ROCKY MOUNTAIN POWER
A DIVISION OF PACIFICORP

UTAH

SERVICE QUALITY

REVIEW

January 1 – June 30, 2014

Report

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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.

Note: See Rule 25 for a complete description of terms and conditions for the Customer Guarantee Program.

[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.

1.2 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.

Performance Types

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
1/1-12/31/2014	863,425	6.60	5,696,098

Underlying Events

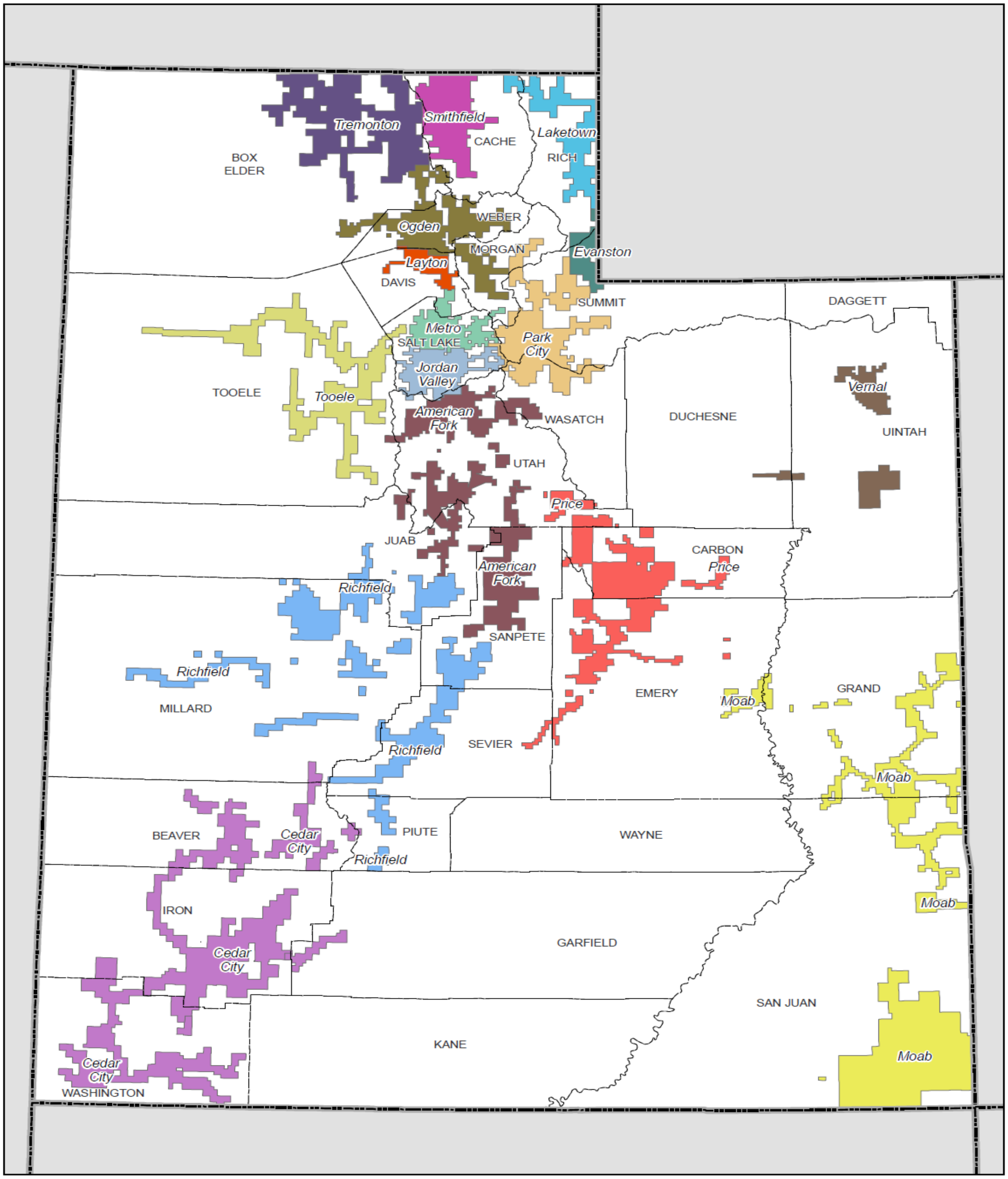
Within the industry, there has been a great need to develop methodologies to evaluate year-on-year performance. This has led to the development of methods for segregating outlier days, via the approaches described above. Those days which fall below the statistically derived threshold represent "underlying" 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 2014 underlying reliability results through June are on track to fall 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 the first half of 2014, there were two major events (which were accepted as major events by the Utah Commission upon recommendation of the Utah Division of Public Utilities) and three significant event days[3] recorded.

Utah Major Events 2014-June		
Date	Cause	SAIDI
April 22-23, 2014	Windstorm	21.7
May 10-12, 2014	Wind and Snowstorms	9.3
Total		**31**

- A fast-moving windstorm in northern Utah caused substantial damage to Rocky Mountain Power's facilities and a significant impact on its reliability performance April 22 through April 24, 2014. Winds in excess of 80 miles per hour toppled trees into power lines and blew a heavy, contaminated cloud of dust from Utah's west desert into the Wasatch Front. That contamination on facilities, in combination with subsequent light rain, resulted in numerous pole fires. A double-circuit transmission structure carrying two of the three power sources to Summit County, Utah, burned in remote, mountainous terrain and required rolling load curtailment outages during repairs from 7:10 a.m. to noon. This major event filing was accepted by the Utah Commission on 7/1/14 in Docket 14-035-63.
- Spring storms bringing heavy fog, rain, high winds, lightning and snowfall to southern Utah caused substantial damage to Rocky Mountain Power's facilities and a significant impact on its reliability performance May 10 through May 12, 2014. Wind-blown and snow-laden trees toppled into electrical facilities, blowing fuses, pulling wire down or breaking poles. Sustained interruptions were experienced by 58% of the company's Cedar City customers. This major event filing was accepted by the Utah Commission on 8/4/14 in Docket 14-035-81.

Utah Significant Event Days 2014-June						
Date	Cause	Underlying SAIDI	Percent of Total Underlying SAIDI (69)	CD SAIDI	Percent of Total CD SAIDI (17)	CD Percent of Day
January 29, 2014	Snowstorm	2.9	4.2%	0.33	1.9%	11.5%
March 17, 2014	Windstorm	2.5	3.6%	0.28	1.6%	11.2%
March 30, 2014	Windstorm	3.5	5.1%	0.08	0.5%	2.3%
Total		**8.9**	**12.9%**	**0.69**	**4.1%**	**7.8%**

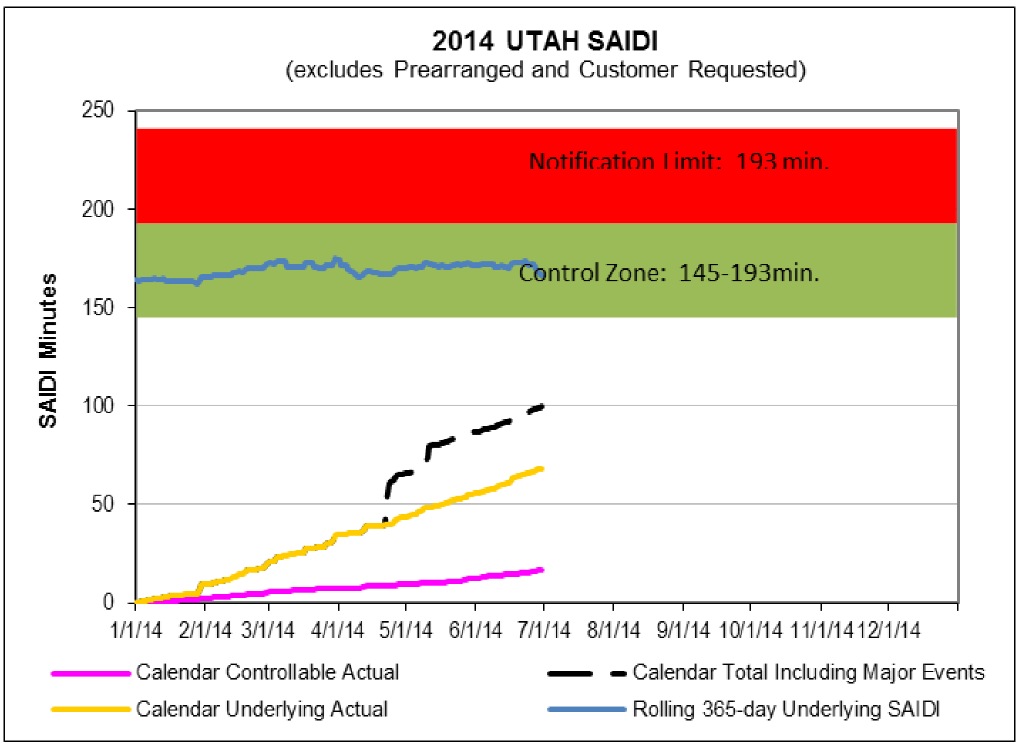
- 1/29/14 – loss of transmission due to snowstorm in Montpelier operating area
- 3/17/14 – loss of transmission due to wind in Price operating area
- 3/30/14 – loss of transmission due to wind in Moab, Tooele and Price operating areas

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

2.1 System Average Interruption Duration Index (SAIDI)

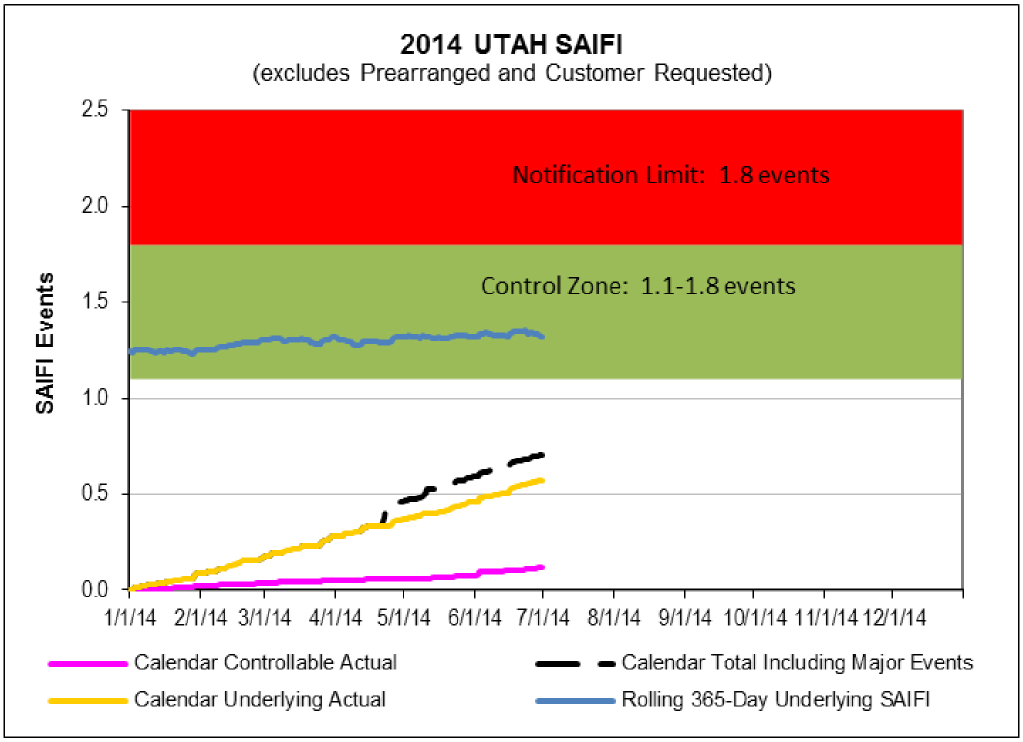
Over time the Company has made system changes to minimize how many customers are affected for any given outage. This approach has resulted in improvements to both outage duration and outage frequency, and has yielded improved performance as delivered to customers.

