ROCKY MOUNTAIN POWER
A DIVISION OF PACIFICORP

UTAH

SERVICE QUALITY

REVIEW

January 1 – December 31, 2013

Report

TABLE OF CONTENTS

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 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. In 2012 the Company and stakeholders collaboratively developed reliability reporting rules that were intended to replace the Service Standards Program. This report reflects those changes and captures the recently-adopted state rules.

1 Service Standards Program Summary[1]

1.1 Rocky Mountain Power Customer Guarantees

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.

[1] In 2012, rules were codified in Utah Regulations R746-313. The Company, Commission and other stakeholders have been working to develop mechanisms that comply with these rules and that will supersede the Company's Service Standards Program.

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)	Utah Commission adopted baselines recognizing 365-day rolling (rather than calendar) performance levels of between 152-201 minutes.
*Network Performance Standard 2: Improve System Average Interruption Frequency Index (SAIFI)	Utah Commission adopted baselines recognizing 365-day rolling (rather than calendar) performance levels of between 1.3-1.9 events.
Network Performance Standard 3: Improve Under Performing Circuits	The Company will reduce by 20% the circuit performance indicator (CPI) for a maximum of five underperforming 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 2012, rules were codified in Utah Regulations R746-313. The Company, Commission and other stakeholders have been working to develop mechanisms that comply with these rules and that will supersede the Company's Service Standards Program.

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 greater than 5 minutes in duration.

Momentary Outage Event
A momentary outage is defined as an outage equal to or less than 5 minutes in duration. Rocky Mountain Power has historically captured this data using substation breaker fault counts, but where SCADA (Supervisory Control and Data Acquisition Systems) exist, uses this data to calculate consistent with IEEE 1366-2003.

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).

$MAIFI_E$
$MAIFI_E$ (momentary average interruption event frequency index) is an industry-defined term that attempts to identify the frequency of all momentary interruption events that the average customer experiences during a given time-frame. It is calculated by counting all momentary operations which occur within a 5 minute time period, as long as the sequence did not result in a device experiencing a sustained interruption. This series of actions typically occurs when the system is trying to re-establish

[2] IEEE 1366-2003 was adopted by the IEEE on December 23, 2003. It was subsequently modified in IEEE 1366-2012, but all definitions used in this document are consistent between these two versions. 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.

energy flow after a faulted condition, and is associated with circuit breakers or other automatic reclosing devices.

Lockout

Lockout is the state of device when it attempts to re-establish energy flow after a faulted condition but is unable to do so; it systematically opens to de-energize the facilities downstream of the device then recloses until a lockout operation occurs. The device then requires manual intervention to re-energize downstream facilities. This is generally associated with substation circuit breakers and is one of the variables used in the Company's calculation of blended metrics.

CEMI

CEMI is an acronym for Customers Experiencing Multiple (Momentary Event and Sustained) 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.

CPI99

CPI99 is an acronym for Circuit Performance Indicator, which uses key reliability metrics of the circuit to identify underperforming circuits. It excludes Major Event and Loss of Supply or Transmission outages. The variables and equation for calculating CPI are:

CPI = Index * ((SAIDI * WF * NF) + (SAIFI * WF * NF) + ($MAIFI_E$ * WF * NF) + (Lockouts * WF * NF))

Index: 10.645
SAIDI: Weighting Factor 0.30, Normalizing Factor 0.029
SAIFI: Weighting Factor 0.30, Normalizing Factor 2.439
$MAIFI_E$: Weighting Factor 0.20, Normalizing Factor 0.70
Lockouts: Weighting Factor 0.20, Normalizing Factor 2.00
Therefore, 10.645 * ((3-year SAIDI * 0.30 * 0.029) + (3-year SAIFI * 0.30 * 2.439) + (3-year $MAIFI_E$* 0.20 * 0.70) + (3-year breaker lockouts * 0.20 * 2.00)) = CPI Score

CPI05

CPI05 is an acronym for Circuit Performance Indicator, which uses key reliability metrics of the circuit to identify underperforming circuits. Unlike CPI99, it includes Major Event and Loss of Supply or Transmission outages. The calculation of CPI05 uses the same weighting and normalizing factors as CPI99.

<u>Performance Types</u>

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 (ME) is defined as a 24-hour period where SAIDI exceeds a statistically derived threshold value (Reliability Standard IEEE 1366-2012) based on the 2.5 beta methodology. The values used for the reporting period and the prospective period are shown below.

Effective Date	Customer Count	ME Threshold SAIDI	ME Customer Minutes Lost
1/1-12/31/2013	856,927	6.48	5,554,098
1/1-12/31/2014	863,425	5.47	4,723,006

Underlying Events

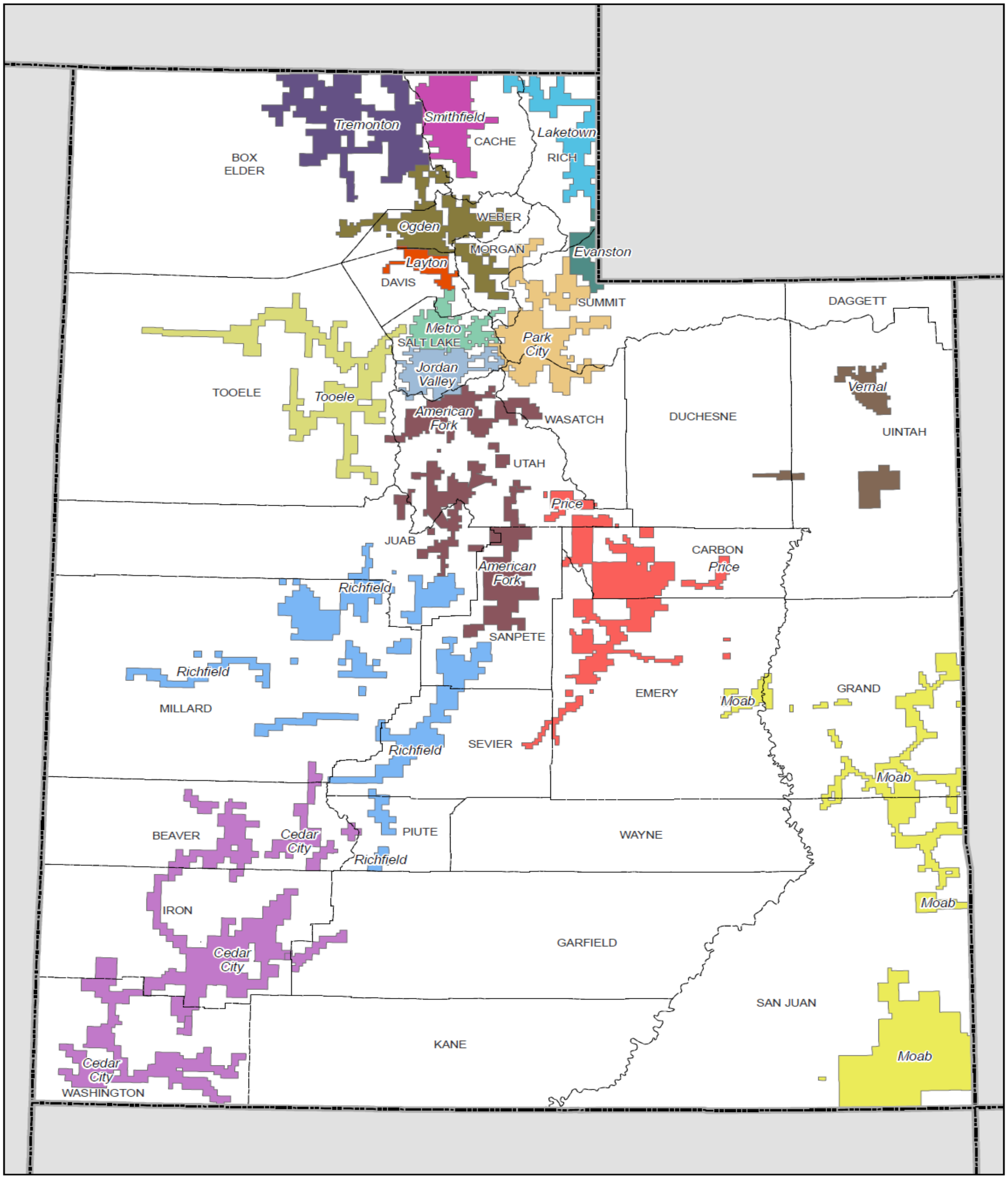
Within the industry, there has been a great need to develop methodologies to evaluate year-on-year performance. This has led to the development of methods for segregating outlier days, via the approaches described above. Those days which fall below the statistically derived threshold represent “underlying” performance, and are valid. If any changes have occurred in outage reporting processes, those impacts need to be considered when making comparisons. Underlying events includes all sustained interruptions, whether of a controllable or non-controllable cause, exclusive of major events, prearranged and customer requested interruptions.

Controllable Distribution (CD) 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); they will generally be referred to in subsequent text as controllable distribution (CD). 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.) At the time that the Company established the determination of controllable and non-controllable distribution it undertook significant root cause analysis of each cause type and its proper categorization (either controllable or non-controllable). Thus, when outages are completed and evaluated, and if the outage cause designation is improperly identified as non-controllable, then it would result in correction to the outage’s cause to preserve the association between controllable and non-controllable based on the outage cause code. The company distinguishes the performance delivered using this differentiation for comparing year to date performance against underlying and total performance metrics.

1.4 Utah Distribution Service Area Map with Operating Areas/Districts

Below is a graphic showing the specific areas where the Company's distribution facilities are located.



2 RELIABILITY PERFORMANCE

As shown in charts under subsections 2.1 and 2.2 below, the Company's 2013 underlying reliability results fell within the Company's control zones, which are shown as green in the graphic. History reflecting these metrics is displayed in Sections 2.3 and 2.4. Baselines are explored in Section 2.5. Cause code information, which is reported consistently with past Service Quality Review Reports, is shown in Section 2.6. Finally, Section 2.7 contains reporting information complies with features outlined in Utah Title 746.313.

During 2013, there were three major events and nine significant event days[3] recorded.

Utah Major Events 2013		
Date	Cause	SAIDI
September 17, 2013	Loss of Supply (lightning)	7
November 21-23, 2013	Windstorm	9
December 19, 2013	Snowstorm	10
Total		26

- A late summer storm caused significant reliability impacts to Rocky Mountain Power facilities on September 17, 2013, affecting customers in the Company's Ogden and Park City operating areas. The location of some of the fault events resulted in loss of supply outages in addition to distribution interruptions that were experienced. Customer interruptions affected 96% of the company's Park City customers. Overall, 84% of the sustained customer interruptions were restored within 3 hours. Facilities damage in Utah included replacement of 6 transmission poles, 4 crossarms and approximately 4,500 line feet of conductor. There have been no customer complaints filed with regard to the company's storm response.
- The calamitous combination of heavy snow, high winds, and falling trees delivered severe reliability impacts to Rocky Mountain Power facilities and its operations beginning about 5:00PM on November 21, continuing through November 23, 2013. The damage most significantly affected customers in the Company's Moab, Ogden and Salt Lake City operating areas. In Ogden and SLC, high winds were the cause of non-preventable tree outages, while in Moab, it was heavy, wet snow that caused the non-preventable tree outages. In Moab particularly, some customers experienced repeat interruptions during the storm. Overall, 82% of the sustained customer interruptions were restored within 3 hours. One Price customer (Lila Canyon Mine) was off power more than 24 hours due to heavy wind damage to transmission structures on Mathington-Tamarisk 138kV line; four Cedar City customers were off power more than 48 hours due to snow-related damage repairs on Iron Mountain #11 line; and one American Fork customer was off power more than 96 hours due to planned construction on Spanish Fork 345kV line. Facilities damage in Utah included replacement of 2 transmission poles, 18 distribution poles, 24 crossarms, 14 transformers and more than 4,100 line feet of conductor. There have been no customer complaints filed with regard to the company's storm response.
- A winter storm bringing freezing rain, snow and ice to the Wasatch Front and northern Utah delivered significant reliability impacts to Rocky Mountain Power facilities and its operations on December 19, 2013. Pole fires resulting from the combination of contamination and moisture experienced in Jordan Valley and SLC Metro operating areas were the leading cause of sustained interruptions. Facilities damage in Utah included replacement of 2 transmission poles, 7

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

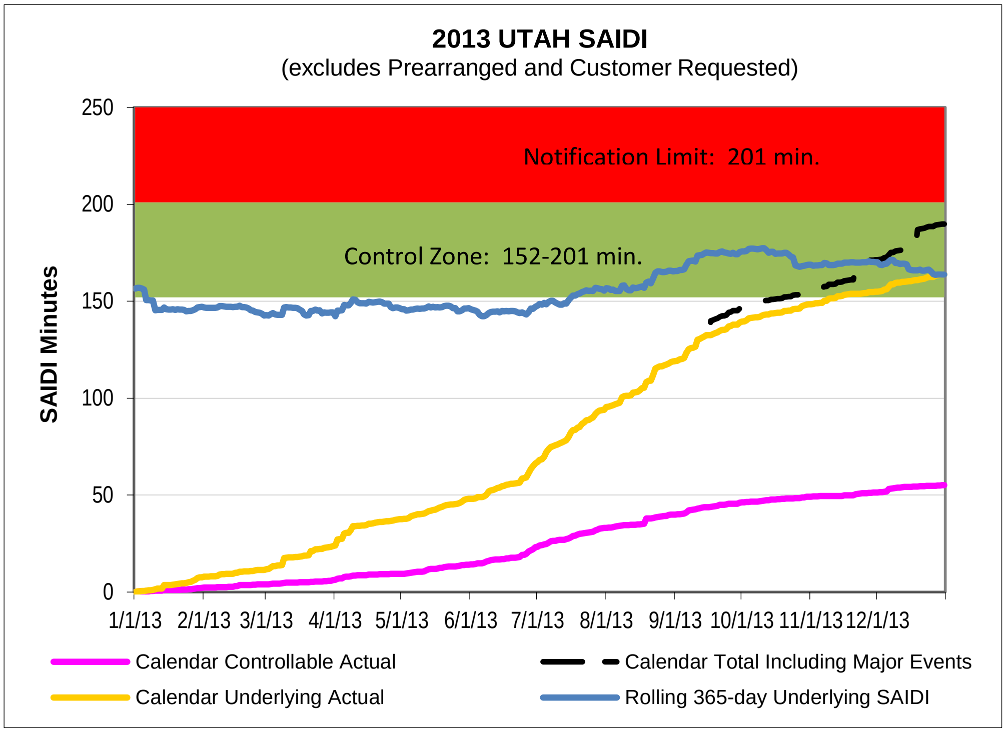
distribution poles, 37 crossarms, 1 transformer and more than 12,000 line feet of conductor. As storm damage mounted throughout the morning, the Company activated its Incident Command Center at 1:00PM to manage resource deployment and logistics coordination. Overall, 57% of the sustained customer interruptions were restored within 3 hours, and all but 20 of the remaining customers were restored within 24 hours. The final 20 customers were off power for up to 40 hours due to pole fires on Salt Lake City Metro's Capitol #13 line (19 customers) and American Fork's Spanish Fork 345kV line (1 customer). There have been no customer complaints filed with regard to the company's storm response.

