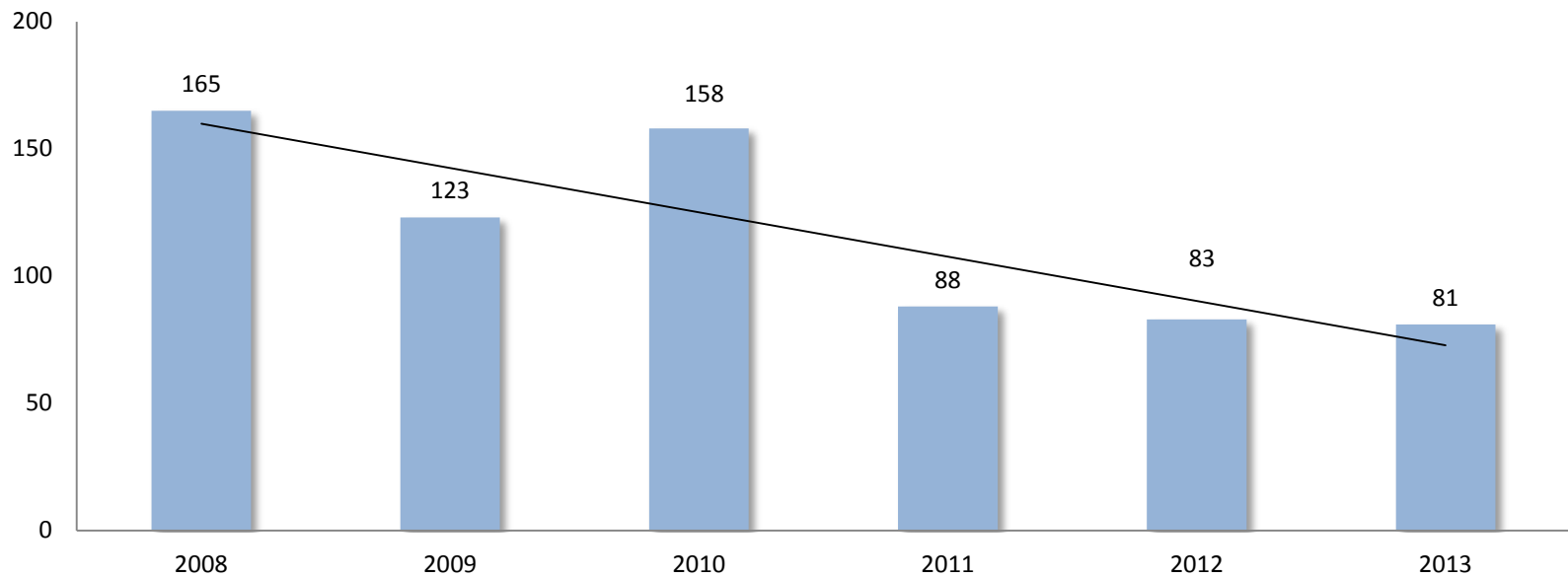
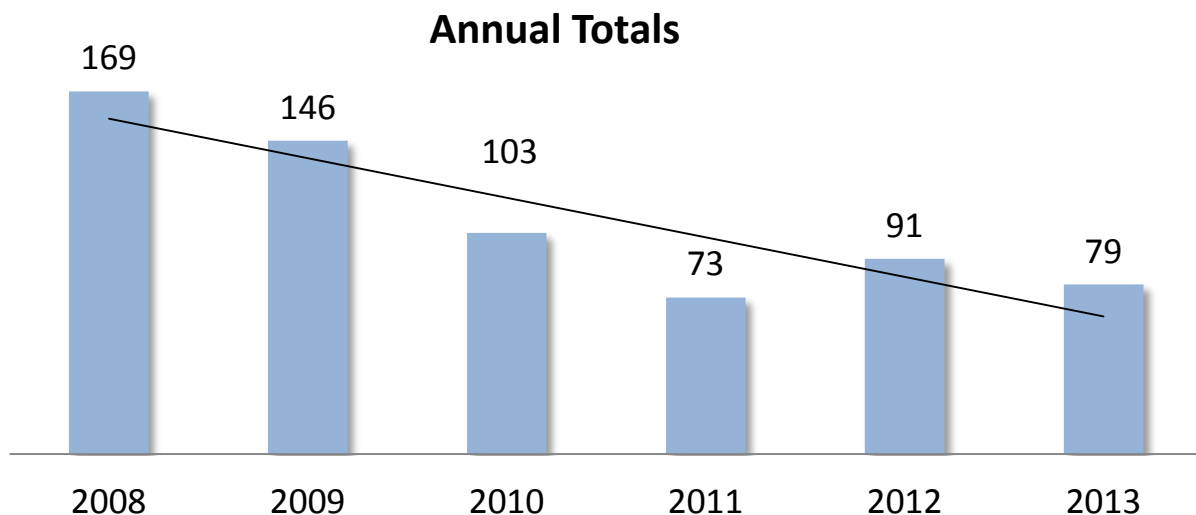


# Utah Commission Complaints

Complaints Per Year



# Utah Customer Guarantee Program



**Cumulative Success Rate 2008 to 2013= 99.9%**

**CG1- Restore outages in 24 hours**  
**CG2- Meet all appointments in 2 hours**  
**CG3- Connect power in 24 hours**  
**CG4- Provide an estimate in 15 days**

**CG5- Respond to a billing inquiry in 10 days**  
**CG6- Respond to metering inquiry in 10 days**  
**CG7- Provide 48 hour notice prior to a planned outage**