UTAH	2014
SAIDI	January 1 through June 30
Total	100
Underlying	69
Controllable Distribution	17



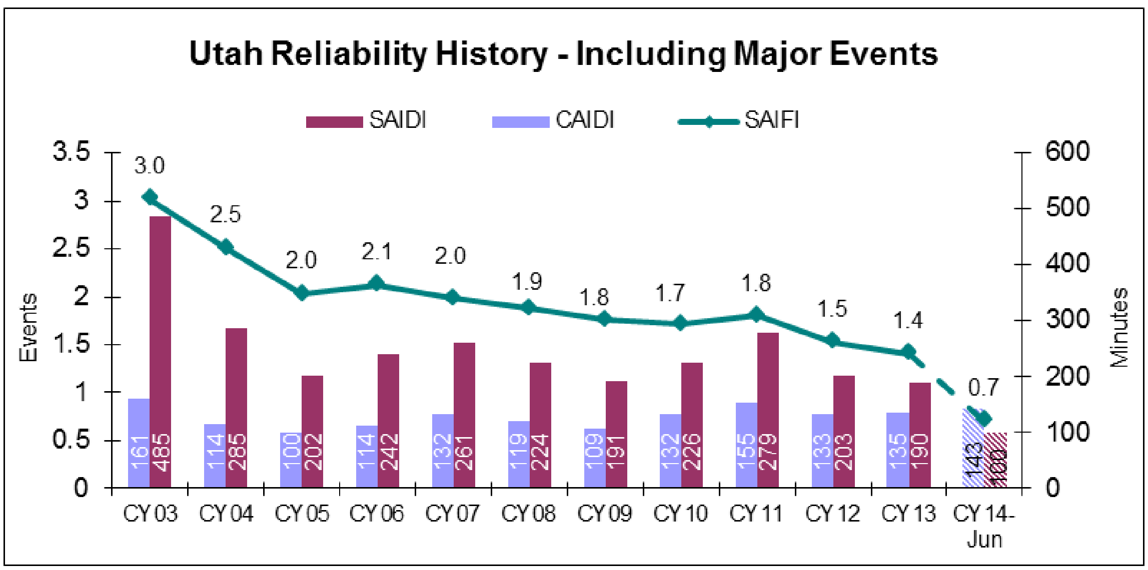
2.2 System Average Interruption Frequency Index (SAIFI)

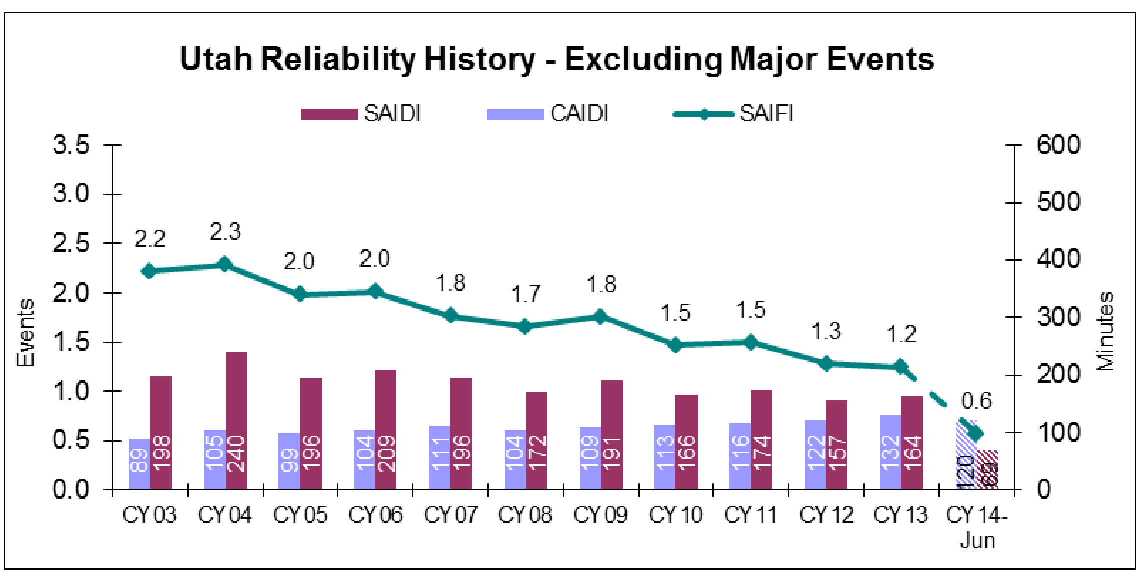
UTAH	2014
SAIFI	January 1 through June 30
Total	0.701
Underlying	0.574
Controllable Distribution	0.118



2.3 Reliability History

Historically the Company has improved reliability as measured by SAIDI and SAIFI reliability indices; at the same time outage response performance (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. As of the first half-year of 2014, all underlying metrics show an improvement in performance.

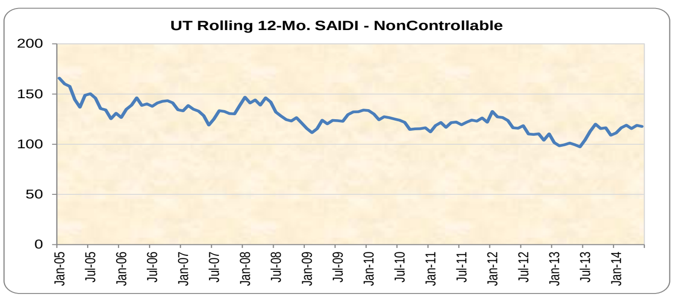


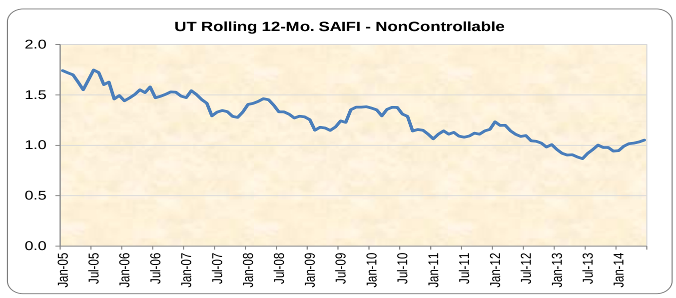


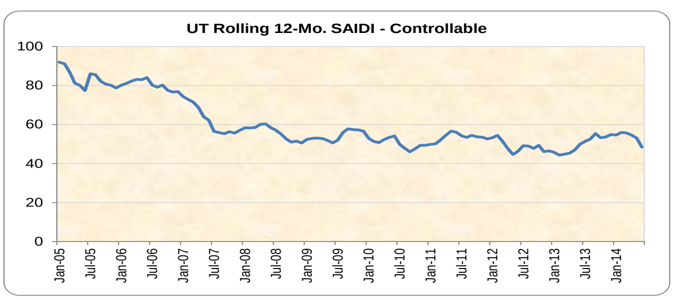
2.4 Controllable, Non-Controllable and Underlying Performance Review

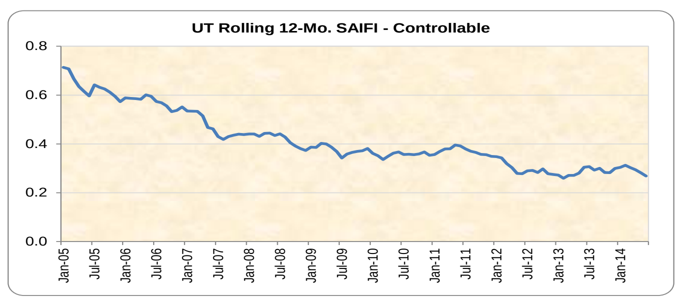
In 2008 the Company introduced a further categorization of outage causes, which it subsequently used to develop improvement programs as deployed by engineering resources. This categorization was titled Controllable Distribution outages and recognizes that certain types of outages can be cost-effectively 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].

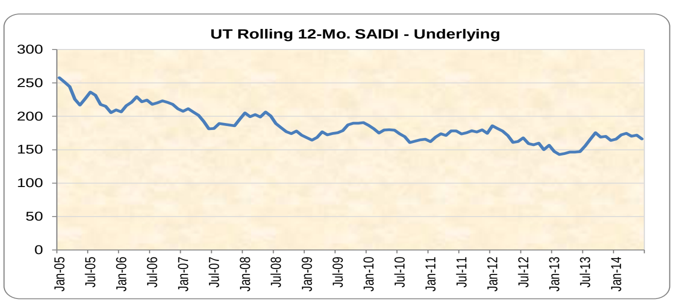
The graphic history demonstrates controllable, non-controllable and underlying performance on a rolling 365-day basis. Analysis of the trends displayed in the charts below shows a general improving trend for all charts. In order to also focus on non-controllable outages, the Company has continued to 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 not.

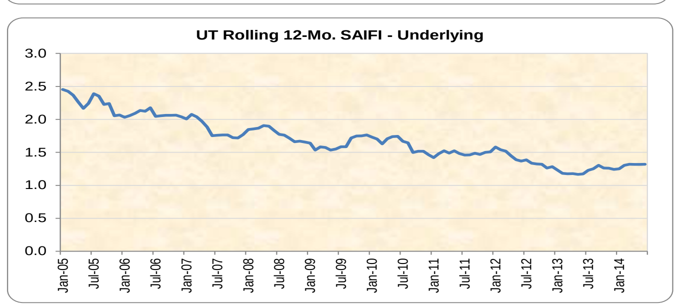












[4] 3. The Company shall provide, as an appendix to its Service Quality Review reports, information regarding non-controllable outages, including, when applicable, descriptions of efforts made by the Company to improve service quality and reliability for causes the Company has identified as not controllable.
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.

2014-JUNE UTAH CAUSE ANALYSIS - CONTROLLABLE					
Direct Cause	**Customer Minutes Lost for Incident**	**Customers In Incident Sustained**	**Sustained Incident Count**	**SAIDI**	**SAIFI**
ANIMALS	713,357.32	15,410	231	0.83	0.018
BIRD MORTALITY (NON-PROTECTED SPECIES)	279,117.69	2,341	92	0.32	0.003
BIRD MORTALITY (PROTECTED SPECIES) (BMTS)	384,459.19	1,323	40	0.45	0.002
BIRD NEST (BMTS)	23,403.65	234	14	0.03	0.000
BIRD SUSPECTED, NO MORTALITY	66,468.73	662	49	0.08	0.001
ANIMALS	**1,466,806.58**	**19,970**	**426**	**1.70**	**0.023**
B/O EQUIPMENT	1,941,653.56	15,133	343	2.25	0.018
DETERIORATION OR ROTTING	9,752,034.42	53,177	2,254	11.29	0.062
OVERLOAD	163,925.03	1,351	23	0.19	0.002
STRUCTURES, INSULATORS, CONDUCTOR	39,575.60	19	40	0.05	0.000
RELAYS, BREAKERS, SWITCHES	851.00	11	11	0.00	0.000
EQUIPMENT FAILURE	**11,898,039.61**	**69,691**	**2,671**	**13.78**	**0.082**
FAULTY INSTALL	20,030.70	215	24	0.02	0.000
IMPROPER PROTECTIVE COORDINATION	529,005.02	1,963	12	0.61	0.002
INCORRECT RECORDS	15,802.31	471	24	0.02	0.001
INTERNAL CONTRACTOR	12,568.35	137	2	0.01	0.000
INTERNAL TREE CONTRACTOR	3,139.70	42	3	0.00	0.000
PACIFICORP EMPLOYEE - FIELD	65,932.67	3,603	6	0.08	0.004
PACIFICORP EMPLOYEE - SUB	8,657.67	1,367	1	0.01	0.002
OPERATIONAL	**655,136.42**	**7,798**	**72**	**0.75**	**0.009**
TREE - TRIMMABLE	303,276.78	3,189	49	0.35	0.004
TREES	**303,276.78**	**3,189**	**49**	**0.35**	**0.004**
Utah Controllable	**14,323,259.39**	**100,648**	**3,218**	**16.58**	**0.118**

[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 863,425 (2014 Utah frozen customer count).