Utah Significant Event Days 2013						
Date	Cause	Underlying SAIDI	Percent of Total Underlying SAIDI (164)	CD SAIDI	Percent of Total CD SAIDI (55)	CD Percent of Day
March 9, 2013	Snowstorm	3.7	2.3%	0.27	0.5%	7.1%
April 2, 2013	Snowstorm	3.1	1.9%	0.48	0.9%	15.6%
April 5, 2013	Pole Fire	2.7	1.7%	0.77	1.4%	28.4%
August 8, 2013	Thunderstorm	2.9	1.8%	0.29	0.5%	9.9%
August 19, 2013	Equipment	2.8	1.7%	2.67	4.9%	93.9%
August 22, 2013	Pole Fire (lightning)	2.5	1.5%	0.26	0.5%	10.2%
August 23, 2013	Pole Fires (lightning)	3.6	2.2%	0.34	0.6%	9.5%
September 6, 2013	Thunderstorm	2.4	1.5%	0.42	0.8%	17.2%
September 11, 2013	Loss of Supply (storm)	3.6	2.2%	0.46	0.8%	12.8%
Total		27.5	16.8%	5.96	10.8%	21.7%

- 3/9/13 – snowstorms primarily in Richfield and American Fork operating areas
- 4/2/13 – snowstorms primarily in Park City operating area
- 4/5/13 – pole fire on MCT12 in SLC affected 3,886 customers for about 8 hours
- 8/8/13 – widespread thunderstorms with numerous wind and lightning outages
- 8/19/13 – failed terminator at getaway on EMI12 affected 2,973 customers for over 11 hours
- 8/22/13 – pole fire caused loss of line between Redwood and Terminal substations affecting 2,179 customers for almost 10 hours
- 8/23/13 – continued pole fires and wire down due to widespread lightning storms
- 9/6/13 – windstorm and non-preventable trees caused outages across SLC Metro operating area
- 9/11/13 – pole fire and lightning outages primarily in Ogden operating area

2.1 System Average Interruption Duration Index (SAIDI)

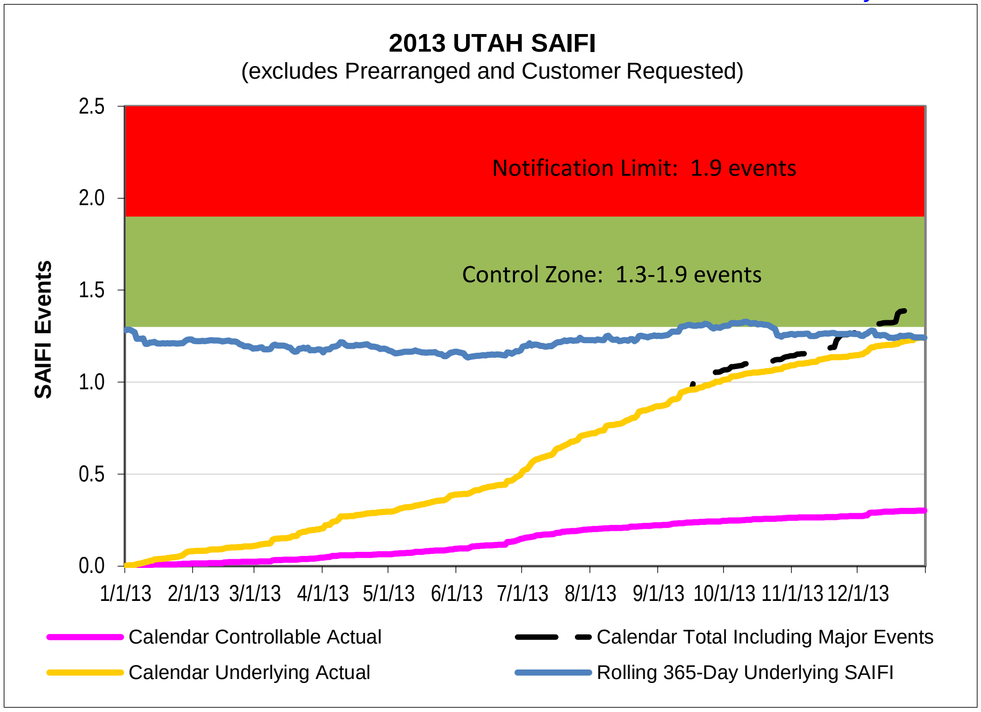
UTAH	2013
SAIDI	January 1 through December 31, 2013
Total	190
Underlying	164
Controllable Distribution	55



2.2 System Average Interruption Frequency Index (SAIFI)

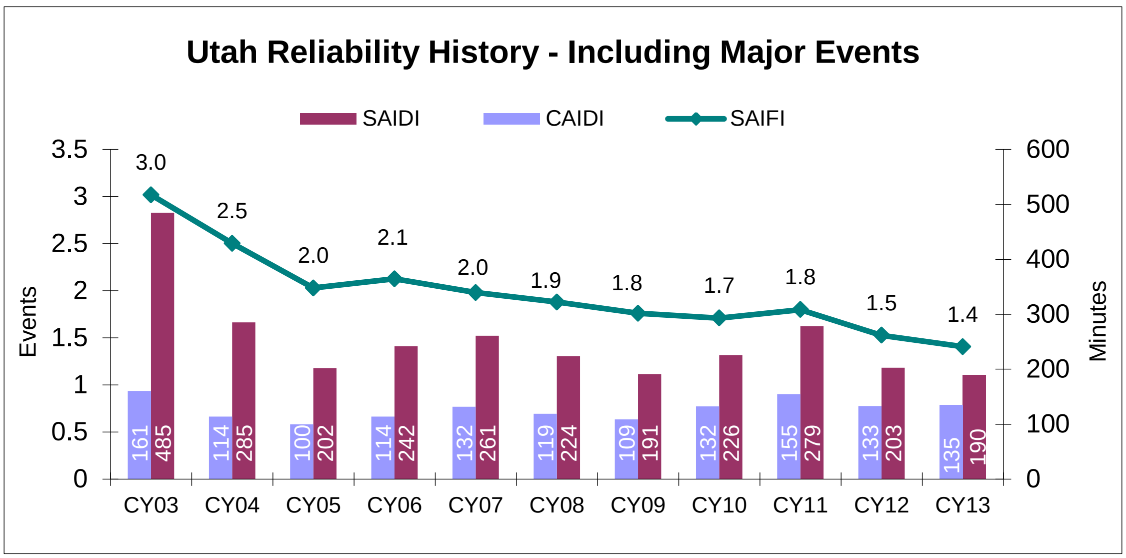
UTAH	2013
SAIFI	January 1 through December 31, 2013
Total	1.406
Underlying	1.242
Controllable Distribution	0.300

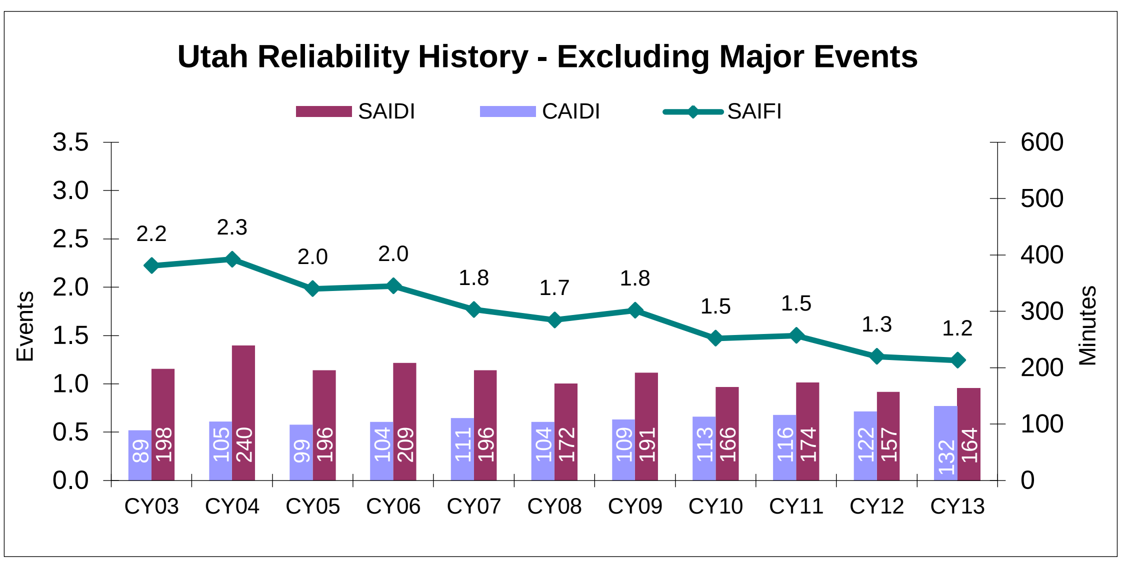
UTAH


2013 UTAH SAIFI
(excludes Prearranged and Customer Requested)
SAIFI Events
2.5
2.0
1.5
1.0
0.5
0.0
Notification Limit: 1.9 events
Control Zone: 1.3-1.9 events
1/1/13
2/1/13
3/1/13
4/1/13
5/1/13
6/1/13
7/1/13
8/1/13
9/1/13
10/1/13
11/1/13
12/1/13
Calendar Controllable Actual
Calendar Total Including Major Events
Calendar Underlying Actual
Rolling 365-Day Underlying SAIFI

2.3 Reliability History

Historically the Company has improved reliability as measured by SAIDI and SAIFI reliability indices; at the same time outage response (CAIDI) excluding major events has declined slightly. This trend is further evidenced in Sections 2.4 and 2.6, where rolling performance trends are depicted. These indices (shown in the history charts below and in Sections 2.4 and 2.6) demonstrate the efficacy of the long-term improvement strategies targeted toward reducing the frequency of interruptions that the company undertook after the implementation of its automated outage management system. It is particularly noteworthy that these two metrics show improvement for both underlying and major event performance within the state, meaning that the system is more resilient on a day-to-day basis as well as when extreme weather or other system impacting events occur.



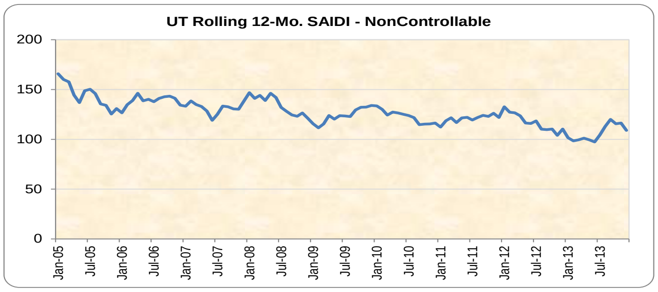


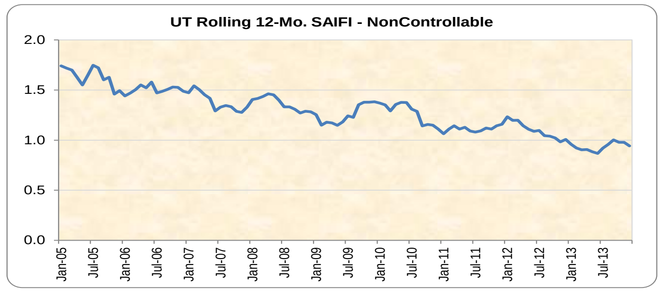
2.4 Controllable, Non-Controllable and Underlying Performance Review

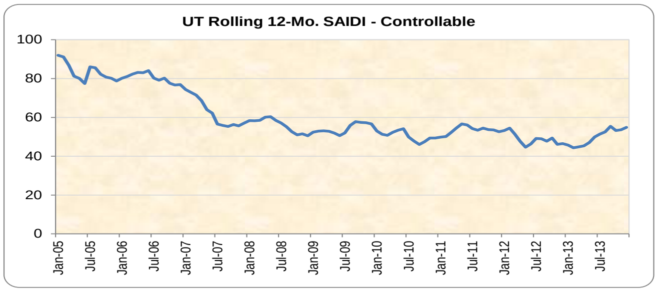
In 2008 the Company introduced a further categorization of outage causes, which it subsequently used to develop improvement programs as deployed by engineering resources. This categorization was titled Controllable Distribution outages and recognizes that certain types of outages can be cost-effectively avoided. So, for example, animal-caused interruptions, as well as equipment failure interruptions have a less random nature than lightning caused interruptions; other causes have also been determined and are specified in Section 2.5. Engineers can develop plans to mitigate against controllable distribution outages and provide better future reliability at the lowest possible cost. At that time, there was concern that the Company would lose focus on non-controllable outages[4].

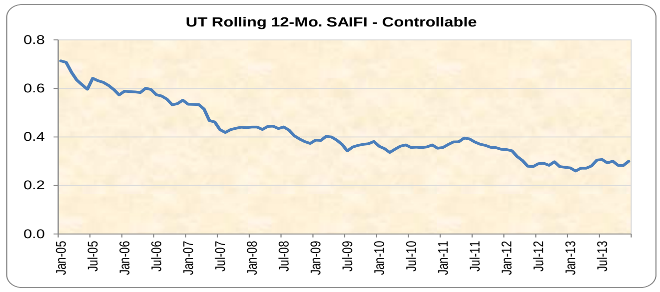
The graphic history demonstrates controllable, non-controllable and underlying performance on a rolling 365-day basis. Analysis of the trends displayed in the charts below shows a general improving trend for all charts. In order to also focus on non-controllable outages, the Company has continued to improve its resilience to extreme weather using such programs as its visual assurance program to evaluate facility condition. It also has undertaken efforts to establish impacts of loss of supply events on its customers and deliver appropriate improvements when identified. It uses its web-based notification tool for alerting field engineering and operational resources when devices have exceeded performance thresholds in order to react as quickly as possible to trends in declining reliability. These notifications are conducted regardless of whether the outage cause was controllable or non-controllable.

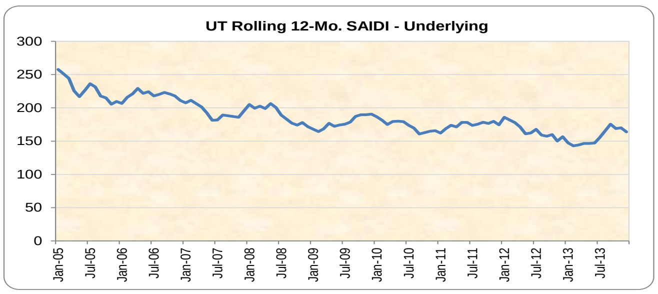
[4] 3. The Company shall provide, as an appendix to its Service Quality Review reports, information regarding non-controllable outages, including, when applicable, descriptions of efforts made by the Company to improve service quality and reliability for causes the Company has identified as not controllable.
4. The Company shall provide a supplemental filing, within 90 days, consisting of a process for measuring performance and improvements for the non-controllable events.

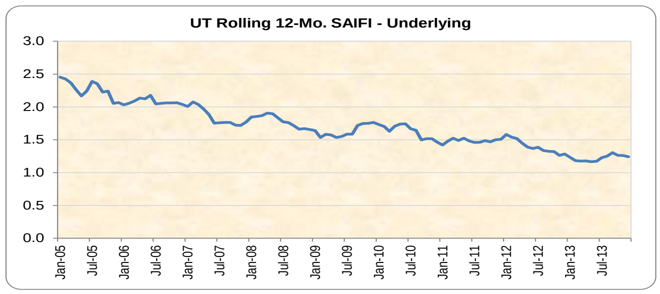












2.5 Cause Analysis Tables (Pre-Title 746-313 Modification)

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[5] 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 align with reported 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. Further cause analysis is explored in Section 2.7.

[5] 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 856,927 (2013 Utah frozen customer count).

