	\$2,500,000	Capital	\$2,500,000	<b>TOTAL</b>	<b><u>\$5,000,000</u></b>
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**SAIDI, SAIFI, MAIFI Report:** (Attached)

**Major Event Threshold:**

Rocky Mountain Power is requesting designation of this storm and its consequences to be classified as a “Major Event” for exclusion from network performance reporting. This major event exceeded the company’s current Utah threshold for customer minutes lost in a 24-hour period (pursuant filed Advice/Approval Letters 04-13/05-13 adopting IEEE 1366-2003 major event methodology effective the company’s fiscal year 2006).