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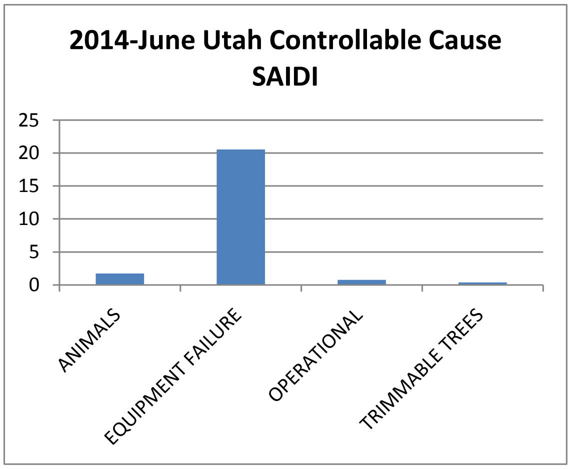
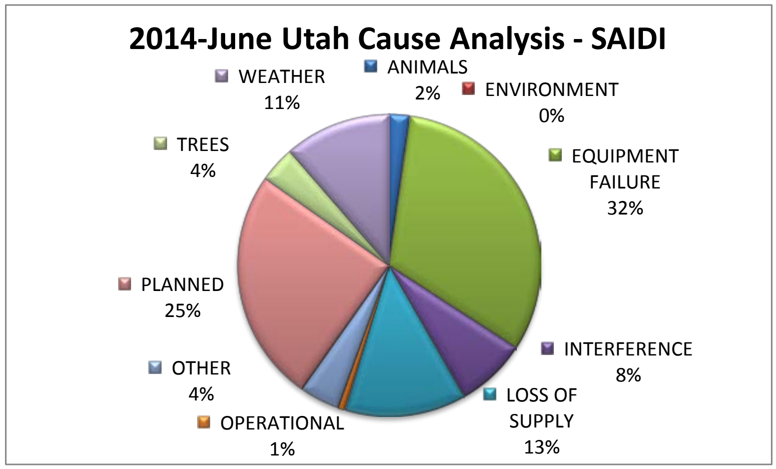
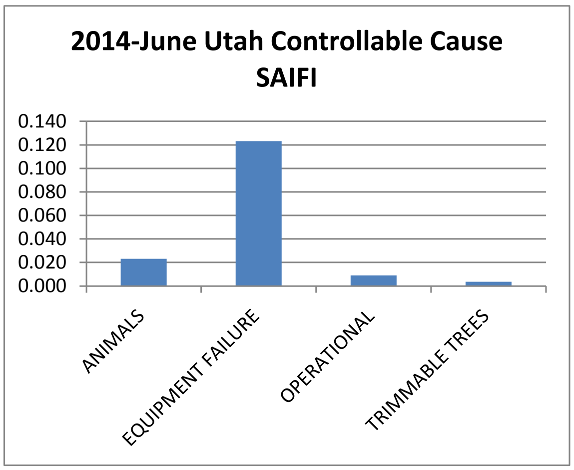
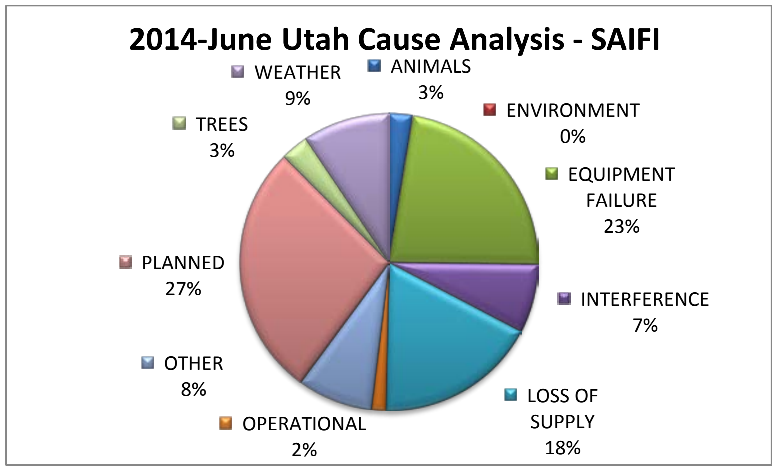
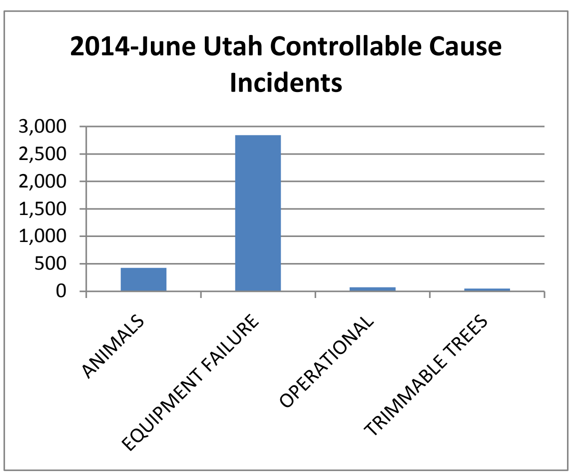
2014-JUNE UTAH CAUSE ANALYSIS - UNDERLYING					
Direct Cause	**Customer Minutes Lost for Incident**	**Customers In Incident Sustained**	**Sustained Incident Count**	**SAIDI**	**SAIFI**
ANIMALS	713,357.32	15,410	231	0.83	0.018
BIRD MORTALITY (NON-PROTECTED SPECIES)	279,117.69	2,341	92	0.32	0.003
BIRD MORTALITY (PROTECTED SPECIES) (BMTS)	384,459.19	1,323	40	0.45	0.002
BIRD NEST (BMTS)	23,403.65	234	14	0.03	0.000
BIRD SUSPECTED, NO MORTALITY	66,468.73	662	49	0.08	0.001
ANIMALS	**1,466,806.58**	**19,970**	**426**	**1.70**	**0.023**
CONTAMINATION	14,352.20	98	2	0.02	0.000
FIRE/SMOKE (NOT DUE TO FAULTS)	76,948.15	1,554	15	0.09	0.002
FLOODING	138.35	1	1	0.00	0.000
ENVIRONMENT	**91,438.70**	**1,653**	**18**	**0.11**	**0.002**
B/O EQUIPMENT	1,941,653.56	15,133	343	2.25	0.018
DETERIORATION OR ROTTING	9,752,034.42	53,177	2,254	11.29	0.062
NEARBY FAULT	118,824.44	1,208	8	0.14	0.001
OVERLOAD	163,925.03	1,351	23	0.19	0.002
POLE FIRE	5,611,854.74	35,429	166	6.50	0.041
STRUCTURES, INSULATORS, CONDUCTOR	39,575.60	19	40	0.05	0.000
RELAYS, BREAKERS, SWITCHES	851.00	11	11	0.00	0.000
EQUIPMENT FAILURE	**17,628,718.79**	**106,328**	**2,845**	**20.42**	**0.123**
DIG-IN (NON-PACIFICORP PERSONNEL)	934,128.61	8,718	135	1.08	0.010
OTHER INTERFERING OBJECT	591,362.08	5,525	50	0.68	0.006
OTHER UTILITY/CONTRACTOR	361,072.74	4,440	40	0.42	0.005
VANDALISM OR THEFT	90,999.91	178	13	0.11	0.000
VEHICLE ACCIDENT	4,959,593.38	33,516	186	5.74	0.039
INTERFERENCE	**6,937,156.72**	**52,377**	**424**	**8.03**	**0.061**
FAILURE ON OTHER LINE OR STATION	15.32	1	4	0.00	0.000
LOSS OF FEED FROM SUPPLIER	368.72	11	2	0.00	0.000
LOSS OF SUBSTATION	2,953,745.01	24,497	32	3.42	0.028
LOSS OF TRANSMISSION LINE	11,556,648.98	101,011	238	13.38	0.117
LOSS OF SUPPLY	**14,510,778.02**	**125,520**	**276**	**16.81**	**0.145**
FAULTY INSTALL	20,030.70	215	24	0.02	0.000
IMPROPER PROTECTIVE COORDINATION	529,005.02	1,963	12	0.61	0.002
INCORRECT RECORDS	15,802.31	471	24	0.02	0.001
INTERNAL CONTRACTOR	12,568.35	137	2	0.01	0.000
INTERNAL TREE CONTRACTOR	3,139.70	42	3	0.00	0.000
PACIFICORP EMPLOYEE - FIELD	65,932.67	3,603	6	0.08	0.004
PACIFICORP EMPLOYEE - SUB	8,657.67	1,367	1	0.01	0.002
TESTING/STARTUP ERROR	39.77	1	1	0.00	0.000
OPERATIONAL	**655,176.18**	**7,799**	**73**	**0.76**	**0.009**
OTHER, KNOWN CAUSE	134,699.20	1,383	19	0.16	0.002
UNKNOWN	2,675,196.81	33,130	544	3.10	0.038
OTHER	**2,809,896.01**	**34,513**	**563**	**3.25**	**0.040**
CONSTRUCTION	244,652.86	2,983	188	0.28	0.003
Construction - Scheduled Switching	4,448,814.80	92	79	5.15	0.000
CUSTOMER NOTICE GIVEN	7,136,382.01	38,922	1,639	8.27	0.045
CUSTOMER REQUESTED	108,124.53	801	404	0.13	0.001
EMERGENCY DAMAGE REPAIR	8,148,552.02	96,251	718	9.44	0.111
ENERGY EMERGENCY INTERRUPTION	1,310.92	5	1	0.00	0.000
INTENTIONAL TO CLEAR TROUBLE	234,056.00	6,068	30	0.27	0.007
MAINTENANCE	143,691.33	39	84	0.17	0.000
TRANSMISSION REQUESTED	8,115.07	170	8	0.01	0.000
PLANNED	**20,473,699.53**	**145,331**	**3,151**	**23.71**	**0.168**
TREE - NON-PREVENTABLE	1,035,761.96	7,931	177	1.20	0.009
TREE - TRIMMABLE	303,276.78	3,189	49	0.35	0.004
TREES	**1,339,038.75**	**11,120**	**226**	**1.55**	**0.013**
ICE	369.98	3	2	0.00	0.000
LIGHTNING	1,040,950.89	7,338	75	1.21	0.008
SNOW, SLEET AND BLIZZARD	849,597.45	8,093	41	0.98	0.009
WIND	3,022,619.54	14,476	188	3.50	0.017
WEATHER	**4,913,537.86**	**29,910**	**306**	**5.69**	**0.035**
Utah Including Prearranged	**70,826,247.13**	**534,521**	**8,308**	**82.03**	**0.619**
Utah Excluding Prearranged	**59,132,925.79**	**494,706**	**6,186**	**68.49**	**0.573**