UTAH

January 1 – December 31, 2013

Utah 2013 Cause Analysis - Controllable					
Direct Cause	Customer Minutes Lost for Incident	Customers In Incident Sustained	Sustained Incident Count	SAIDI	SAIFI
ANIMALS	1,346,287.12	8,851	515	1.57	0.010
BIRD MORTALITY (NON-PROTECTED SPECIES)	640,892.51	8,413	294	0.75	0.010
BIRD MORTALITY (PROTECTED SPECIES) (BMTS)	626,317.96	5,697	77	0.73	0.007
BIRD NEST (BMTS)	309,647.03	2,124	30	0.36	0.002
BIRD SUSPECTED, NO MORTALITY	580,898.89	3,560	117	0.68	0.004
ANIMALS	**3,504,043.52**	**28,645**	**1,033**	**4.09**	**0.033**
B/O EQUIPMENT	5,343,422.75	34,935	759	6.24	0.041
DETERIORATION OR ROTTING	35,435,641.51	161,081	4,893	41.35	0.188
OVERLOAD	879,316.11	9,639	135	1.03	0.011
RELAYS, BREAKERS, SWITCHES	1,715.47	16	17	0.00	0.000
STRUCTURES, INSULATORS, CONDUCTOR	2,569.47	11	39	0.00	0.000
EQUIPMENT FAILURE	**41,662,665.30**	**205,682**	**5,843**	**48.62**	**0.240**
FAULTY INSTALL	77,539.45	452	41	0.09	0.001
IMPROPER PROTECTIVE COORDINATION	762,611.00	8,590	19	0.89	0.010
INCORRECT RECORDS	82,124.50	712	65	0.10	0.001
INTERNAL CONTRACTOR	5,039.69	203	6	0.01	0.000
INTERNAL TREE CONTRACTOR	791.63	16	2	0.00	0.000
PACIFICORP EMPLOYEE - FIELD	307,136.92	6,613	19	0.36	0.008
PACIFICORP EMPLOYEE - SUB	12,677.00	1,456	2	0.01	0.002
OPERATIONAL	**1,247,920.19**	**18,042**	**154**	**1.46**	**0.021**
MAINTENANCE	56,475.45	2	12	0.07	0.000
PLANNED	**56,475.45**	**2**	**12**	**0.07**	**0.000**
TREE - TRIMMABLE	613,784.13	4,540	150	0.72	0.005
TREES	**613,784.13**	**4,540**	**150**	**0.72**	**0.005**
Utah Controllable Distribution	**47,084,888.60**	**256,911**	**7,192**	**54.95**	**0.300**

UTAH

January 1 – December 31, 2013

Utah 2013 Cause Analysis - Underlying					
Direct Cause	Customer Minutes Lost for Incident	Customers In Incident Sustained	Sustained Incident Count	SAIDI	SAIFI
ANIMALS	1,346,287.12	8,851	515	1.57	0.010
BIRD MORTALITY (NON-PROTECTED SPECIES)	640,892.51	8,413	294	0.75	0.010
BIRD MORTALITY (PROTECTED SPECIES) (BMTS)	626,317.96	5,697	77	0.73	0.007
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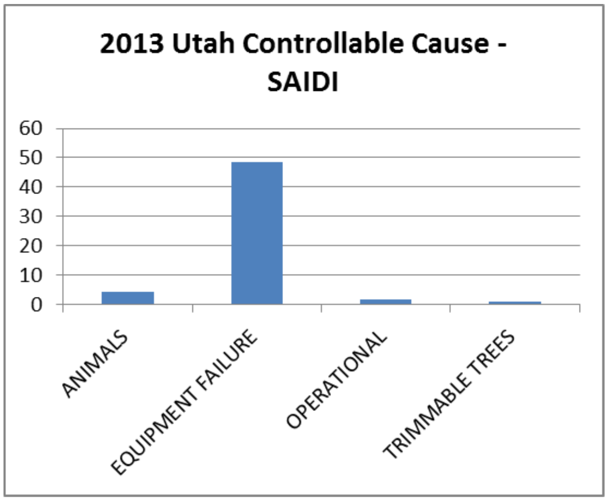
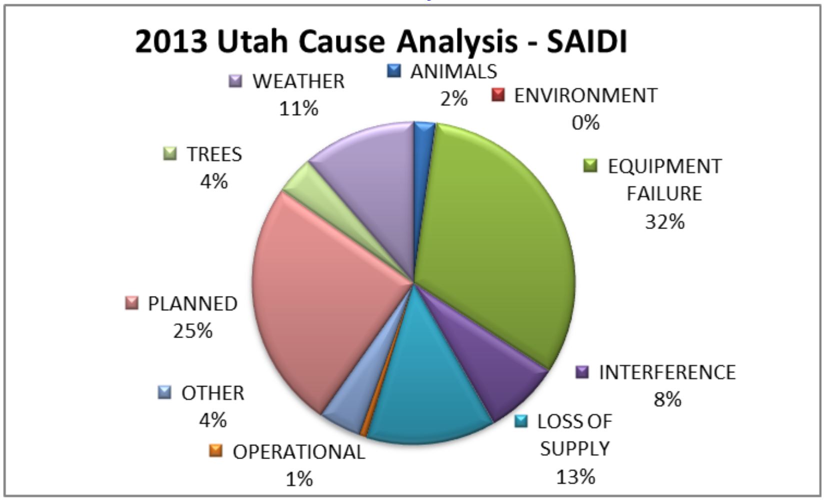
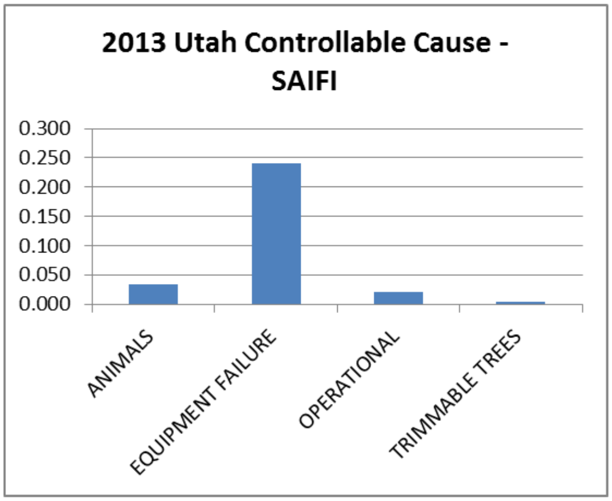
BIRD SUSPECTED, NO MORTALITY	580,898.89	3,560	117	0.68	0.004
ANIMALS	**3,504,043.52**	**28,645**	**1,033**	**4.09**	**0.033**
CONDENSATION / MOISTURE	2,447.32	7	1	0.00	0.000
CONTAMINATION	281.40	3	2	0.00	0.000
FIRE/SMOKE (NOT DUE TO FAULTS)	107,504.30	1,130	19	0.13	0.001
FLOODING	73,710.68	260	4	0.09	0.000
ENVIRONMENT	**183,943.70**	**1,400**	**26**	**0.21**	**0.002**
B/O EQUIPMENT	5,345,515.83	34,943	761	6.24	0.041
DETERIORATION OR ROTTING	35,436,242.51	161,087	4,899	41.35	0.188
NEARBY FAULT	45,357.00	331	9	0.05	0.000
OVERLOAD	879,726.19	9,646	136	1.03	0.011
POLE FIRE	9,372,483.02	51,798	238	10.94	0.060
RELAYS, BREAKERS, SWITCHES	1,715.47	16	17	0.00	0.000
STRUCTURES, INSULATORS, CONDUCTOR	2,569.47	11	39	0.00	0.000
EQUIPMENT FAILURE	**51,083,609.50**	**257,832**	**6,099**	**59.61**	**0.301**
DIG-IN (NON-PACIFICORP PERSONNEL)	2,053,192.15	17,097	261	2.40	0.020
OTHER INTERFERING OBJECT	1,595,786.88	15,597	75	1.86	0.018
OTHER UTILITY/CONTRACTOR	652,919.90	7,643	94	0.76	0.009
VANDALISM OR THEFT	563,082.77	3,409	36	0.66	0.004
VEHICLE ACCIDENT	7,232,612.69	41,889	367	8.44	0.049
INTERFERENCE	**12,097,594.39**	**85,635**	**833**	**14.12**	**0.100**
FAILURE ON OTHER LINE OR STATION	0.00	0	2	0.00	0.000
LOSS OF FEED FROM SUPPLIER	52,426.08	287	14	0.06	0.000
LOSS OF GENERATOR	12,985.15	111	1	0.02	0.000
LOSS OF SUBSTATION	4,754,958.77	37,558	60	5.55	0.044
LOSS OF TRANSMISSION LINE	16,004,223.75	163,556	314	18.68	0.191
SYSTEM PROTECTION	83.00	1	1	0.00	0.000
LOSS OF SUPPLY	**20,824,676.75**	**201,513**	**392**	**24.30**	**0.235**
FAULTY INSTALL	77,539.45	452	41	0.09	0.001
IMPROPER PROTECTIVE COORDINATION	762,611.00	8,590	19	0.89	0.010
INCORRECT RECORDS	82,124.50	712	65	0.10	0.001
INTERNAL CONTRACTOR	5,039.69	203	6	0.01	0.000
INTERNAL TREE CONTRACTOR	791.63	16	2	0.00	0.000
PACIFICORP EMPLOYEE - FIELD	307,136.92	6,613	19	0.36	0.008
PACIFICORP EMPLOYEE - SUB	12,677.00	1,456	2	0.01	0.002
UNSAFE SITUATION	316.98	3	3	0.00	0.000
OPERATIONAL	**1,248,237.18**	**18,045**	**157**	**1.46**	**0.021**
OTHER, KNOWN CAUSE	178,074.21	2,426	101	0.21	0.003
UNKNOWN	6,732,543.22	91,079	1,223	7.86	0.106
OTHER	**6,910,617.42**	**93,505**	**1,324**	**8.06**	**0.109**
CONSTRUCTION	903,344.51	11,214	400	1.05	0.013
Construction - Scheduled Switching	4,525,133.00	397	229	5.28	0.000
CUSTOMER NOTICE GIVEN	14,604,481.50	74,333	2,602	17.04	0.087
CUSTOMER REQUESTED	797,014.55	3,600	856	0.93	0.004
EMERGENCY DAMAGE REPAIR	17,543,183.85	214,635	1,628	20.47	0.250
INTENTIONAL TO CLEAR TROUBLE	1,302,452.87	7,160	67	1.52	0.008
MAINTENANCE	56,475.45	2	12	0.07	0.000
TRANSMISSION REQUESTED	356,268.68	2,717	12	0.42	0.003
PLANNED	**40,088,354.40**	**314,058**	**5,806**	**46.78**	**0.366**
TREE - NON-PREVENTABLE	5,589,126.64	30,011	586	6.52	0.035
TREE - TRIMMABLE	613,784.13	4,540	150	0.72	0.005
TREES	**6,202,910.77**	**34,551**	**736**	**7.24**	**0.040**
FREEZING FOG & FROST	11,190.88	16	6	0.01	0.000
ICE	27,338.29	143	36	0.03	0.000
LIGHTNING	7,914,098.12	55,952	678	9.24	0.065
SNOW, SLEET AND BLIZZARD	3,848,820.71	11,120	159	4.49	0.013
WIND	6,409,787.23	40,016	334	7.48	0.047
WEATHER	**18,211,235.22**	**107,247**	**1,213**	**21.25**	**0.125**
Utah Including Prearranged	**160,355,222.85**	**1,142,431**	**17,619**	**187.13**	**1.333**
Utah Excluding Prearranged	**140,428,593.80**	**1,064,101.00**	**13,932.00**	**163.87**	**1.242**

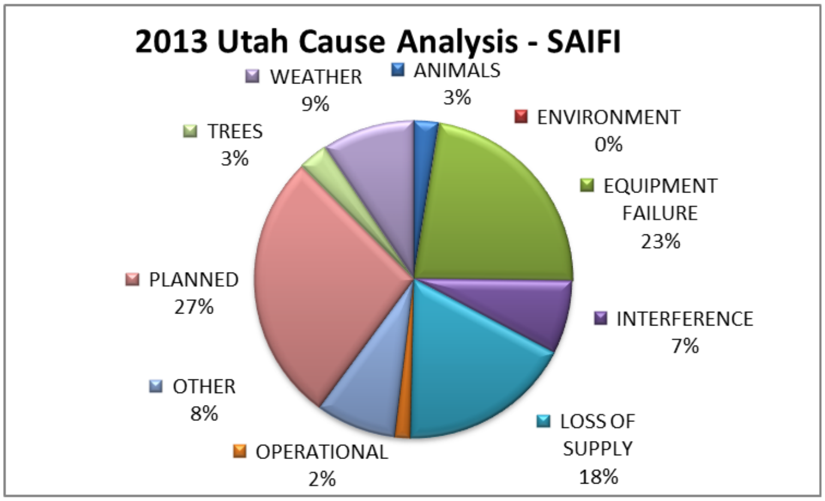
UTAH

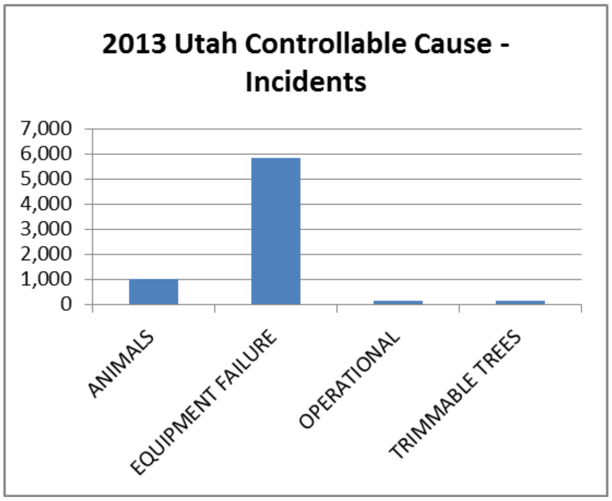
January 1 – December 31, 2013

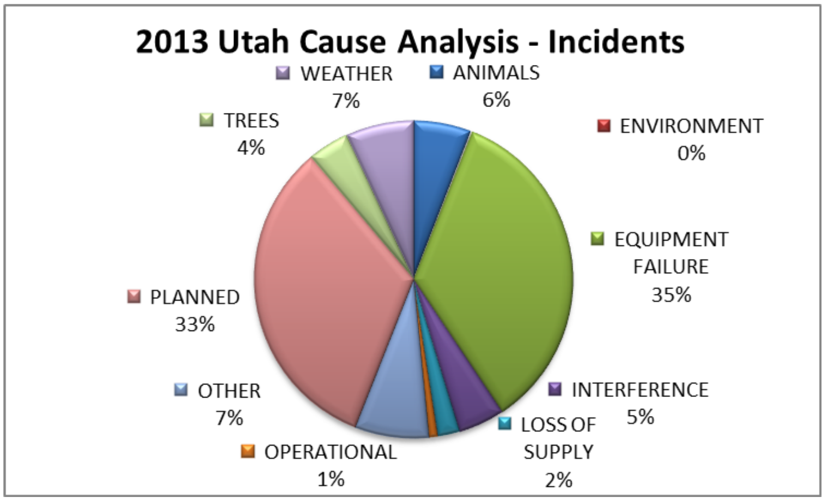


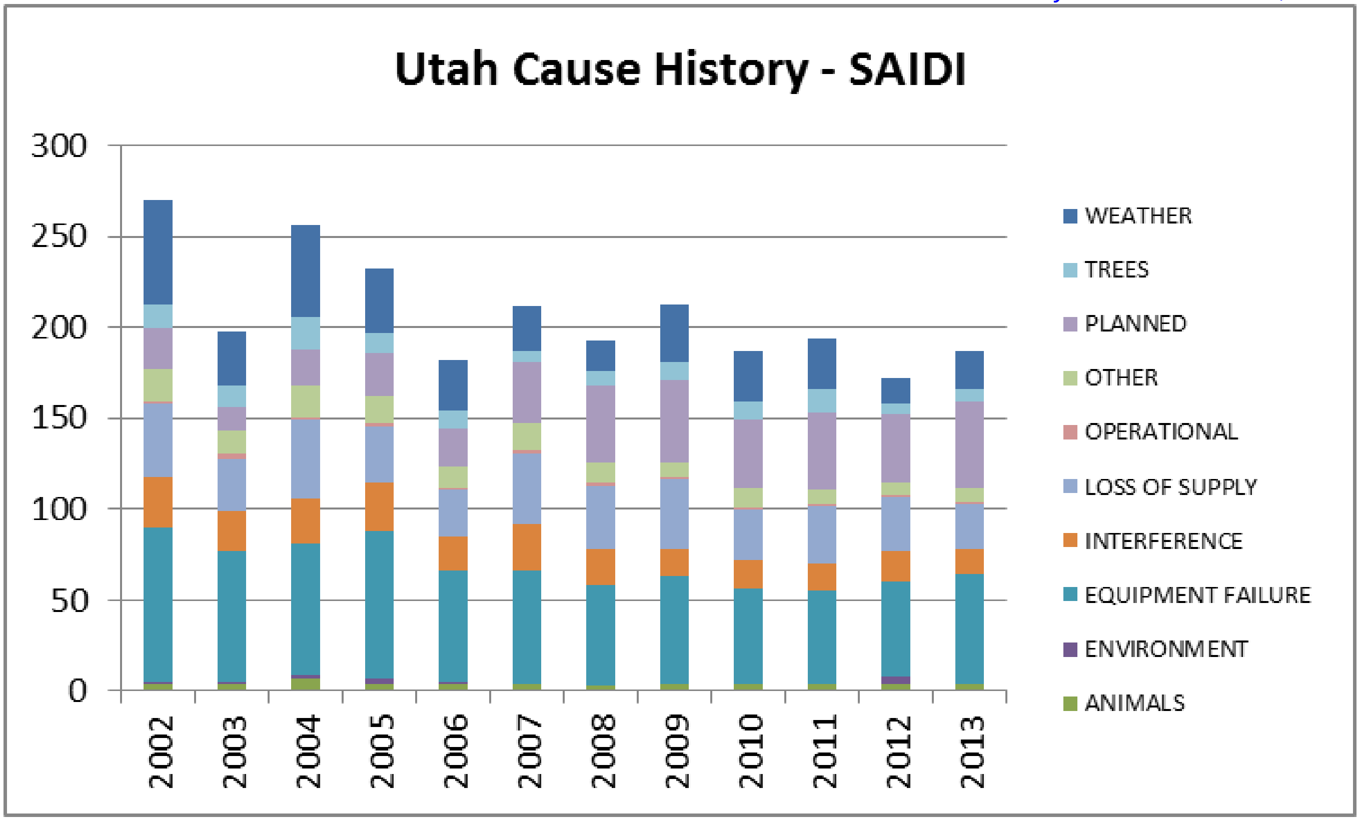


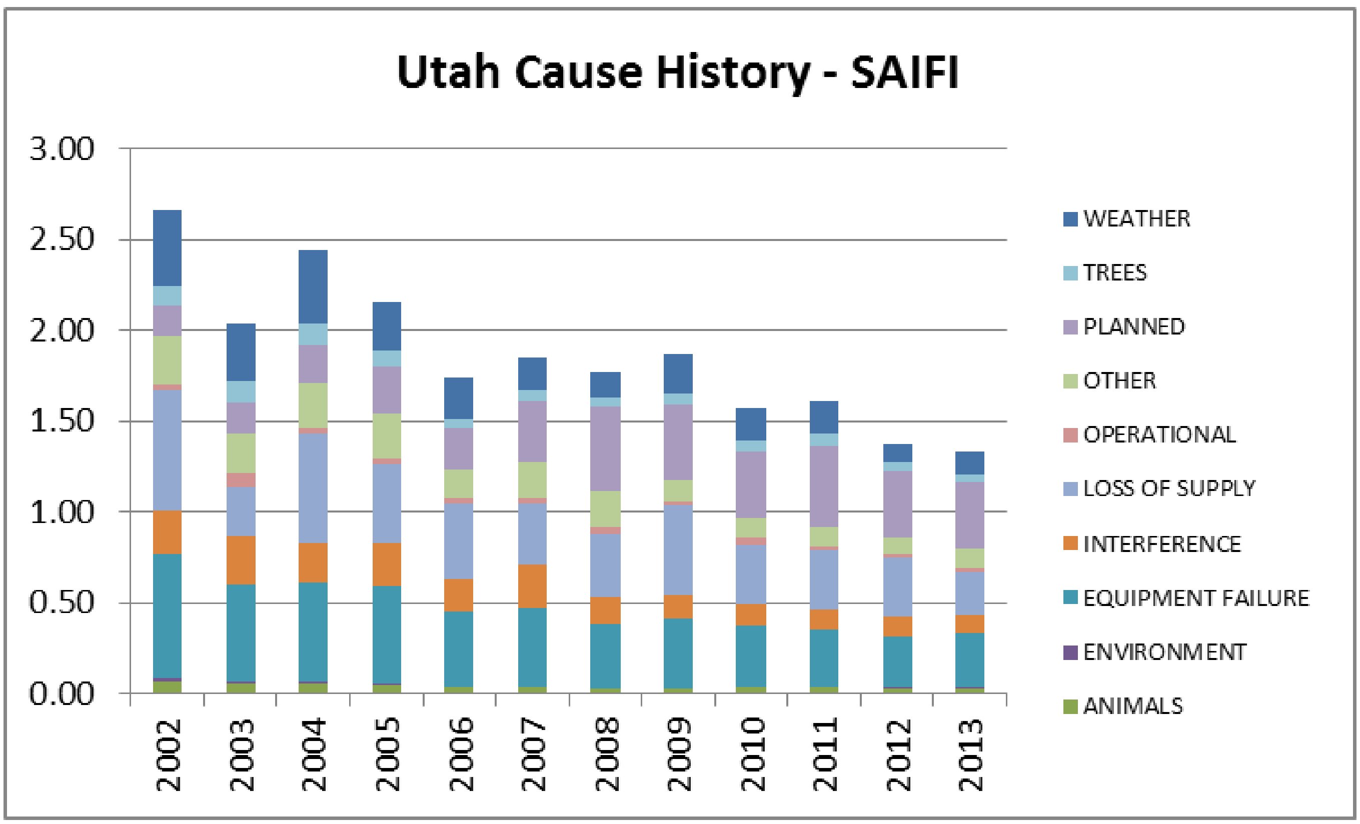









Utah Cause History - SAIDI
300
250
200
150
100
50
0
2002
2003
2004
2005
2006
2007
2008
2009
2010
2011
2012
2013
WEATHER
TREES
PLANNED
OTHER
OPERATIONAL
LOSS OF SUPPLY
INTERFERENCE
EQUIPMENT FAILURE
ENVIRONMENT
ANIMALS


Utah Cause History - SAIFI
3.00
2.50
2.00
1.50
1.00
0.50
0.00
2002
2003
2004
2005
2006
2007
2008
2009
2010
2011
2012
2013
WEATHER
TREES
PLANNED
OTHER
OPERATIONAL
LOSS OF SUPPLY
INTERFERENCE
EQUIPMENT FAILURE
ENVIRONMENT
ANIMALS

Cause 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).
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 PacifiCorp or PacifiCorp'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.

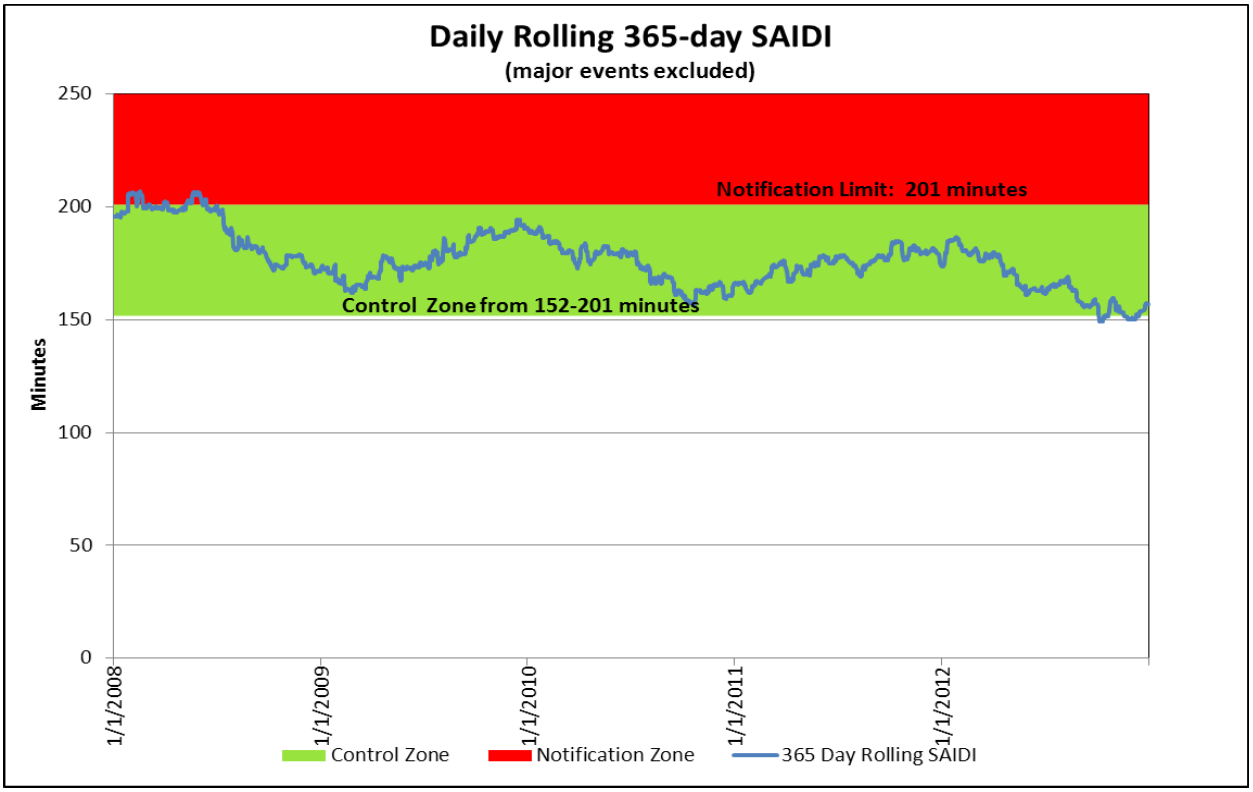
2.6 Baseline Performance

In compliance with Utah Reliability Reporting Rules, the Company developed performance baselines that it subsequently filed for approval (based on 2008-2012 history). These baselines were approved, but stakeholders advocated annually refreshing baseline levels using the methods that resulted in the approved baselines; refreshing through December 31, 2013 yields the values shown below. The Company refreshed the dataset and calculated using the last six years of daily reliability data, which was selected to align with major event calculations, but required the addition of the prior 365 days in order to construct the daily rolling 365-days curves used for these calculations. The 365-day average performance was 176 minutes and 1.59 events. The baselines filed were based on a 95% probability and resulted in a SAIDI range of 152-201 minutes and a SAIFI range of 1.3-1.9 events. The same methods applied through December 31, 2013 result in an average of 169 minutes and 1.47 events, with a SAIDI range of 145-194 minutes and a SAIFI range of 1.1-1.8 events. These values are shown in the table below.

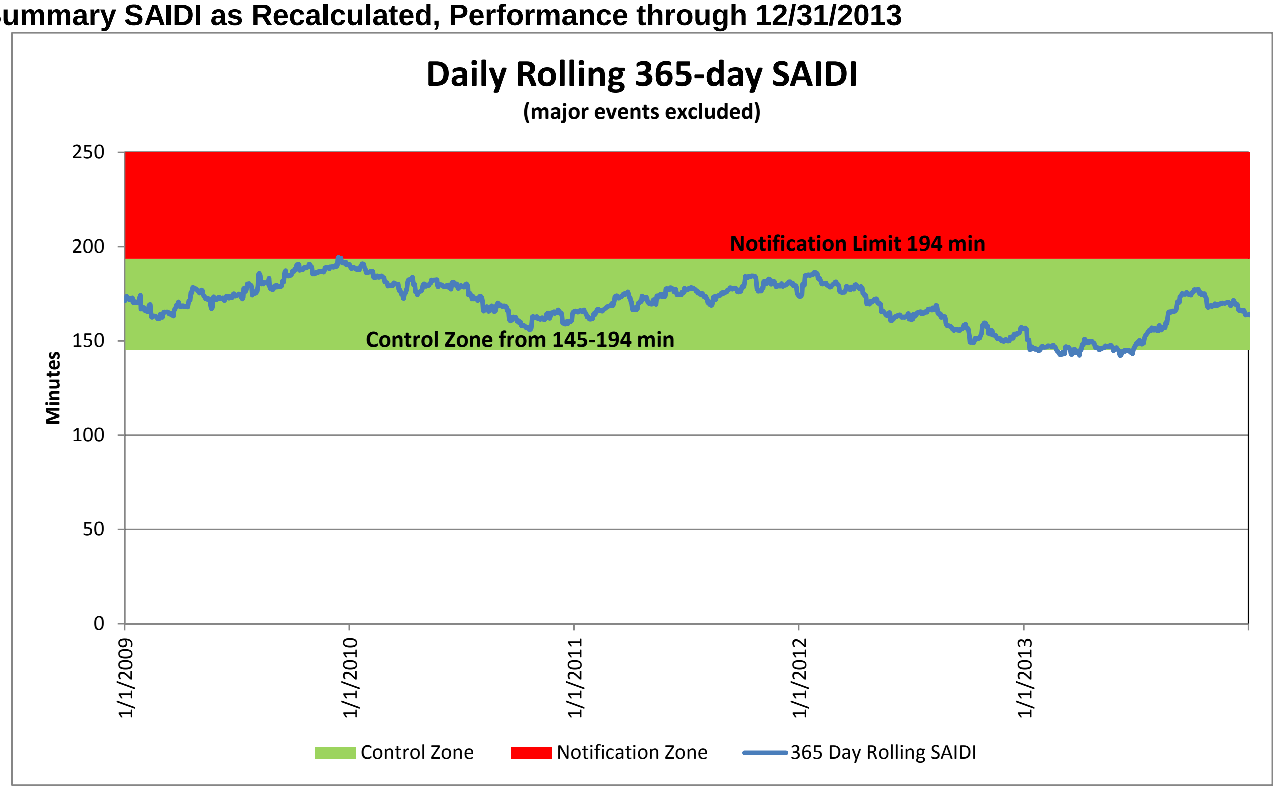
Baseline	As Filed (history through December 31, 2012)			Current Period (2013)		
	365-Day Average	Lower Value Control Zone	Upper Value Control Zone (Notification Limit)	365-Day Average	Lower Value Control Zone	Upper Value Control Zone (Notification Limit)
SAIDI	176 minutes	152 minutes	201 minutes	169 minutes	145 minutes	194 minutes
SAIFI	1.59 events	1.3 events	1.9 events	1.47 events	1.1 events	1.8 events