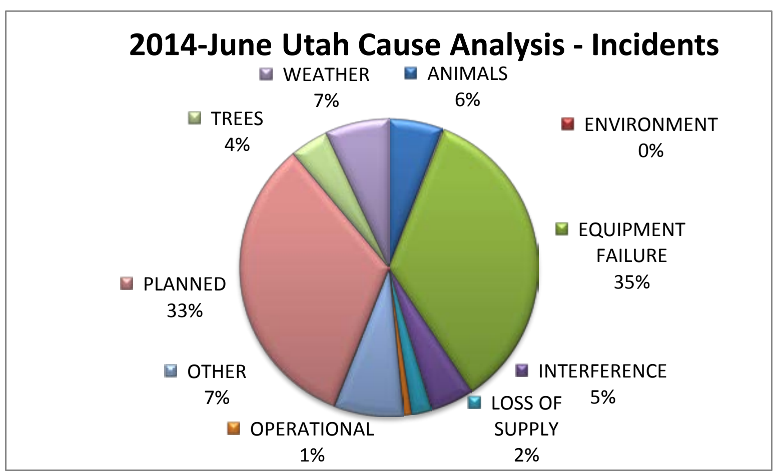

2014-June Utah Controllable Cause SAIDI
25
20
15
10
5
0
ANIMALS
EQUIPMENT FAILURE
OPERATIONAL
TRIMMABLE TREES

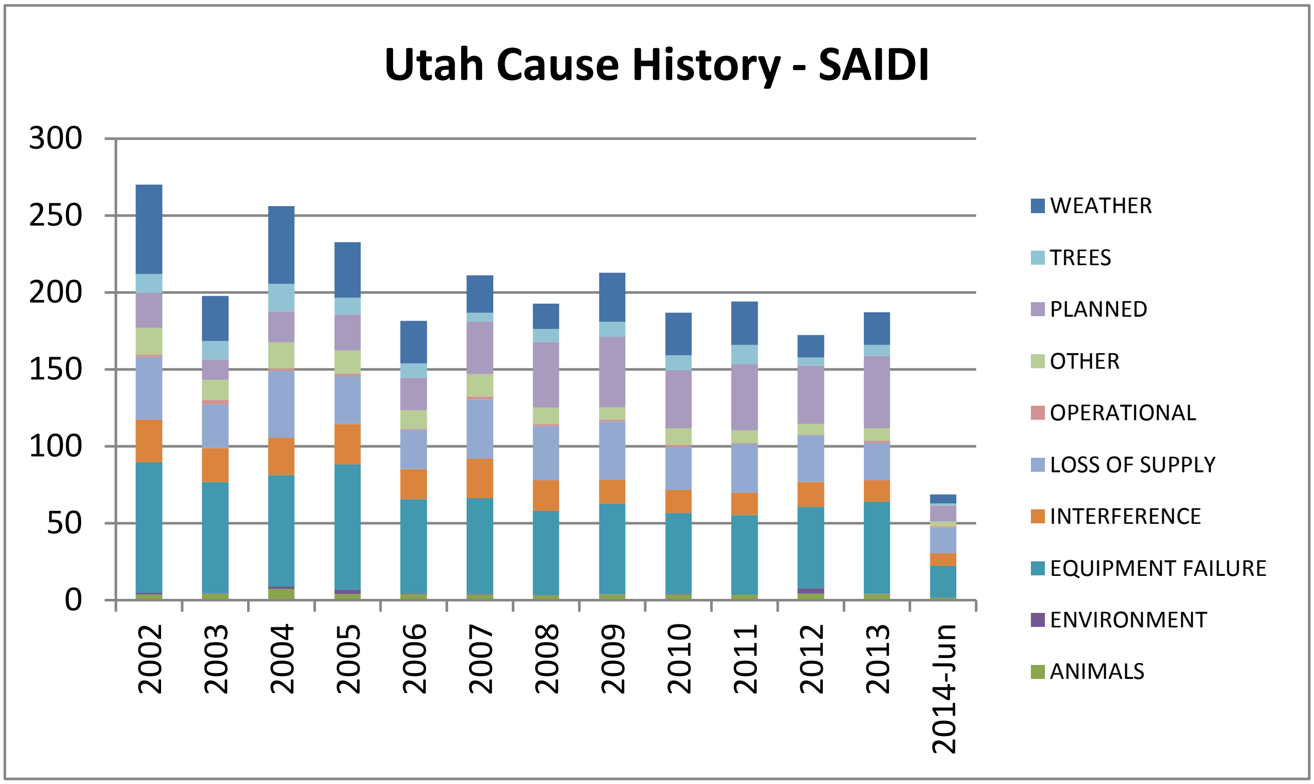

2014-June Utah Cause Analysis - SAIDI
WEATHER 11%
ANIMALS 2%
ENVIRONMENT 0%
TREES 4%
EQUIPMENT FAILURE 32%
PLANNED 25%
INTERFERENCE 8%
OTHER 4%
LOSS OF SUPPLY 13%
OPERATIONAL 1%

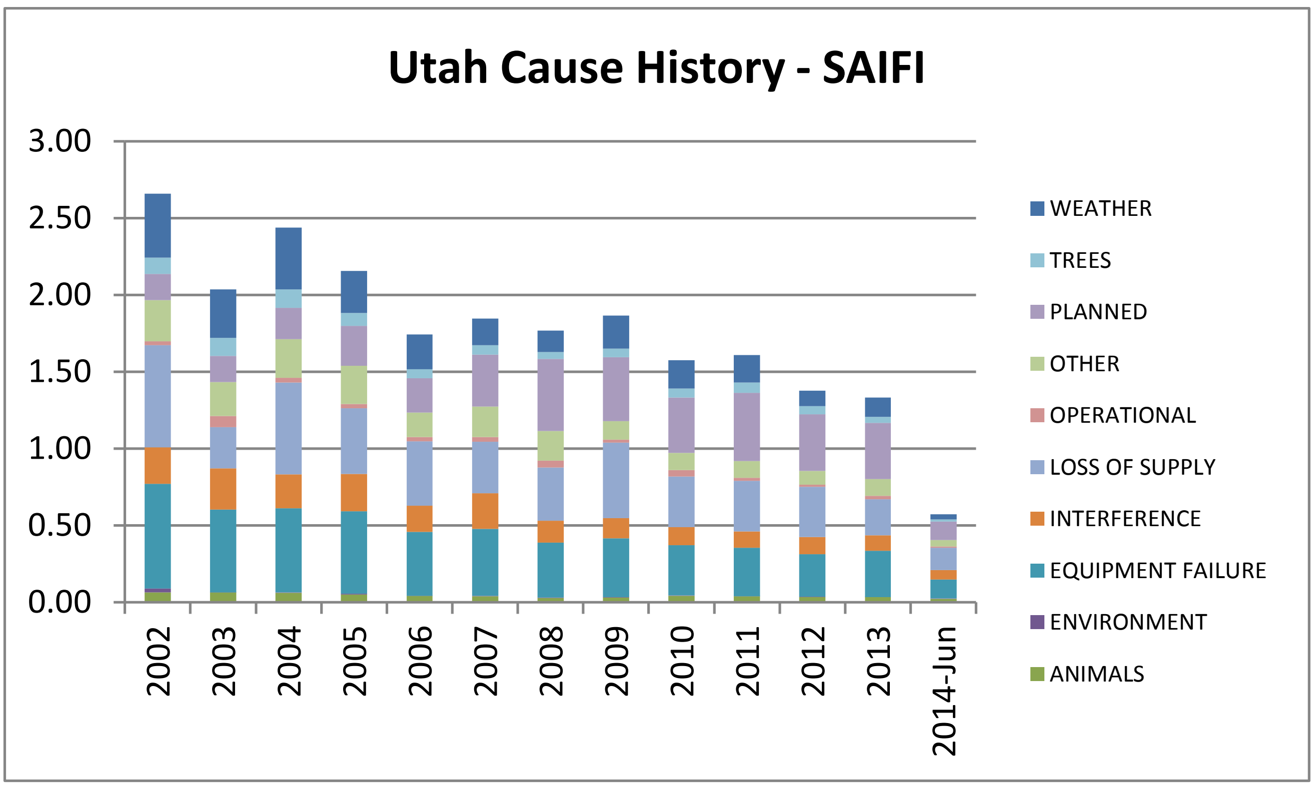

2014-June Utah Controllable Cause SAIFI
0.140
0.120
0.100
0.080
0.060
0.040
0.020
0.000
ANIMALS
EQUIPMENT FAILURE
OPERATIONAL
TRIMMABLE TREES


2014-June Utah Cause Analysis - SAIFI
WEATHER 9%
ANIMALS 3%
TREES 3%
ENVIRONMENT 0%
EQUIPMENT FAILURE 23%
PLANNED 27%
INTERFERENCE 7%
OTHER 8%
LOSS OF SUPPLY 18%
OPERATIONAL 2%


2014-June Utah Controllable Cause Incidents
3,000
2,500
2,000
1,500
1,000
500
0
ANIMALS
EQUIPMENT FAILURE
OPERATIONAL
TRIMMABLE TREES


2014-June Utah Cause Analysis - Incidents
WEATHER 7%
ANIMALS 6%
TREES 4%
ENVIRONMENT 0%
EQUIPMENT FAILURE 35%
PLANNED 33%
OTHER 7%
INTERFERENCE 5%
LOSS OF SUPPLY 2%
OPERATIONAL 1%


Utah Cause History - SAIDI
300
250
200
150
100
50
0
2002
2003
2004
2005
2006
2007
2008
2009
2010
2011
2012
2013
2014-Jun
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
2014-Jun
WEATHER
TREES
PLANNED
OTHER
OPERATIONAL
LOSS OF SUPPLY
INTERFERENCE
EQUIPMENT FAILURE
ENVIRONMENT
ANIMALS