UTAH

Baseline Summary SAIDI as Filed, History through 12/31/2012



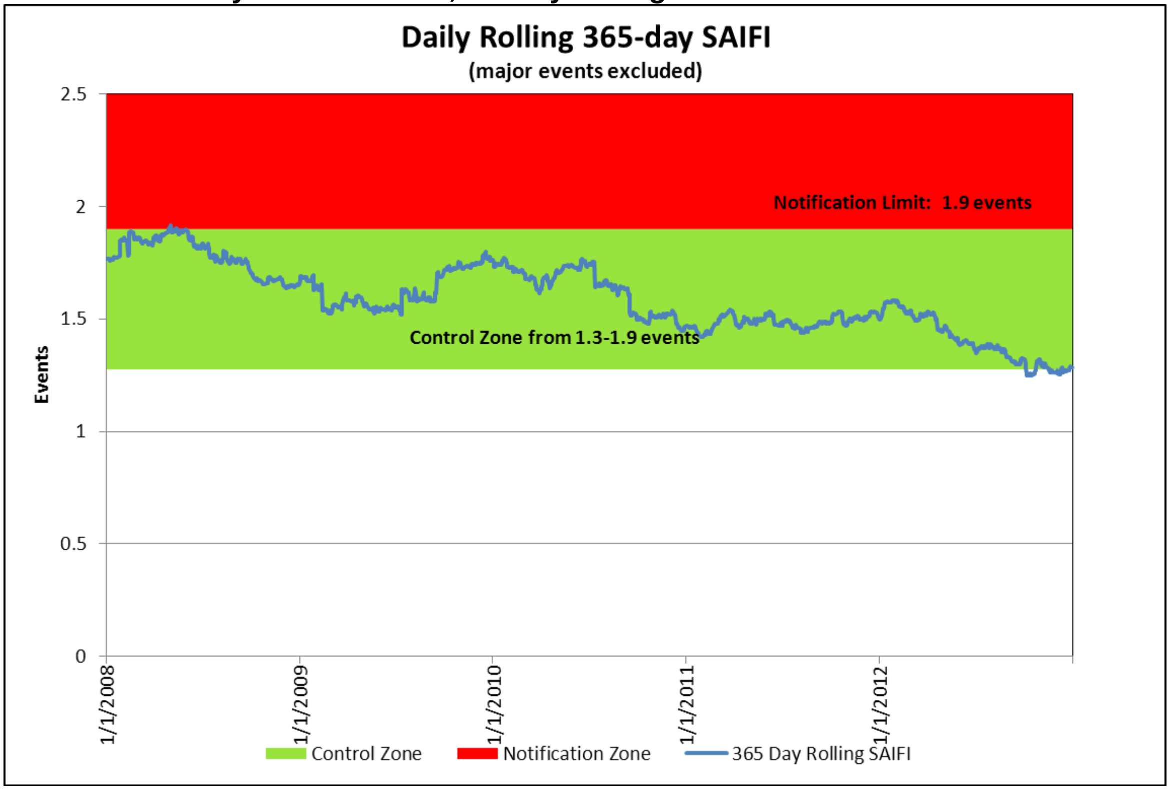
Summary SAIDI as Recalculated, Performance through 12/31/2013



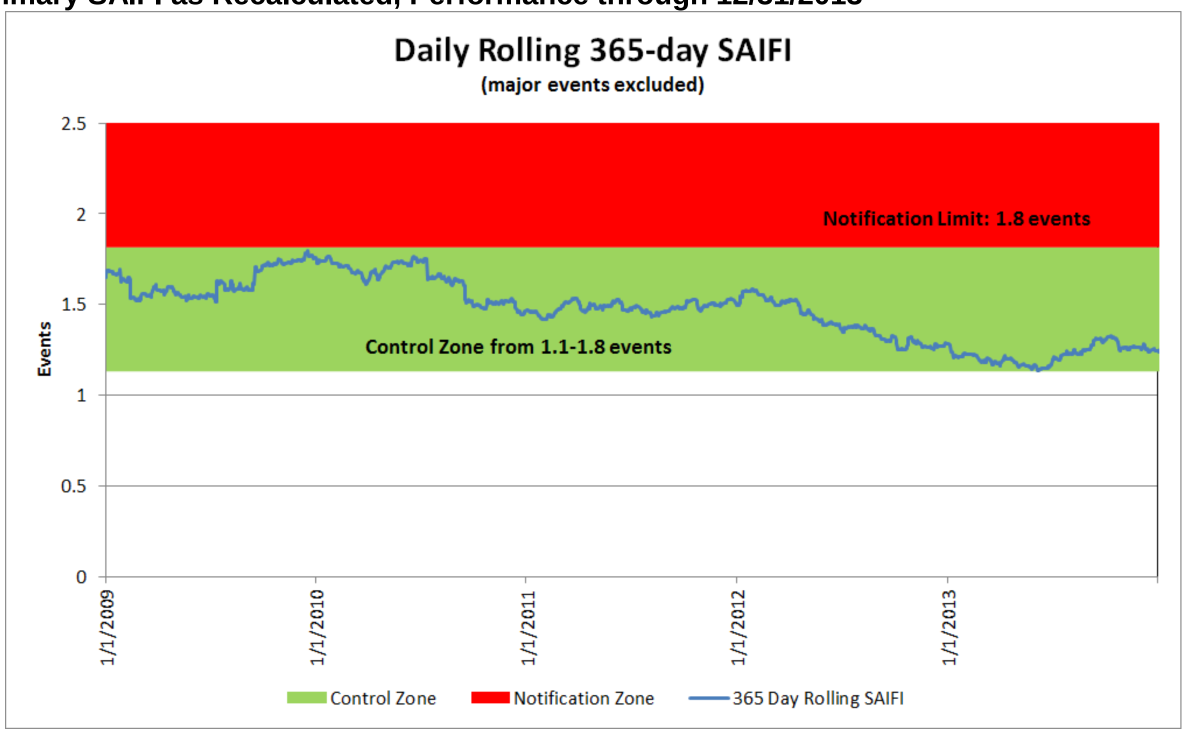
UTAH

January 1 – December 31, 2013

Baseline Summary SAIFI as Filed, History through 12/31/2012



Summary SAIFI as Recalculated, Performance through 12/31/2013



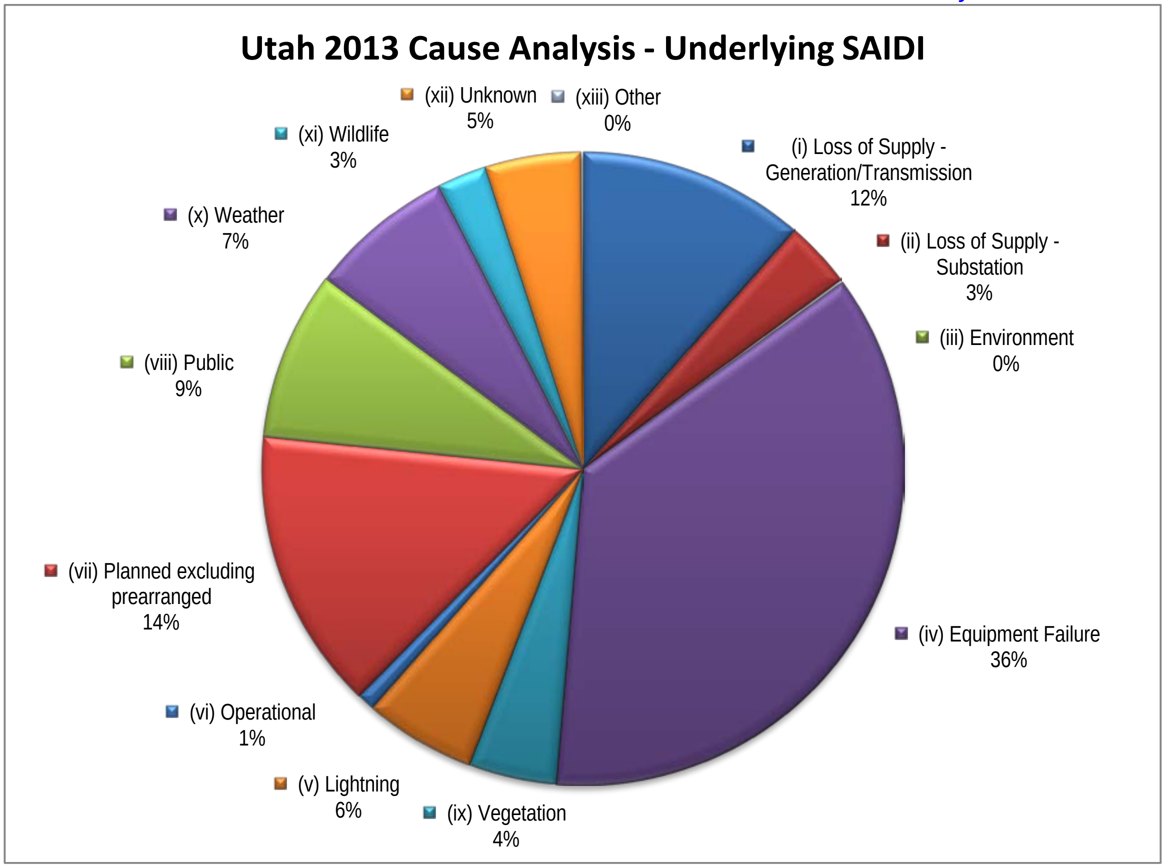
2.7 Reliability Reporting Post-Rule R.746-313 Modifications

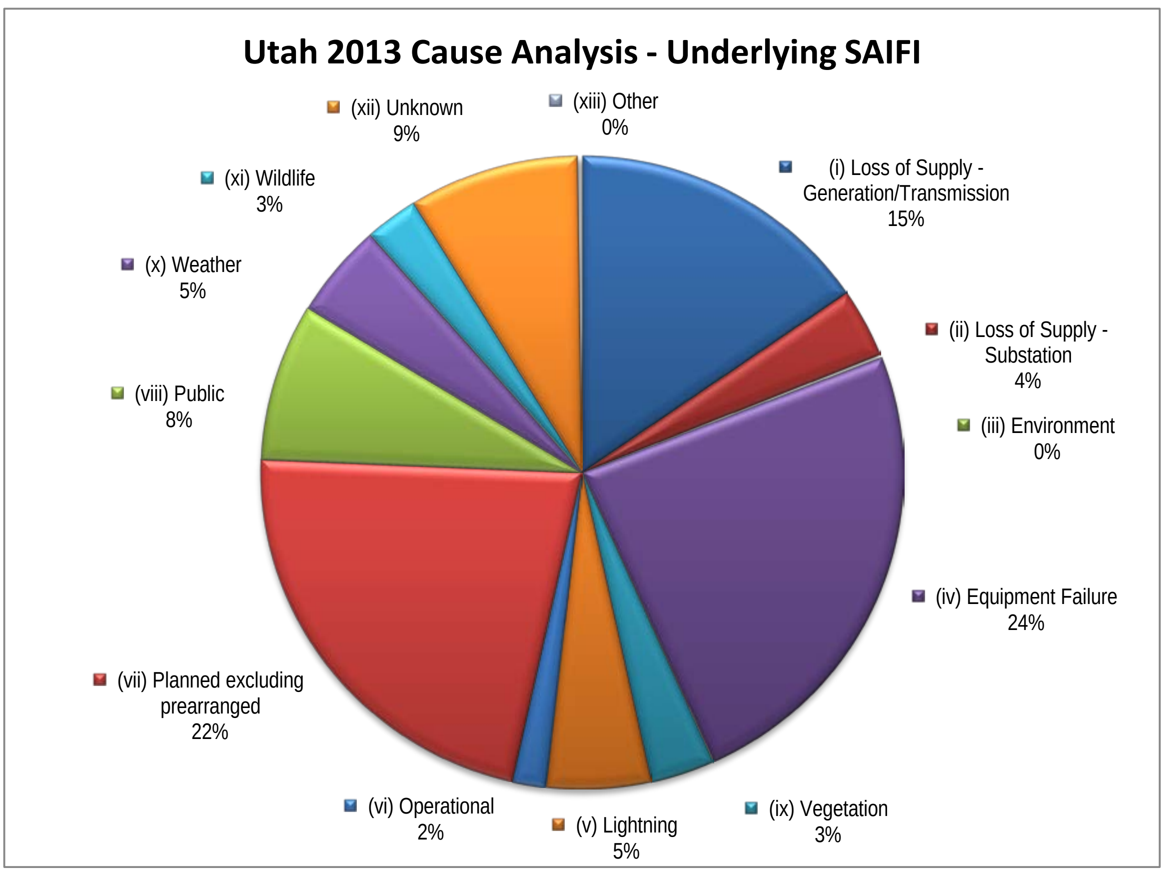
In 2012 the Company and stakeholders developed reliability reporting rules that are codified in Utah Rule R 746.313. Certain reliability reporting details were outlined in these rules that had not been previously required in the Company's Service Quality Review Report. Certain elements may be at least partially redundant or segmented differently than has been provided in the past. Thus, in order to include both the new required segmentation and the pre-reporting rule segmentation was considered the ideal reporting approach. As this report evolves, certain of these redundancies may be eliminated.
The final rule required five year history at an operating area level of SAIDI, SAIFI and CAIDI. At a state level these metrics, in addition to $MAIFI_e$, are required.

Major Events and Prearranged Excluded*	2008				2009				2010				2011				2012				2013			
STATE	SAIDI	SAIFI	CAIDI	MAIFIe	SAIDI	SAIFI	CAIDI	MAIFIe	SAIDI	SAIFI	CAIDI	MAIFIe	SAIDI	SAIFI	CAIDI	MAIFIe	SAIDI	SAIFI	CAIDI	MAIFIe	SAIDI	SAIFI	CAIDI	MAIFIe
Utah	172	1.7	104	2.31	191	1.8	108	1.70	166	1.5	113	1.33	174	1.5	116	1.10	157	1.3	122	0.72	164	1.2	132	0.81
OP AREA																								
AMERICAN FORK	148	1.4	107		130	1.5	87		148	1.2	124		132	1.3	106		101	0.8	135		126	1.3	99	
CEDAR CITY	267	2.7	100		219	2.3	97		296	2.5	118		218	1.7	131		279	1.8	154		225	1.8	127	
CEDAR CITY (MILFORD)	1,129	5.7	199		590	5.4	110		389	2.1	183		980	8.1	121		363	2.8	129		707	3.3	213	
JORDAN VALLEY	142	1.3	106		146	1.2	120		112	1.0	116		113	0.9	121		106	0.8	129		106	0.7	145	
LAYTON	93	1.1	89		135	1.0	130		151	1.1	142		155	1.3	124		105	0.8	131		105	1.0	109	
MOAB	215	2.5	85		526	5.2	101		286	2.6	111		151	1.8	86		375	3.1	122		284	1.9	147	
OGDEN	209	2.1	101		208	2.8	74		171	1.8	96		204	1.8	116		153	1.3	117		168	1.4	122	
PARK CITY	220	2.2	99		327	2.4	137		251	2.2	116		186	1.6	116		184	1.8	100		232	1.5	155	
PRICE	243	3.9	62		218	2.3	94		505	3.4	150		421	2.5	166		133	1.4	97		514	1.8	293	
RICHFIELD	258	2.2	119		224	1.5	151		255	2.9	87		369	3.2	114		200	2.0	100		469	3.4	138	
RICHFIELD (DELTA)	285	3.0	95		400	5.8	69		189	2.5	76		316	3.6	89		329	2.9	113		316	3.7	85	
SLC METRO	164	1.5	107		165	1.4	116		144	1.3	107		178	1.5	117		129	1.2	112		170	1.2	139	
SMITHFIELD	172	1.5	116		277	2.1	134		229	1.7	135		174	1.6	106		267	2.6	102		81	0.7	117	
TOOELE	263	2.5	107		438	3.8	116		178	1.3	134		329	3.0	110		595	3.7	163		137	1.3	103	
TREMONTON	259	2.5	103		561	2.6	214		346	3.4	102		255	2.2	115		447	3.0	147		335	3.3	102	
VERNAL	70	0.9	80		116	0.7	156		105	0.9	115		117	2.2	54		236	2.9	82		160	2.1	75	

* except MAIFIe

Utah Cause Category	2008		2009		2010		2011		2012		2013	
	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI
Environment	0	0.0	0	0.0	1	0.0	0	0.0	4	0.0	0	0.0
Equipment Failure	55	0.4	59	0.4	53	0.3	52	0.3	53	0.3	60	0.3
Lightning	3	0.0	10	0.1	7	0.1	9	0.1	4	0.0	9	0.1
Loss of Supply - Generation/Transmission	29	0.3	28	0.4	21	0.3	26	0.3	25	0.3	19	0.2
Loss of Supply - Substation	6	0.0	10	0.1	7	0.1	6	0.1	5	0.1	6	0.0
Operational	1	0.0	1	0.0	1	0.0	1	0.0	0	0.0	1	0.0
Other	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0
Planned (excl. Prearranged)	22	0.4	24	0.3	17	0.3	23	0.3	22	0.3	24	0.3
Public	20	0.1	16	0.1	15	0.1	15	0.1	16	0.1	14	0.1
Unknown	10	0.2	8	0.1	10	0.1	7	0.1	7	0.1	8	0.1
Vegetation	8	0.0	10	0.1	10	0.1	13	0.1	5	0.1	7	0.0
Weather	13	0.1	22	0.2	21	0.1	19	0.1	11	0.1	12	0.1
Wildlife	3	0.0	4	0.0	4	0.0	4	0.0	4	0.0	4	0.0
UTAH Underlying	**172**	**1.7**	**191**	**1.8**	**166**	**1.5**	**174**	**1.5**	**157**	**1.3**	**164**	**1.2**


Utah 2013 Cause Analysis - Underlying SAIDI
(xii) Unknown 5%
(xiii) Other 0%
(xi) Wildlife 3%
(x) Weather 7%
(i) Loss of Supply - Generation/Transmission 12%
(ii) Loss of Supply - Substation 3%
(iii) Environment 0%
(viii) Public 9%
(vii) Planned excluding prearranged 14%
(iv) Equipment Failure 36%
(vi) Operational 1%
(v) Lightning 6%
(ix) Vegetation 4%


Utah 2013 Cause Analysis - Underlying SAIFI
(xii) Unknown 9%
(xiii) Other 0%
(xi) Wildlife 3%
(i) Loss of Supply - Generation/Transmission 15%
(x) Weather 5%
(ii) Loss of Supply - Substation 4%
(viii) Public 8%
(iii) Environment 0%
(iv) Equipment Failure 24%
(vii) Planned excluding prearranged 22%
(vi) Operational 2%
(v) Lightning 5%
(ix) Vegetation 3%

2.8 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). Annually, the company tracks the performance of circuits in the Worst Performing Circuits program.

WORST PERFORMING CIRCUITS	STATUS	BASELINE	Performance 12/31/2013
Program Year 14: (CY2013)			
Snyderville 16	IN PROGRESS	199	
Eden 11	IN PROGRESS	183	
Bush 11	IN PROGRESS	276	
Pioneer 12	COMPLETE	286	
Grantsville 12	IN PROGRESS	408	
TARGET SCORE = **216**		**270**	
Program Year 13: (CY2012)			
Fielding 11	COMPLETE	264	307
East Bench 12	COMPLETE	263	262
Clinton 11	COMPLETE	143	139
Redwood 16	COMPLETE	182	275
Orangeville 11	COMPLETE	190	137
TARGET SCORE = **166**		**208**	**224**
Program Year 12: (CY2011)			
Lincoln 15	COMPLETE	192	105
Huntington City 12	COMPLETE	371	304
Magna 15	COMPLETE	233	130
Gunnison 12	COMPLETE	246	175
Capitol 11	COMPLETE	143	40
TARGET SCORE = **190**	**GOAL MET**	**237**	**151**
Program Year 11: (CY2010)			
Decker Lake 12	COMPLETE	112	162
North Bench 13	COMPLETE	105	67
Newgate 14	COMPLETE	178	115
Newton 12	COMPLETE	194	104
St Johns 11	COMPLETE	755	616
TARGET SCORE = **215**	**GOAL MET**	**269**	**213**

Note: Goals were met for Program Years 1 through 10 and filed in prior reporting periods.

2.9 Restore Service to 80% of Customers within 3 Hours

UTAH RESTORATIONS WITHIN 3 HOURS					
Cumulative January 1 – December 31, 2013					80%
January	February	March	April	May	June
87%	78%	83%	74%	79%	74%
July	August	September	October	November	December
80%	73%	77%	84%	81%	90%

2.10 CAIDI Performance

The table below shows the average time, during the reporting period, for outage restoration. This augments previous reporting for the percent of customers whose power was restored within 3 hours of notification of an outage event and uses IEEE industry indices.

2013 UTAH CAIDI (Average Outage Duration)	
Underlying Performance	132 minutes
Total Performance	135 minutes

2.11 Telephone Service and Response to Commission Complaints

COMMITMENT	GOAL	PERFORMANCE
PS5-Answer calls within 30 seconds	80%	80%
PS6a) Respond to commission complaints within 3 days	95%	97%
PS6b) Respond to commission complaints regarding service disconnects within 4 hours	95%	100%
PS6c) Address commission[6] complaints within 30 days	100%	100%

[6] 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).

2.12 Utah Commitment U1

To identify when a 'wide-scale' outage has occurred, the company examines call data for customers who have selected either the power emergency or power outage option within the company's call menu. However, in order to report on performance during a wide-scale outage, the company must use network information, which provides information for all call types, not just outage calls. Therefore, using the menu-level data, the company has identified the time intervals that exceed the agreed upon standard 2,000 calls per hour, and reports the network- level statistics for the same intervals.

During 2013, there were four dates identified as wide-scale outage days; call statistics for each date are shown in the table below.

UTAH

January 1 – December 31, 2013

Date	Interval start/finish (Mountain Time)		Network Total Calls*	Calls received but not delivered**	# of Calls Abandoned from Agent Queue	Max Delay Time Seconds***	ASA Seconds
1/10/2013	12:00	12:14	464	6	3	110	34
	12:15	12:29	3401	664	81	552	70
	12:30	12:44	510	14	0	544	29
	12:45	12:59	498	0	10	110	15
3/11/2013	11:45	11:59	528	0	2	99	37
	12:00	12:14	661	9	7	94	18
	12:15	12:29	1559	295	10	320	44
	12:30	12:44	848	0	2	292	12
	12:45	12:59	697	0	0	52	2
	13:00	13:14	632	0	0	35	2
	13:15	13:29	634	0	3	45	5
12/4/2013	8:00	8:14	999	0	1	69	1
	8:15	8:29	1024	4	2	77	3
	8:30	8:44	985	0	2	70	1
	8:45	8:59	946	0	0	48	2
	9:00	9:14	1026	4	0	39	1
	9:15	9:29	853	10	32	38	1
	9:30	9:44	1095	1	17	98	9
	9:45	9:59	1053	1	7	105	9
	10:00	10:14	955	0	12	75	9
	10:15	10:29	1012	0	12	174	32
	10:30	10:44	964	0	9	162	33
	10:45	10:59	809	0	7	120	16
	11:00	11:14	838	0	10	96	32
	11:15	11:29	761	2	5	86	16
	11:30	11:44	722	0	2	73	11
	11:45	11:59	711	0	3	71	15
	12:00	12:14	677	0	8	87	17
	12:15	12:29	701	0	5	97	22
	12:30	12:44	679	0	3	78	17
	12:45	12:59	709	0	11	135	39
	13:00	13:14	647	1	5	137	36
	13:15	13:29	595	1	5	105	38
	13:30	13:44	554	1	5	174	37
	13:45	13:59	479	0	6	102	45
	14:00	14:14	492	4	2	105	27
	14:15	14:29	497	3	4	90	34
	14:30	14:44	449	0	7	144	27
	14:45	14:59	504	0	9	172	30
	15:00	15:14	489	0	6	148	37
	15:15	15:29	490	0	4	83	31
	15:30	15:44	493	0	3	84	27
	15:45	15:59	452	0	5	186	32
	16:00	16:14	450	0	6	122	38
	16:15	16:29	469	0	7	114	37
	16:30	16:44	433	0	4	176	37
	16:45	16:59	434	0	2	105	25
12/19/2013	10:15	10:29	689	0	26	245	49
	10:30	10:44	736	0	29	299	99
	10:45	10:59	724	0	14	240	93
	11:00	11:14	741	0	11	227	59
	11:15	11:29	701	0	13	149	40
	11:30	11:44	771	0	6	117	30
	11:45	11:59	756	0	8	135	24
	12:00	12:14	788	0	9	95	20
	12:15	12:29	676	0	1	79	6
	12:30	12:44	614	0	3	81	14
	12:45	12:59	622	0	2	56	3
	13:00	13:14	611	0	0	45	2
	13:15	13:29	699	0	1	56	2
	13:30	13:44	638	1	5	59	7
	13:45	13:59	690	0	10	126	17
	14:00	14:14	720	0	12	101	28
	14:15	14:29	604	3	7	217	25
	14:30	14:44	541	0	3	156	17
	14:45	14:59	471	0	1	63	3
	15:00	15:14	454	0	8	179	9
	15:15	15:29	499	4	5	161	16
	15:30	15:44	443	0	4	79	10
	15:45	15:59	465	2	1	66	8
	16:00	16:14	527	0	24	139	35
	16:15	16:29	545	0	5	170	56
	16:30	16:44	534	0	1	147	14
	16:45	16:59	500	0	4	91	18

Twenty First Century, an external Interactive Voice Response (IVR) system, was utilized.

* All customers attempting to reach PacifiCorp Network.

** When Twenty First Century is manually invoked, the AT&T Network returns a courtesy message to non-outage callers. This includes repeated attempts.

*** Longest time any customer waited.

2.13 Utah State Customer Guarantee Summary Status

customer*guarantees*

January to December 2013

Utah

		2013				2012			
	Description	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1	Restoring Supply	1,058,805	1	99.9%	$50	1,068,924	0	100%	$0
CG2	Appointments	6,567	9	99.9%	$450	6,664	13	99.8%	$650
CG3	Switching on Power	10,958	5	99.9%	$250	10,923	17	99.8%	$850
CG4	Estimates	1,340	4	99.7%	$200	1,505	2	99.9%	$100
CG5	Respond to Billing Inquiries	1,612	1	99.9%	$50	1,460	0	100%	$0
CG6	Respond to Meter Problems	926	1	99.9%	$50	716	0	100%	$0
CG7	Notification of Planned Interruptions	70,152	58	99.9%	$2,900	75,491	59	99.9%	$2,950
		1,150,360	**79**	**99.9%**	**$3,950**	**1,165,683**	**91**	**99.9%**	**$4,550**

Overall Customer Guarantee performance remains above 99%, demonstrating Rocky Mountain Power's continued commitment to customer satisfaction.

One reconnect for credit that had been disconnected for non-payment was not reconnected within twenty-four hours and is not included in the above numbers. (Credit customers are exempt from Customer Guarantee 3; however, the Company attempts to connect these customers within twenty-four hours and reports them separately in this report.)

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[7], and perform appropriate preventive actions upon those facilities. Assessment of policies, including the costs and benefits of delivery of these policies, will result in modifications to them. Thus, local triggers that result in more frequent or more burdensome inspection and maintenance practices have resulted in refinement to some of these PM activities. As the Company continues this assessment, further variations of the policies will result in refinement to the maintenance plan. Certain of these activities were initiated during 2012 and continued through 2013 which resulted in lower costs for maintenance work items that were delivered.

Transmission and Distribution Lines

- Visual assurance inspections are designed to identify damage or defects that may endanger public safety or adversely affect the integrity of the electric system.
- Detailed inspections are in depth visual inspections of each structure and the spans between each structure or pad-mounted distribution equipment.[8]
- Pole testing includes a sound and bore to identify decay pockets that would compromise the wood pole's structural integrity.

Substations and Major Equipment

- Rocky Mountain Power inspects and maintains substations and associated equipment to ascertain all components within the substation are operating as expected. Abnormal conditions that are identified are prioritized for repair (corrective maintenance).
- Rocky Mountain Power has a condition based maintenance program for substation equipment including load tap changers, regulators, and transmission circuit breakers. Diagnostic testing is performed on a time based interval and the results are analyzed to determine if the equipment is suitable for service or maintenance tasks to be performed. Protection system and communication system maintenance is performed based on a time interval basis.

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.

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[7] The primary focus of the preventive maintenance plan is to inspect facilities, identify abnormal conditions, and perform appropriate preventive actions upon those facilities. Condition priorities are as follows:

Priority A: Conditions that pose a potential but not immediate hazard to the public or employees, or that risk loss of supply or damage to the electrical system.

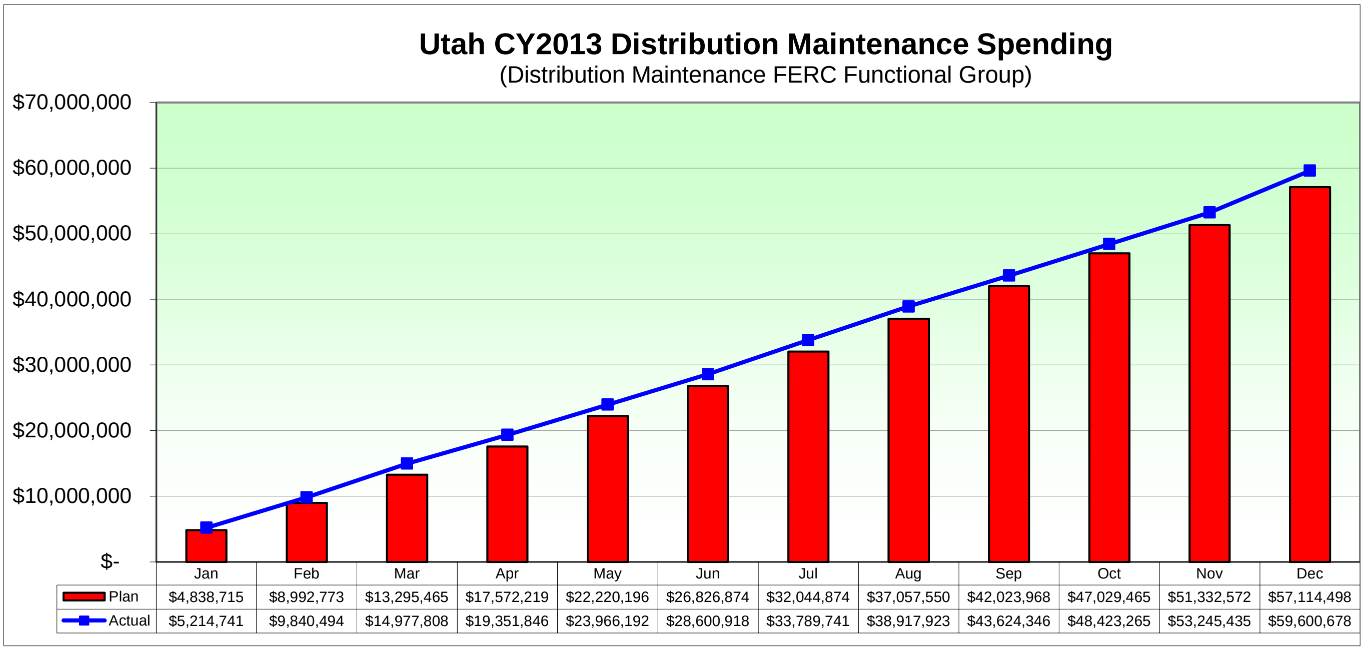
Priority B: Conditions that are nonconforming, but that in the opinion of the inspector do not pose a hazard.

Priority C: Conditions that are nonconforming, but that in the opinion of the inspector do not need to be corrected until the next scheduled work is performed on that facility point.

Priority D: Conditions that conform to the NESC and are not reportable to the associated State Commission. Priority G: Conditions that conform to the regulations requirement that was in place when construction took place but do not conform to more recent code adoptions. These conditions are "grandfathered" and are considered conforming.