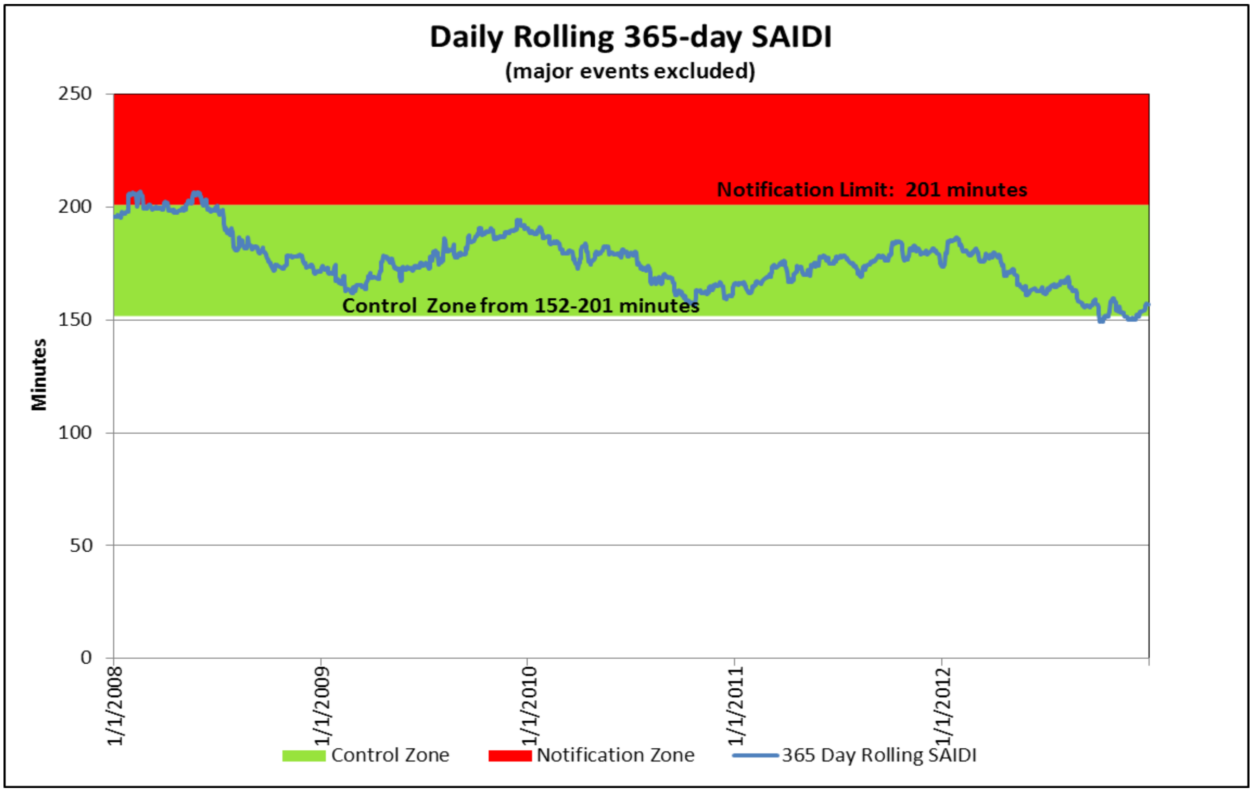
Cause Category	Description and Examples
Environment	Contamination or Airborne Deposit (i.e. salt, trona ash, other chemical dust, sawdust, etc.); corrosive environment; flooding due to rivers, broken water main, etc.; fire/smoke related to forest, brush or building fires (not including fires due to faults 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

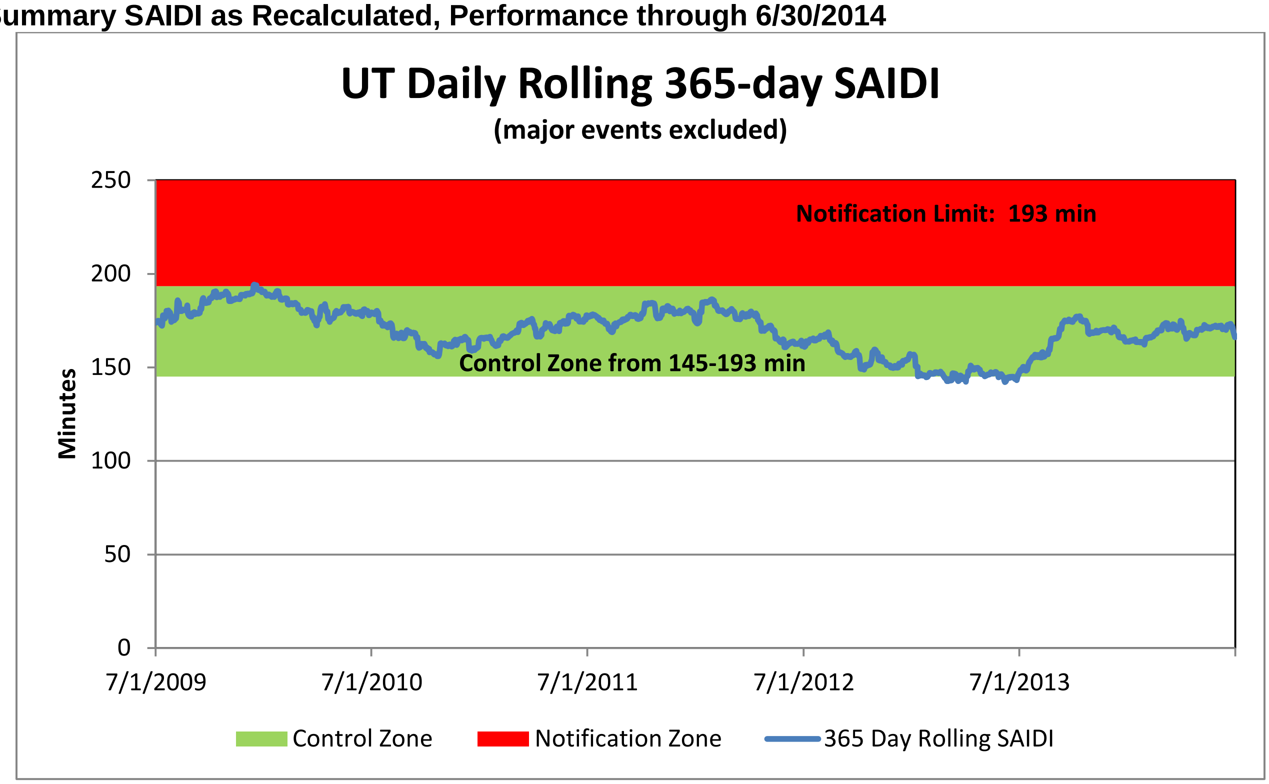
In compliance with Utah Reliability Reporting Rules, the Company developed performance baselines that it subsequently filed for approval (based on 2008-2012 history). These baselines were approved, but stakeholders advocated annually refreshing baseline levels using the methods that resulted in the approved baselines; refreshing through June 30, 2014 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 June 30, 2014 result in an average of 169 minutes and 1.44 events, with a SAIDI range of 145-193 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 (2014-June)		
	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	193 minutes
SAIFI	1.59 events	1.3 events	1.9 events	1.44 events	1.1 events	1.8 events

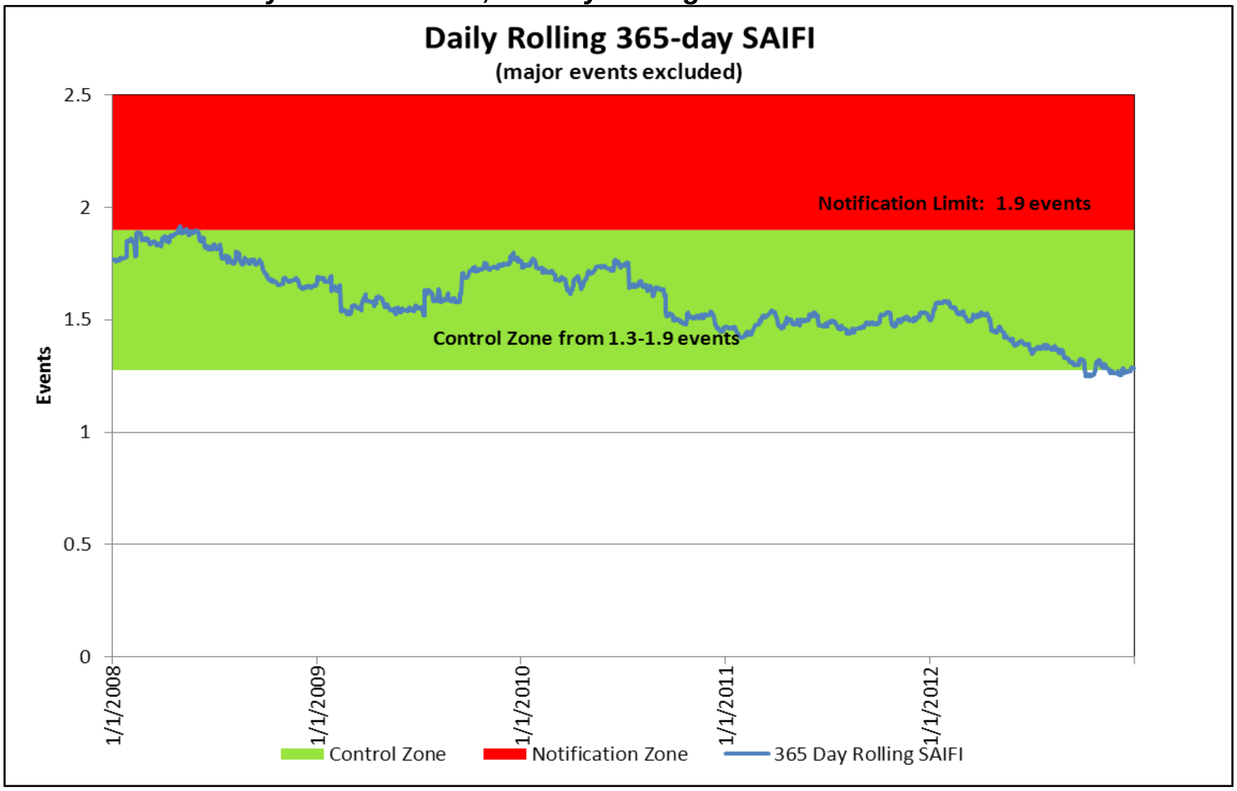
Baseline Summary SAIDI as Filed, History through 12/31/2012



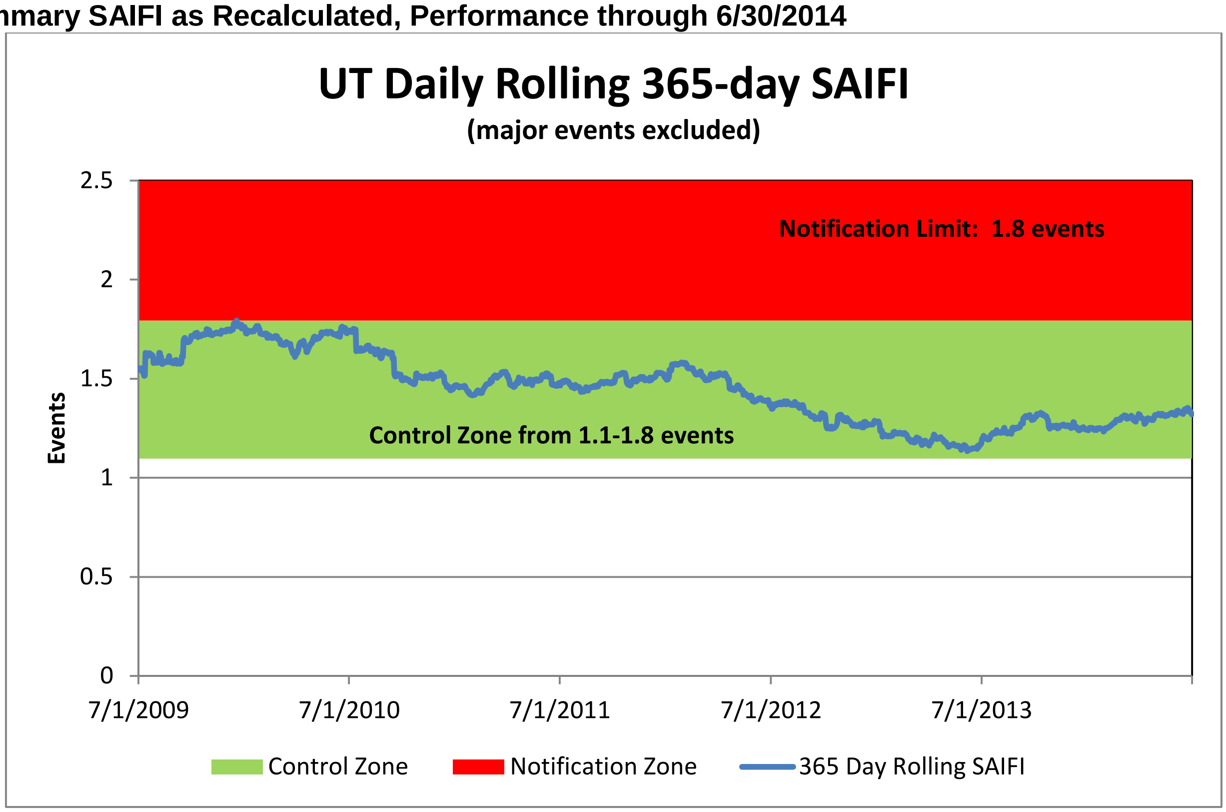
Summary SAIDI as Recalculated, Performance through 6/30/2014