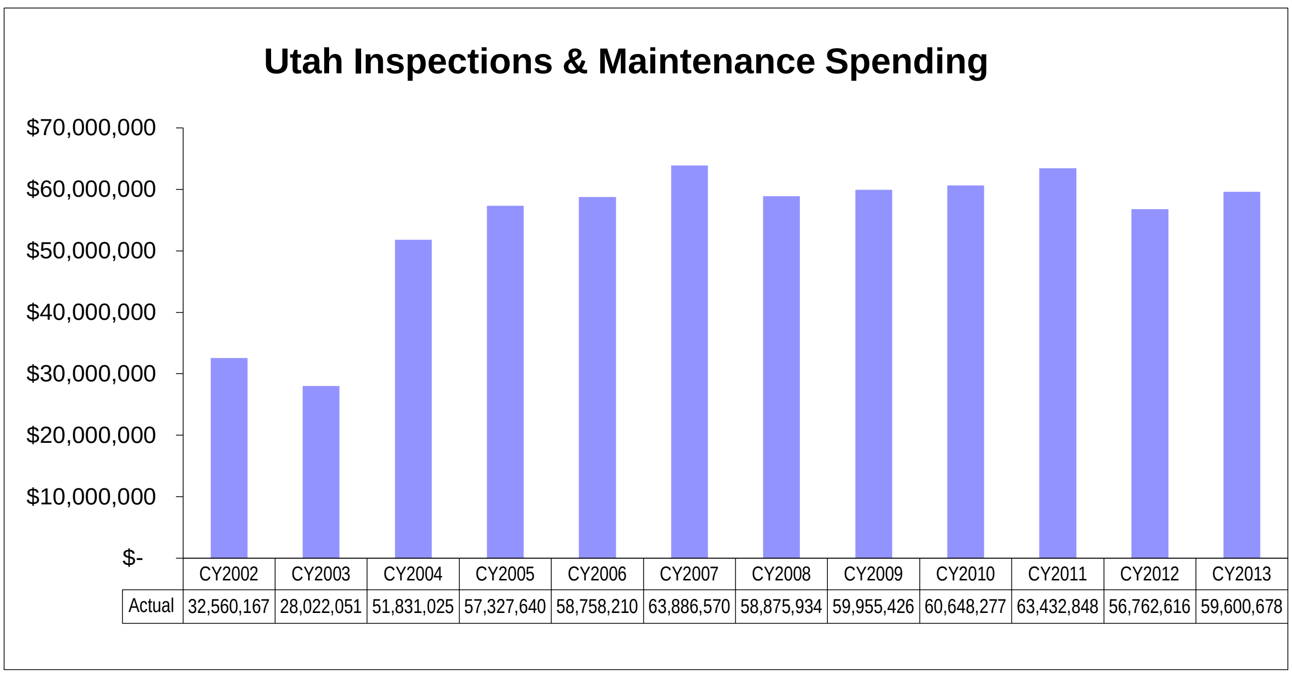
[8] Effective 1/1/2007, Rocky Mountain Power modified its reliability & preventive planning methods to utilize repeated reliability events to prioritize localized preventive maintenance activities, using its Reliability Work Planning methodology. At this time, repeated outage events experienced by customers 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	$4,838,715	$8,992,773	$13,295,465	$17,572,219	$22,220,196	$26,826,874	$32,044,874	$37,057,550	$42,023,968	$47,029,465	$51,332,572	$57,114,498
Actual	$5,214,741	$9,840,494	$14,977,808	$19,351,846	$23,966,192	$28,600,918	$33,789,741	$38,917,923	$43,624,346	$48,423,265	$53,245,435	$59,600,678

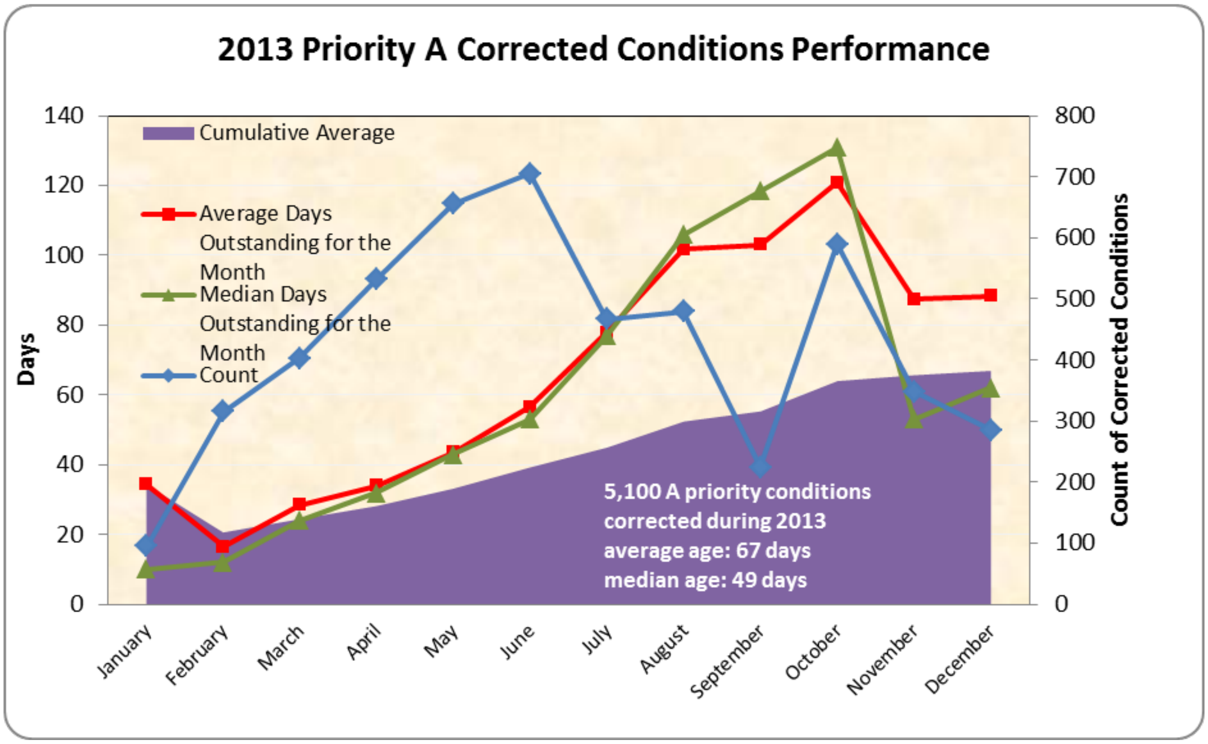
3.2.1 Maintenance Historical Spending



	CY2002	CY2003	CY2004	CY2005	CY2006	CY2007	CY2008	CY2009	CY2010	CY2011	CY2012	CY2013
Actual	32,560,167	28,022,051	51,831,025	57,327,640	58,758,210	63,886,570	58,875,934	59,955,426	60,648,277	63,432,848	56,762,616	59,600,678

3.3 Distribution Priority "A" Conditions Correction History

The Company reports history of A priority corrections. This reporting element dates back to Docket-04-035-070, which expired on December 31, 2011. In this commitment the Company was required to correct distribution A priority conditions on average within 120 days. After the commitment expired, stakeholders requested the Company continue to report the information, believing it to be a useful indicator of work delivered by the Company. As can be seen in the chart below, on a weighted average basis throughout the year the performance is well below the target average of 120 days has been consistently delivered. On a month to month basis, however the average days outstanding will fluctuate more dramatically and as happened at month end of October may approach or exceed the year's performance target.



In its July 10, 2013 correspondence in the matter of Docket No. 13-035-70, "In the Matter of Rocky Mountain Power's Service Quality Review Report", the Company was directed to list the longest five priority 'A' conditions that were outstanding as of the report date[9]. Below is the information that was contained in the Facility Point Inspection (FPI) system as of year-end 2013.

[9] The company was requested to provide the number of 'A' priorities as of report date, which tallies 455 conditions. This excludes those conditions that are the responsibility of joint pole users.

UTAH

January 1 – December 31, 2013

End of December Longest Outstanding A Conditions

MAPSTRING	POLE	CONDITION	REMARKS	INSPECTION DATE	DAYS OUTSTANDING AT 12/31/2013	CORRECTED DATE	DAYS TILL CORRECTED	REASON
11205001	151205	BOXARM	ARM IS SPLIT/CRACKED/ROTTEN/TWISTED/BURNT_16091486	2/28/2013	306	1/7/2014	313	Work was initially planned using internal resources, but due to increases in work load the decision was made to have the work bid and ultimately completed by an external resource
11207002	257401	BOXARM	ARM IS SPLIT_16082822	3/4/2013	302	12/16/2013	287	Work was initially planned using internal resources, but due to increases in work load the decision was made to have the work bid and ultimately completed by an external resource
11206001	204114	BOXARM	ARM IS SPLIT_16084352	3/10/2013	296	12/15/2013	280	Work was initially planned using internal resources, but due to increases in work load the decision was made to have the work bid and ultimately completed by an external resource.
82053	62	BOINSUL	GUN SHOT INSULATORS ON YS STRUCTURE 3-25-13 HAUZEN	3/25/2013	281	1/3/2014	284	Delayed due to planned outage projects
78049	105	BOPOLE	DECAY REJECT RESTORE_HR 1.5_1.5" SHELL HEART ROT	4/1/2013	274	12/28/2013	271	Reported access problem impacted correction

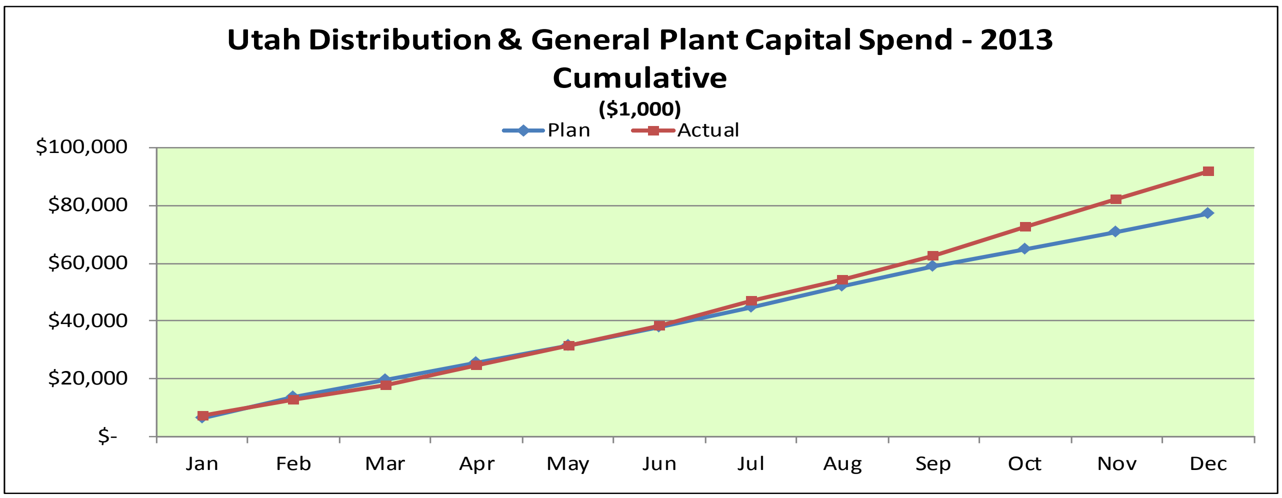
4 CAPITAL INVESTMENT

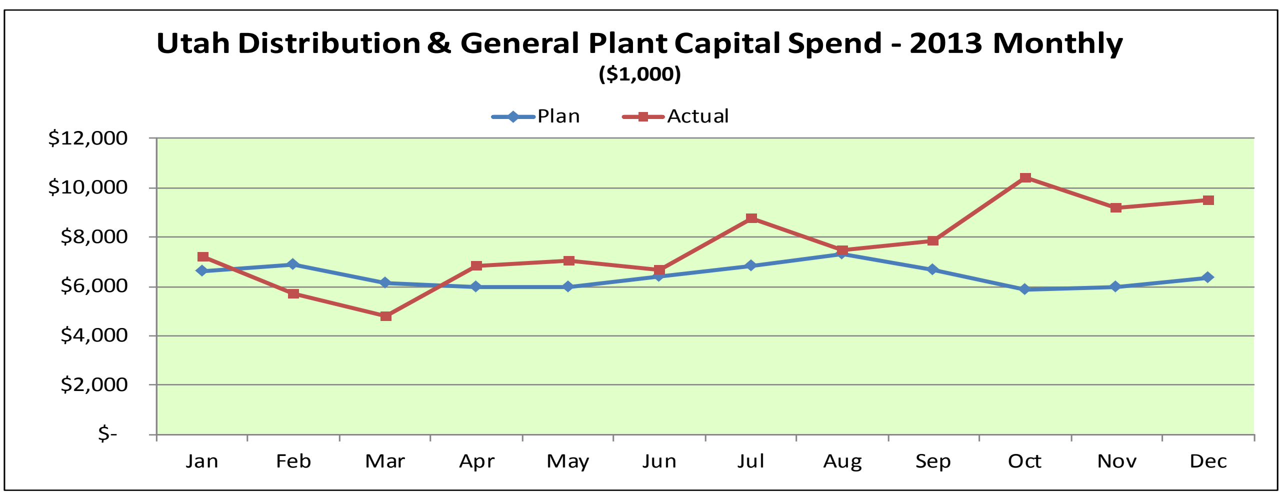
4.1 Capital Spending - Distribution and General Plant

UTAH

Utah Capital Spending*
January - December 2013
Distribution and General Plant

Investment	Actuals ($M)	Plan ($M)	Significant Variances
1. Mandated	$6.5	$7.8	Mandated NERC reliability (non-conforming code issues) over plan (+$1.0M); mandated national & regional regulatory (WECC, FERC, etc.), right-of-way renewals, environmental/avian protection, and other non-conforming code issues under plan, (-$2.1M).
2. New Connects	$38.7	$36.2	Industrial, residential, and irrigation new connections over plan, (+$5.3M); commercial, and street lighting/other new connections under plan, (-$2.8M).
3. System Reinforcement	$8.4	$7.0	Subtransmission, and feeder reinforcement over plan, (+1.8M); substation reinforcement under plan, (-$0.4M).
4. Replacements	$35.8	$24.8	Replacements for substation transformers, transport, underground cable, microwave/fiber communications, substation bushings/glass/other, storm & casualty, abandoned facility removals, and new facilities over plan, (+$11.6M); tools replacement under plan, (-$0.3M).
5. Upgrade & Modernize	$2.1	$1.2	Reliability functional upgrade over plan, (+0.5M).
Total	**$91.5**	**$77.0**	