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



Summary SAIFI as Recalculated, Performance through 6/30/2014



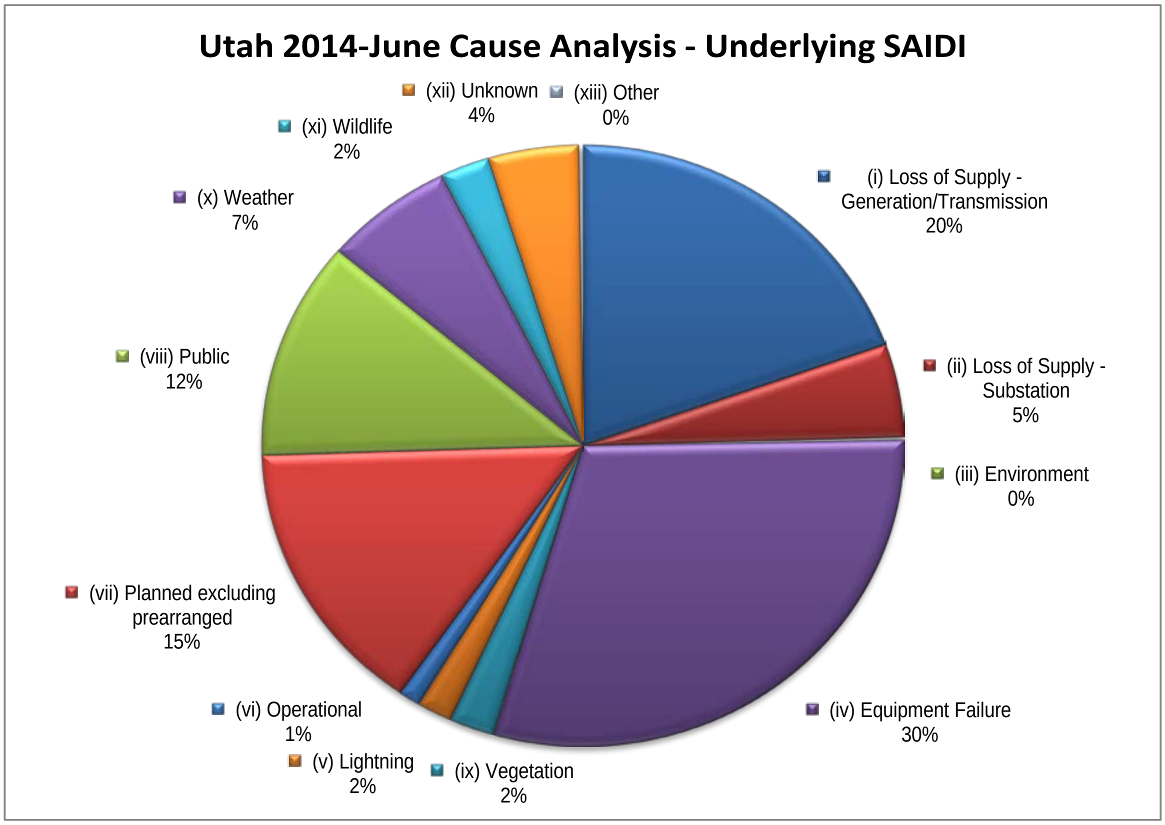
2.7 Reliability Reporting Post-Rule R.746-313 Modifications

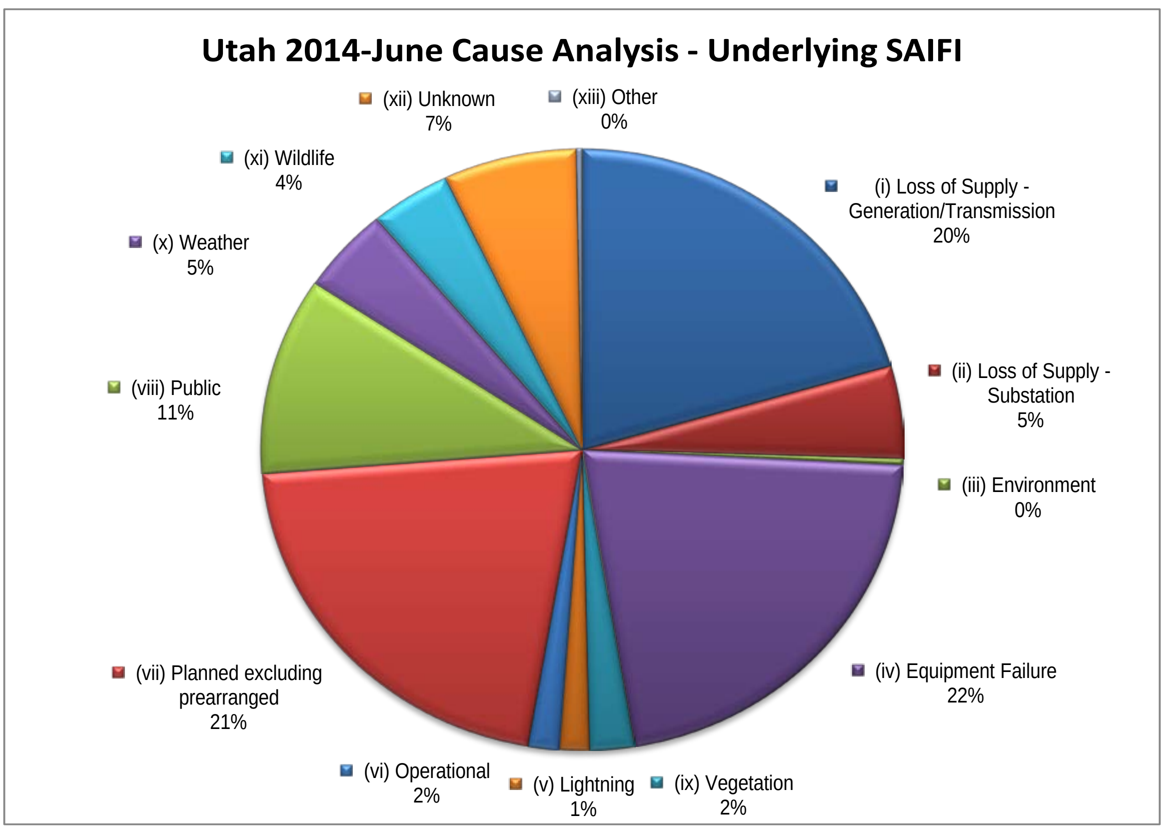
In 2012, the Company and stakeholders developed reliability reporting rules that are codified in Utah Rule R 746.313. Certain reliability reporting details were outlined in these rules that had not been previously required in the Company's Service Quality Review Report. Certain elements may be at least partially redundant or segmented differently than has been provided in the past. Thus, in order to include both, the new required segmentation in addition to 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 for SAIDI, SAIFI and CAIDI. At a state level, these metrics in addition to $MAIFI_{e,}$ are required.

Major Events and Prearranged Excluded*	2009				2010				2011				2012				2013				2014-June			
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	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	69	0.6	120	0.41
OP AREA																								
AMERICAN FORK	130	1.5	87		148	1.2	124		132	1.3	106		101	0.8	135		126	1.3	99		67	0.6	103	
CEDAR CITY	219	2.3	97		296	2.5	118		218	1.7	131		279	1.8	154		225	1.8	127		96	0.6	149	
CEDAR CITY (MILFORD)	590	5.4	110		389	2.1	183		980	8.1	121		363	2.8	129		707	3.3	213		181	1.8	99	
JORDAN VALLEY	146	1.2	120		112	1.0	116		113	0.9	121		106	0.8	129		106	0.7	145		43	0.4	117	
LAYTON	135	1.0	130		151	1.1	142		155	1.3	124		105	0.8	131		105	1.0	109		31	0.3	92	
MOAB	526	5.2	101		286	2.6	111		151	1.8	86		375	3.1	122		284	1.9	147		285	1.2	242	
OGDEN	208	2.8	74		171	1.8	96		204	1.8	116		153	1.3	117		168	1.4	122		79	0.8	100	
PARK CITY	327	2.4	137		251	2.2	116		186	1.6	116		184	1.8	100		232	1.5	155		48	0.4	122	
PRICE	218	2.3	94		505	3.4	150		421	2.5	166		133	1.4	97		514	1.8	293		253	1.1	220	
RICHFIELD	224	1.5	151		255	2.9	87		369	3.2	114		200	2.0	100		469	3.4	138		63	0.7	95	
RICHFIELD (DELTA)	400	5.8	69		189	2.5	76		316	3.6	89		329	2.9	113		316	3.7	85		113	1.2	96	
SLC METRO	165	1.4	116		144	1.3	107		178	1.5	117		129	1.2	112		170	1.2	139		70	0.6	120	
SMITHFIELD	277	2.1	134		229	1.7	135		174	1.6	106		267	2.6	102		81	0.7	117		57	0.5	119	
TOOELE	438	3.8	116		178	1.3	134		329	3.0	110		595	3.7	163		137	1.3	103		116	1.0	115	
TREMONTON	561	2.6	214		346	3.4	102		255	2.2	115		447	3.0	147		335	3.3	102		139	1.1	122	
VERNAL	116	0.7	156		105	0.9	115		117	2.2	54		236	2.9	82		160	2.1	75		16	0.2	75	

* except MAIFIe

Utah Cause Category	2009		2010		2011		2012		2013		2014-Jun	
	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI
Environment	0	0.0	1	0.0	0	0.0	4	0.0	0	0.0	0	0.0
Equipment Failure	59	0.4	53	0.3	52	0.3	53	0.3	60	0.3	20	0.1
Lightning	10	0.1	7	0.1	9	0.1	4	0.0	9	0.1	1	0.0
Loss of Supply - Generation/Transmission	28	0.4	21	0.3	26	0.3	25	0.3	19	0.2	13	0.1
Loss of Supply - Substation	10	0.1	7	0.1	6	0.1	5	0.1	6	0.0	3	0.0
Operational	1	0.0	1	0.0	1	0.0	0	0.0	1	0.0	1	0.0
Other	0	0.0	0	0.0	1	0.0	0	0.0	0	0.0	0	0.0
Planned (excl. Prearranged)	24	0.3	17	0.3	23	0.3	22	0.3	24	0.3	10	0.1
Public	16	0.1	15	0.1	15	0.1	16	0.1	14	0.1	8	0.1
Unknown	8	0.1	10	0.1	7	0.1	7	0.1	8	0.1	3	0.0
Vegetation	10	0.1	10	0.1	13	0.1	5	0.1	7	0.0	2	0.0
Weather	22	0.2	21	0.1	19	0.1	11	0.1	12	0.1	5	0.0
Wildlife	4	0.0	4	0.0	4	0.0	4	0.0	4	0.0	2	0.0
UTAH Underlying	**191**	**1.8**	**166**	**1.5**	**174**	**1.5**	**157**	**1.3**	**164**	**1.2**	**69**	**0.6**