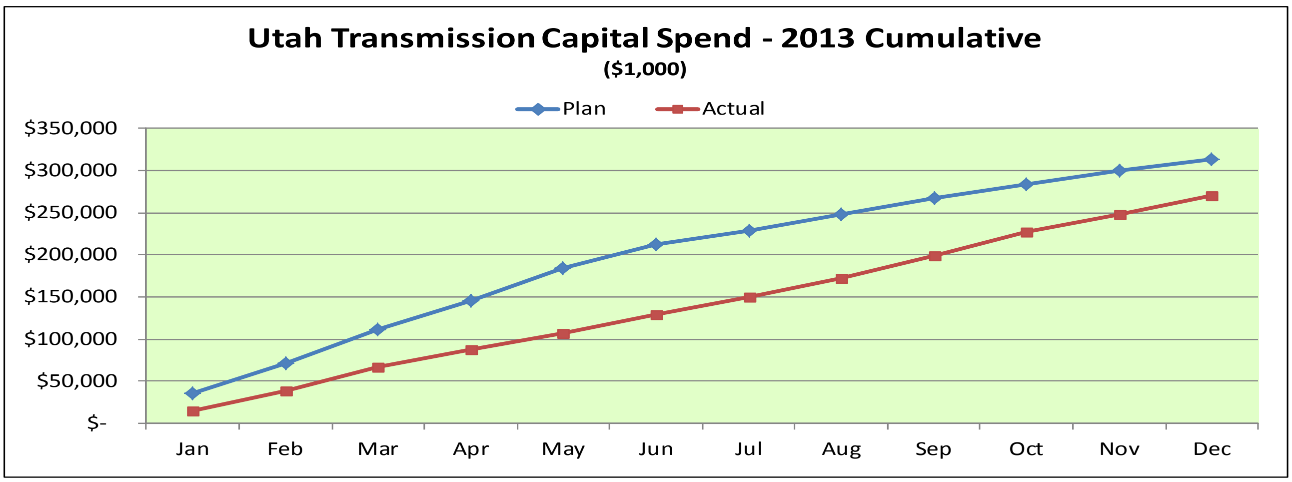


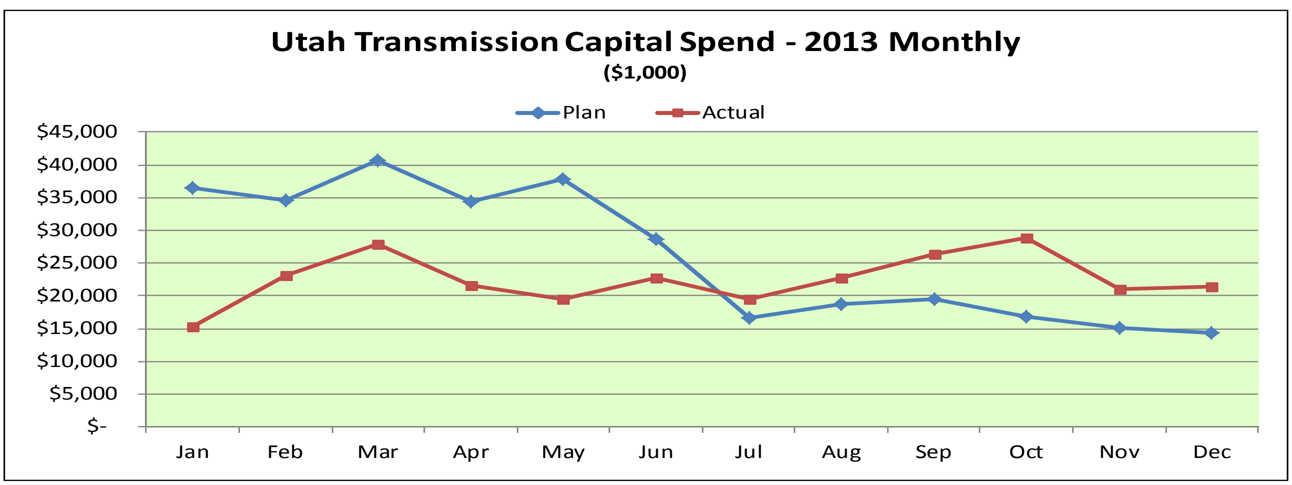
* Actual costs shown are expenditure values, not plant placed in service (PPIS) values. Actual expenditures are not directly tied to PPIS values.

UTAH

4.2 Capital Spending - Transmission

Investment	Actuals ($M)	Plan ($M)	Significant Variances
1. Mandated	17.5	18.3	Mandated environmental/avian protection, right of way renewals, and national & regional regulatory (WECC, FERC, etc.) over plan, (+$1.8M); mandated road relocations, and NERC reliability (non-conforming code issues) under plan, (-$2.8M).
2. New Connects	0.2	1.5	Industrial new connections under plan, (-$1.2M).
3. Local Transmission System Reinforcements	11.3	15.6	Local subtransmission substation reinforcement over plan, (+$0.3M); local subtransmission lines reinforcement under plan, (-$4.8M).
**4. Main Grid Reinforcements / Interconnections	40.4	68.0	Carbon Plant Replacement (+5.5M) over plan; Mona Sub Series Reactor (-$10.0M), Lake Side 2 Interconnect Q0301 (-9.3M), Black Rock Sub (-$6.4M), Pinto 3rd Ph Shifting Transformer (-$5.0M), and TSR Q1256 Lakeside II Transmission Svc (-$4.0M) under plan.
**5. Energy Gateway Transmission	187.1	199.8	Sigurd Red Butte Crystal Line (+$24.2M) over plan; Mona-Oquirrh Line (-$27.7M), Clover Sub & Lines (-$5.5M), and Oquirrh-Terminal Line (-$3.0M) under plan.
6. Replacements	13.4	10.7	Replacements for substation transformers, meters & relays, overhead transmission lines/other, storm & casualty, and abandoned facility removals over plan, (+4.6M); replacements for overhead transmission poles, and substation switchgear/breakers/reclosers under plan, (-1.9M); .
7. Upgrade & Modernize	0.1	0.0	
Total	**270.0**	**313.9**	





* Actual costs shown are expenditure values, not plant placed in service (PPIS) values. Actual expenditures are not directly tied to PPIS values.
** Main Grid Reinforcement/Interconnections and Energy Gateway Transmission values include a small amount of General Plant $ for communications work.

4.3 New Connects

	2012	2013																	
	Jan - Dec 2012	Jan	Feb	Mar	Q1 Total	Apr	May	Jun	Q2 Total	Jan - Jun 2013	Jul	Aug	Sep	Q3 Total	Oct	Nov	Dec	Q4 Total	YEAR TO DATE
Residential																			
UT South	616	37	48	65	150	69	89	62	220	370	73	63	41	177	75	66	49	190	737
UT North/Metro	3,643	392	287	309	988	546	312	295	1,153	2,141	337	411	436	1,184	484	320	431	1,235	4,560
UT Central	4,555	369	295	392	1,056	485	513	422	1,420	2,476	491	508	513	1,512	750	527	537	1,814	5,802
Total Residential	**8,814**	**798**	**630**	**766**	**2,194**	**1,100**	**914**	**779**	**2,793**	**4,987**	**901**	**982**	**990**	**2,873**	**1,309**	**913**	**1,017**	**3,239**	**11,099**
					-				-	-				-				-	-
Commercial					-				-	-				-				-	-
UT South	191	17	10	17	44	21	15	24	60	104	16	27	21	64	18	11	14	43	211
UT North/Metro	800	49	32	30	111	44	86	57	187	298	60	83	50	193	68	62	61	191	682
UT Central	824	48	36	48	132	41	58	55	154	286	65	77	62	204	112	108	90	310	800
Total Commercial	**1,815**	**114**	**78**	**95**	**287**	**106**	**159**	**136**	**401**	**688**	**141**	**187**	**133**	**461**	**198**	**181**	**165**	**544**	**1,693**
					-				-	-				-				-	-
Industrial					-				-	-				-				-	-
UT South	2	-	-	-	-	-	1	1	2	2	-	1	2	3	-	-	-	-	5
UT North/Metro	5	1	-	-	1	-	-	-	-	1	1	1	1	3	-	-	1	1	5
UT Central	-	1	-	-	1	-	-	-	-	1	-	1	-	1	1	-	-	1	3
Total Industrial	**7**	**2**	**-**	**-**	**2**	**-**	**1**	**1**	**2**	**4**	**1**	**3**	**3**	**7**	**1**	**-**	**1**	**2**	**13**
					-				-	-				-				-	-
Irrigation					-				-	-				-				-	-
UT South	54	2	2	10	14	11	13	9	33	47	5	7	3	15	4	4	4	12	74
UT North/Metro	2	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1
UT Central	22	-	1	1	2	1	-	1	2	4	2	1	1	4	1	3	1	5	13
Total Irrigation	**78**	**2**	**3**	**11**	**16**	**12**	**13**	**10**	**35**	**51**	**7**	**9**	**4**	**20**	**5**	**7**	**5**	**17**	**88**
					-				-	-				-				-	-
TOTAL New Connects					-				-	-				-				-	-
UT South	861	56	60	92	208	101	117	95	313	521	94	97	65	256	97	81	67	245	1,022
UT North/Metro	4,445	441	319	339	1,099	590	398	352	1,340	2,439	397	495	486	1,378	552	382	492	1,426	5,243
UT Central	5,401	417	332	441	1,190	527	571	478	1,576	2,766	558	586	576	1,720	863	638	628	2,129	6,615
TOTAL New Connects	**10,707**	**914**	**711**	**872**	**2,497**	**1,218**	**1,086**	**925**	**3,229**	**5,726**	**1,049**	**1,178**	**1,127**	**3,354**	**1,512**	**1,101**	**1,187**	**3,800**	**12,880**

Utah South region includes Moab, Price, Cedar City and Richfield

Utah North/Metro region includes SLC Metro, Ogden and Layton

Utah Central region includes American Fork, Vernal, Tooele, Jordan Valley and Park City

Region areas are subject to change for operational purposes and may differ from historical reporting

New Connects report reflects the volume of all new connections in the system in the reporting period, which may include temporary connections that are subsequently removed in future periods; therefore, it is not necessarily an auditable count of new permanent connections for the reporting period.

UTAH

January 1 – December 31, 2013

5 VEGETATION MANAGEMENT

5.1 Production

UTAH
Tree Program Reporting
January 1, 2013 through December 31, 2013
Distribution

	Total	Calendar Year Reporting				Cycle Reporting			
	3 Year Program/Total Line Miles *column a*	1/1/2013-12/31/2013 Miles Planned *column b*	1/1/2013-12/31/2013 Actual Miles *column c*	01/01/2013-12/31/2013 Ahead/Behind *column d*	1/1/2013-12/31/2013 % Ahead/Behind *column e*	1/1/2011-12/31/2013 Miles Planned *column f*	1/1/2011-12/31/2013 Actual Miles *column g*	01/01/2011-12/31/2013 Ahead/Behind *column h*	1/1/2011-12/31/2013 % Ahead/Behind *column i*
UTAH	10,871	3,624	3,437	-187	94.8%	10,871	10,953	82	100.8%
AMERICAN FORK	806	269	339	70	126.2%	806	847	41	105.1%
CEDAR CITY	1,326	442	531	89	120.1%	1,326	1,358	32	102.4%
JORDAN VALLEY	774	258	232	-26	89.9%	774	802	28	103.6%
LAYTON	281	94	103	9	110.0%	281	312	31	111.0%
MOAB	955	318	103	-215	32.4%	955	921	-34	96.4%
OGDEN	879	293	302	9	103.1%	879	836	-43	95.1%
PARK CITY	529	176	142	-34	80.5%	529	527	-2	99.6%
PRICE	590	197	102	-95	51.9%	590	520	-70	88.1%
RICHFIELD	1,346	449	517	68	115.2%	1,346	1,311	-35	97.4%
SL METRO	1,180	393	324	-69	82.4%	1,180	1,199	19	101.6%
SMITHFIELD	757	252	287	35	113.7%	757	788	31	104.1%
TOOELE	481	160	236	76	147.2%	481	475	-6	98.8%
TREMONTON	728	243	144	-99	59.3%	728	812	84	111.5%
VERNAL	239	80	75	-5	94.1%	239	245	6	102.5%

Distribution cycle $/tree:	$51.28
Distribution cycle $/mile:	$3,186
Distribution cycle removal %	43.82%

Transmission

Total Line Miles	Line Miles Scheduled	Line Miles Worked	Miles Ahead(behind) Schedule	Miles on Schedule	% of miles on/behind Schedule
6,379	1,260	1,008	(252)	6,127	96%

Transmission $/mile: $3,977

Current distribution cycle begain January 1, 2011 and extends until December 31, 2013.

Notes:
Column a: Total overhead distribution pole miles by district
Column b: Total overhead distribution pole miles planned for the period January 1, 2013 through December 31, 2013
Column c: Actual overhead distribution pole miles worked during the period January 1 2013 through December 31, 2013
Column d: Miles ahead or behind for the period January 1, 2013 through December 31, 2013 (column c-column b)
Column e: Percent of actual compared to planned for the period January 1, 2013 through December 31, 2013 ((column c÷b)×100)
Column f: Total overhead distribution pole miles planned for the period January 1, 2011 through December 31, 2013
Column g: Actual overhead distribution pole miles worked during the period January 1 2011 through December 31, 2013
Column h: Miles ahead or behind for the period January 1, 2011 through December 31, 2013 (column g-column f)
Column i: Percent of actual compared to planned for the period January 1, 2011 through December 31, 2013 ((column g÷f)×100). Max = 100%

UTAH January 1 – December 31, 2013

5.2 Budget

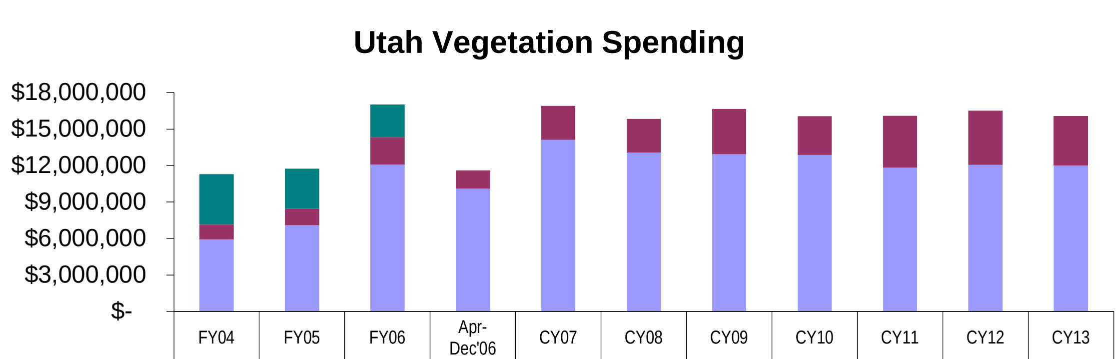
UTAH
Tree Program Reporting

	CY2014	CY2015	CY2016
Distribution			
Tree Budget	$11,795,374	$11,795,374	$11,795,374
Transmission			
Tree Budget	$3,782,033	$3,782,033	$3,782,033
Total Tree Budget	$15,577,407	$15,577,407	$15,577,407

	Distribution			Transmission		
	Actuals	Budget	Variance	Actuals	Budget	Variance
Calendar year 2013						
Jan	$1,090,506	$1,032,948	$57,558	$203,359	$275,591	-$72,232
Feb	$898,631	$983,759	-$85,129	$287,739	$299,635	-$11,896
Mar	$1,016,021	$982,136	$33,885	$297,764	$311,535	-$13,771
Apr	$978,950	$932,948	$46,002	$405,139	$316,640	$88,499
May	$1,020,289	$1,080,801	-$60,512	$353,017	$333,156	$19,861
Jun	$959,395	$1,032,948	-$73,553	$323,478	$293,763	$29,715
Jul	$978,064	$883,759	$94,304	$314,732	$338,236	-$23,504
Aug	$917,629	$1,031,324	-$113,695	$401,886	$351,073	$50,814
Sep	$834,252	$834,572	-$320	$385,007	$307,293	$77,714
Oct	$1,200,963	$1,031,324	$169,639	$235,878	$330,295	-$94,417
Nov	$1,084,750	$883,759	$200,991	$362,234	$267,935	$94,299
Dec	$1,012,154	$885,095	$127,059	$499,999	$256,361	$243,638
Total	$11,991,602	$11,595,374	$396,228	$4,070,233	$3,681,515	$388,718

Average # Tree Crews on Property (YTD)	65

5.2.1 Vegetation Historical Spending



	FY04	FY05	FY06	Apr-Dec'06	CY07	CY08	CY09	CY10	CY11	CY12	CY13
Miscellaneous	4,127,062	3,306,952	2,666,318								
Transmission	1,235,702	1,351,143	2,273,513	1,489,985	2,809,622	2,777,814	3,716,266	3,180,955	4,245,089	4,483,668	4,070,233
Distribution	5,934,507	7,070,339	12,072,304	10,107,317	14,097,440	13,053,514	12,934,364	12,866,264	11,837,421	12,037,620	11,991,602

Miscellaneous = storm and casualty, line extension work, special request projects, administrative.