Utah 2014-June Cause Analysis - Underlying SAIDI
(xii) Unknown 4%
(xiii) Other 0%
(xi) Wildlife 2%
(x) Weather 7%
(i) Loss of Supply - Generation/Transmission 20%
(viii) Public 12%
(ii) Loss of Supply - Substation 5%
(iii) Environment 0%
(vii) Planned excluding prearranged 15%
(vi) Operational 1%
(iv) Equipment Failure 30%
(v) Lightning 2%
(ix) Vegetation 2%


Utah 2014-June Cause Analysis - Underlying SAIFI
(xii) Unknown 7%
(xiii) Other 0%
(xi) Wildlife 4%
(i) Loss of Supply - Generation/Transmission 20%
(x) Weather 5%
(viii) Public 11%
(ii) Loss of Supply - Substation 5%
(iii) Environment 0%
(vii) Planned excluding prearranged 21%
(iv) Equipment Failure 22%
(vi) Operational 2%
(v) Lightning 1%
(ix) Vegetation 2%

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 6/30/2014
Program Year 15: (CY2014)			
Skull Valley 11	IN PROGRESS	851	
Fort Douglas 13	IN PROGRESS	425	
Parowan Valley 25	STUDIES PENDING	419	
Brighton 21	IN PROGRESS	378	
Bush 12	IN PROGRESS	315	
		382	
Program Year 14: (CY2013)			
Snyderville 16	COMPLETE	199	187
Eden 11	IN PROGRESS	183	252
Bush 11	IN PROGRESS	276	381
Pioneer 12	COMPLETE	286	380
Grantsville 12	IN PROGRESS	408	308
TARGET SCORE = **216**		**270**	**302**
Program Year 13: (CY2012)			
Fielding 11	COMPLETE	264	328
East Bench 12	COMPLETE	263	267
Clinton 11	COMPLETE	143	83
Redwood 16	COMPLETE	182	177
Orangeville 11	COMPLETE	190	127
TARGET SCORE = **166**		**208**	**196**
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 PREVIOUSLY 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 PREVIOUSLY MET**	**269**	**213**
Program Year 10: (CY2009)			
Fruit Heights 12	COMPLETE	191	113
Mathis 12	COMPLETE	237	334
Parrish 11	COMPLETE	202	78
Valley Center 11	COMPLETE	236	92
Hammer 15	COMPLETE	191	89
TARGET SCORE = **169**	**GOAL PREVIOUSLY MET**	**211**	**141**

Note: Goals were met for Program Years 1 through 12 and filed in prior reporting periods; however, data for Program Years 10-12 are retained in this report in order to show circuit selections of the past 6 program years for discussion purposes. The scores shown for the completed program years are the final scores when the goal was met.

2.9 Restore Service to 80% of Customers within 3 Hours

UTAH RESTORATIONS WITHIN 3 HOURS					
CUMULATIVE January 1 – June 30, 2014					82%
January	February	March	April	May	June
85%	81%	87%	79%	75%	87%
July	August	September	October	November	December

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.

June 2014 CAIDI (Average Outage Duration)	
Underlying Performance	120 minutes
Total Performance	142 minutes

2.11 Telephone Service and Response to Commission Complaints

COMMITMENT	GOAL	PERFORMANCE
PS5-Answer calls within 30 seconds	80%	80.7%
PS6a) Respond to commission complaints within 3 days	95%	100%
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 the first half of 2014, there was one date identified as a wide-scale outage day; call statistics are shown in the table below. The outage event that resulted in the wide-scale outage was a substation bus lockout at Mcclelland substation in Utah, which affected the 46 kV system, resulting in approximately 8,320 customers out of service for approximately 20 minutes.

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
1/3/2014	13:30	13:44	548	0	13	193	83
	13:45	13:59	546	21	25	247	113
	14:00	14:14	608	39	29	246	169
	14:15	14:29	1586	401	55	591	92
	14:30	14:44	1439	716	5	642	147
	14:45	14:59	537	0	8	614	27
	15:00	15:14	571	8	14	194	67

Twenty First Century, an external Interative 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 June 2014

Utah

		2014				2013			
	Description	Events	Failures	%Success	Paid	Events	Failures	%Success	Paid
CG1	Restoring Supply	495,632	0	100%	$0	421,659	0	100%	$0
CG2	Appointments	3,418	16	99.5%	$800	3,269	3	99.9%	$150
CG3	Switching on Power	4,306	2	99.9%	$100	5,287	2	99.96%	$100
CG4	Estimates	582	0	100%	$0	682	2	99.7%	$100
CG5	Respond to Billing Inquiries	704	0	100%	$0	808	1	99.9%	$50
CG6	Respond to Meter Problems	387	0	100%	$0	429	0	100%	$0
CG7	Notification of Planned Interruptions	39,603	13	99.97%	$650	34,448	30	99.9%	$1,500
		544,632	**31**	**99.9%**	**$1,550**	**466,582**	**38**	**99.9%**	**$1,900**

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

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.

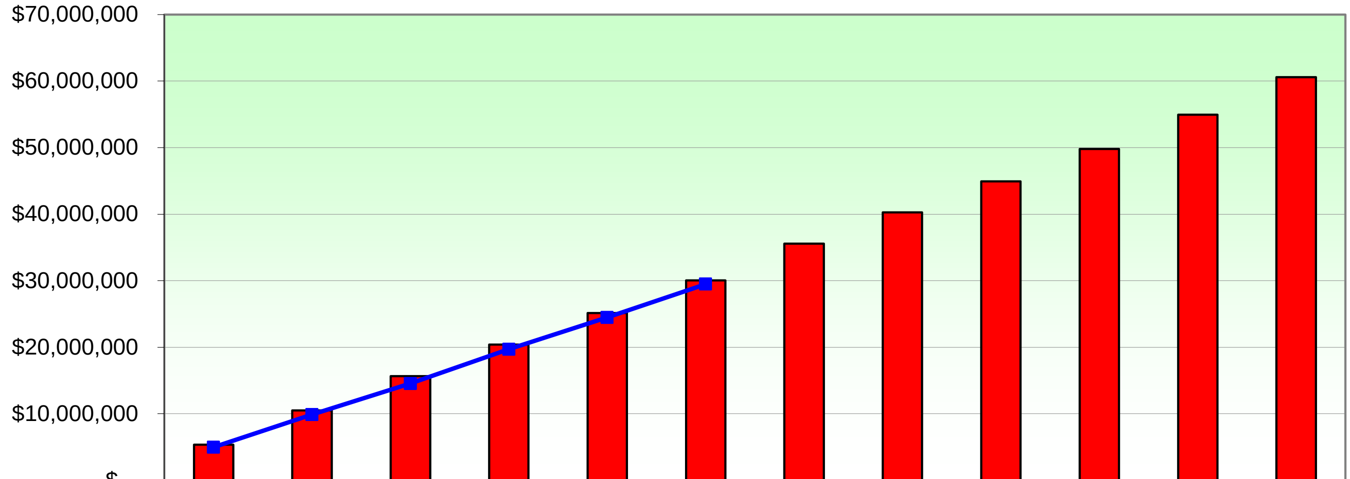
Priority C: Conditions that are nonconforming, but that in the opinion of the inspector do not need to be corrected until the next scheduled work is performed on that facility point.

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

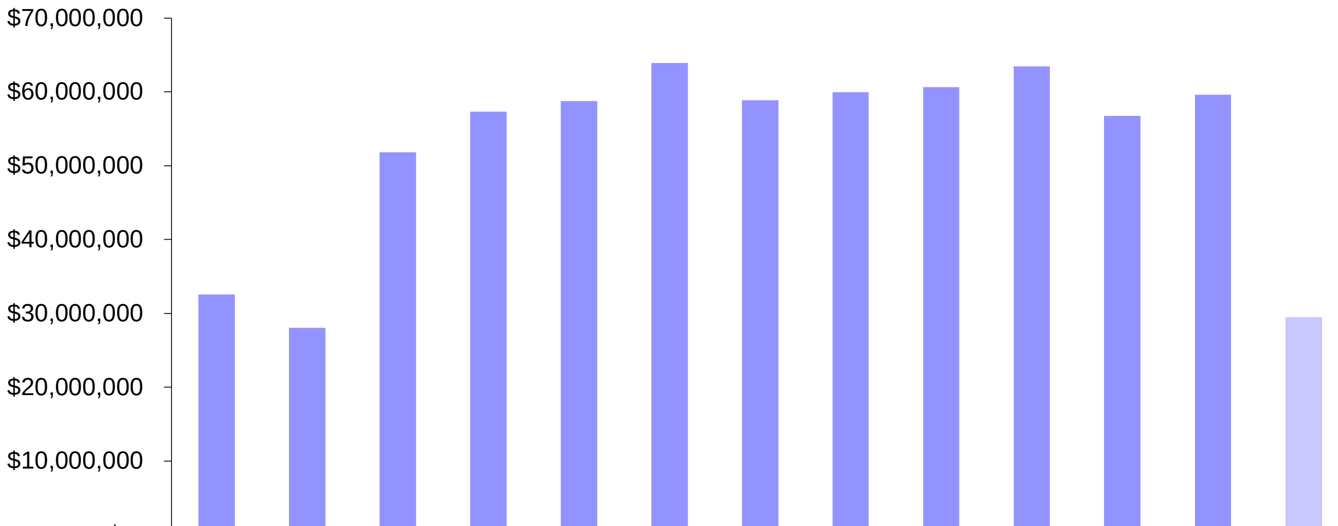
Utah CY2014 Distribution Maintenance Spending
(Distribution Maintenance FERC Functional Group)



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Plan	$5,345,749	$10,504,29	$15,647,15	$20,399,44	$25,154,23	$30,058,35	$35,557,93	$40,265,13	$44,933,73	$49,795,51	$54,943,45	$60,582,11
Actual	$4,965,062	$9,876,517	$14,526,76	$19,698,48	$24,465,15	$29,473,03						

3.2.1 Maintenance Historical Spending

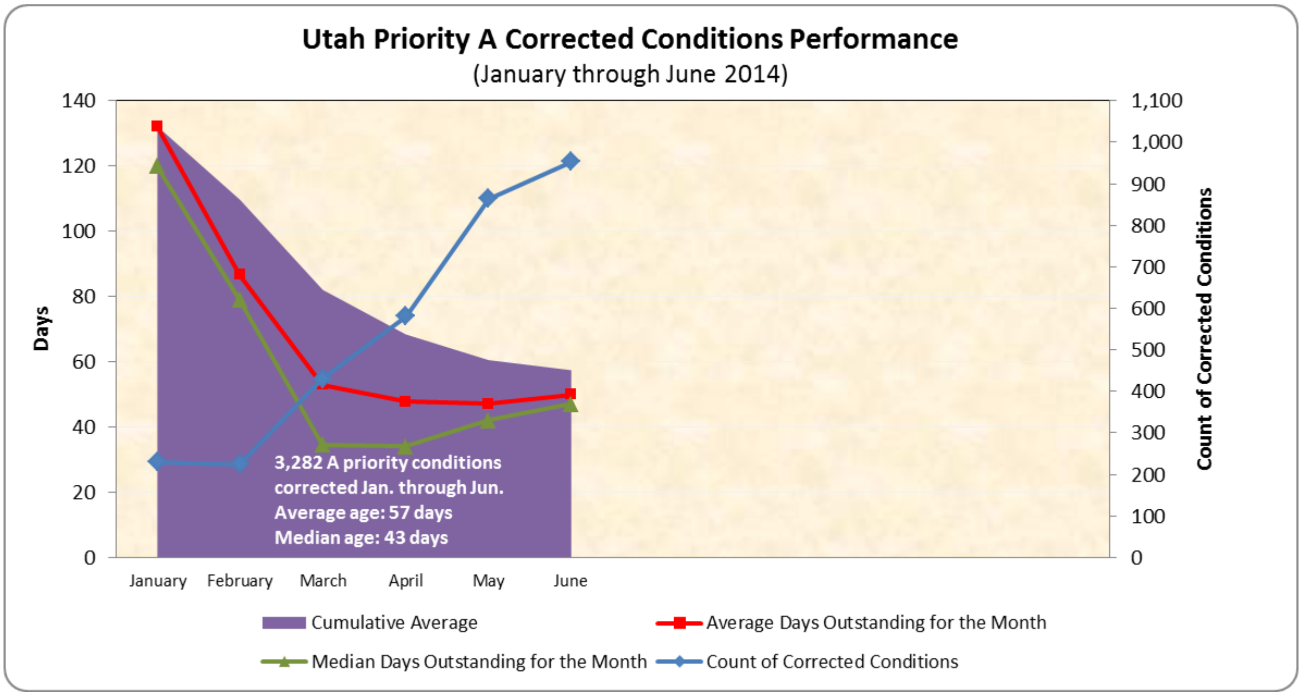
Utah Inspections & Maintenance Spending



	CY2002	CY2003	CY2004	CY2005	CY2006	CY2007	CY2008	CY2009	CY2010	CY2011	CY2012	CY2013	CY2014-Jun
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	29,473,030

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, the company has consistently delivered the average age of priority A conditions well below the 120 day target. An individual month may exceed the target as happened in January, however, the cumulative average remains well below the target.



Oldest Outstanding Priority A Conditions in Utah
(As of the end of June 2014)

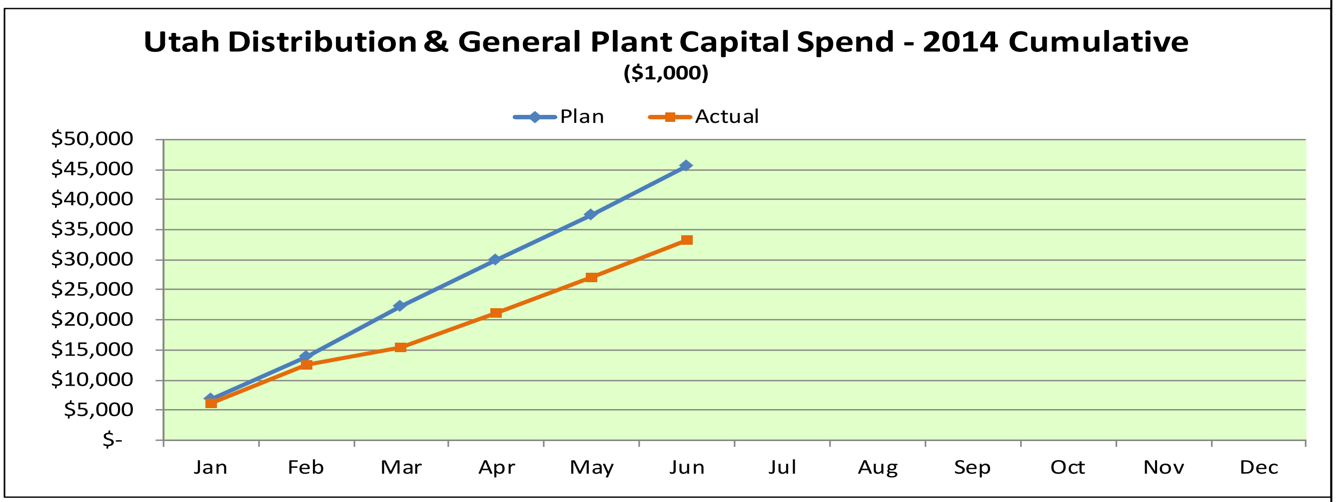
District	Mapstring	Pole	Condition	Remarks	Inspection Date	Age	Explanation
American Fork	82042	1036	BOGRDBND	BROKEN OR MISSING GROUND_ON HOLD ENGINEER STUDY 2013	5/9/2013	417	These conditions are on transmission structures in Spanish Fork Canyon. Engineering, material procurement and construction required tight coordination. Replacement could not be completed until after weather conditions had abated during early summer 2014. Construction required the use of a helicopter in difficult terrain. Grounds were replaced in conjunction with the pole replacements. All of the construction was complete by 7/3/14.
American Fork	82042	206	BOPOLE	DAMAGE REJECT RESTORE_HR 1ON HOLD ENGINEER STUDY 2013	5/13/2013	413	
American Fork	82042	290	BOPOLE	DECAY/REJT/RSTR EXP7.0 ON HOLD ENGINEER STUDY 2013	5/20/2013	406	
American Fork	82042	345	BOPOLE	DECAY REJECT RESTORE_PREVON HOLD ENGINEER STUDY 2013	5/22/2013	404	
American Fork	82042	362	BOPOLE	DMG/REJECT/RSTR FIRE DMG ON HOLD ENGINEER STUDY 2013	5/22/2013	404	
American Fork	82042	362	BOPOLE	DMG/REJT/RESTR FIRE DMG ON HOLD ENGINEER STUDY 2013	5/22/2013	404	

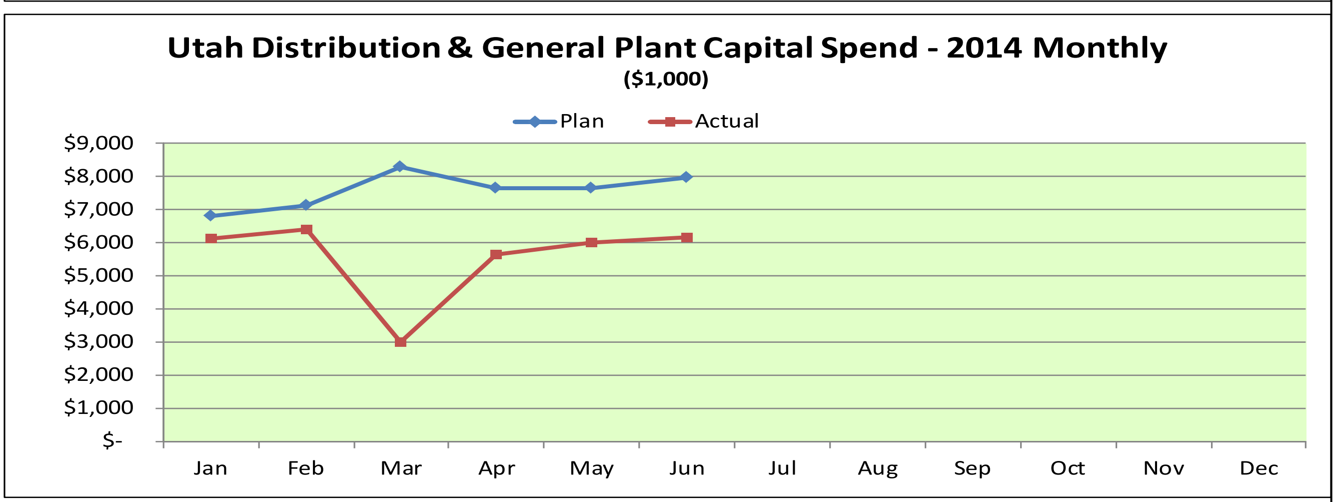
4 CAPITAL INVESTMENT

4.1 Capital Spending - Distribution and General Plant

Utah Capital Spending*
January - June 2014
Distribution and General Plant

Investment	Actuals ($M)	Plan ($M)	Significant Variances
1. Mandated	$2.9	$2.7	Mandated road relocations and environmental/avian protection over plan, (+$1.3M); mandated public accomodations and national/regional regulatory (WECC, FERC, etc.) under plan, (-$1.8M).
2. New Connects	$13.5	$20.8	Residential, commercial and street light new connect under plan, (-$4.6M), however after $2.7M transfer from distribution to transmission for prior year City Creek project costs, Mar-2014, net under plan is $7.3M.
3. System Reinforcement	$2.6	$5.4	Feeder and substation reinforcement under plan, (-$2.9M).
4. Replacements	$12.8	$14.8	Replacements for underground cable over plan, (+$1.4M); replacements for substation transformers, overhead distribution poles and distribution lines/other under plan, (-$2.7M).
5. Upgrade & Modernize	$1.6	$1.9	
Total	**$33.3**	**$45.5**	



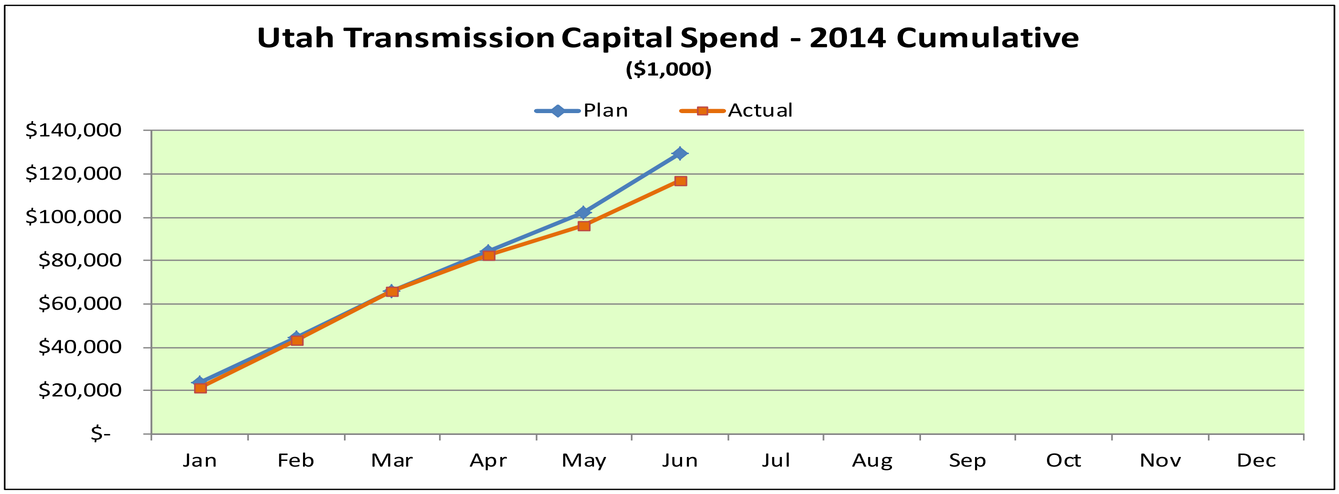


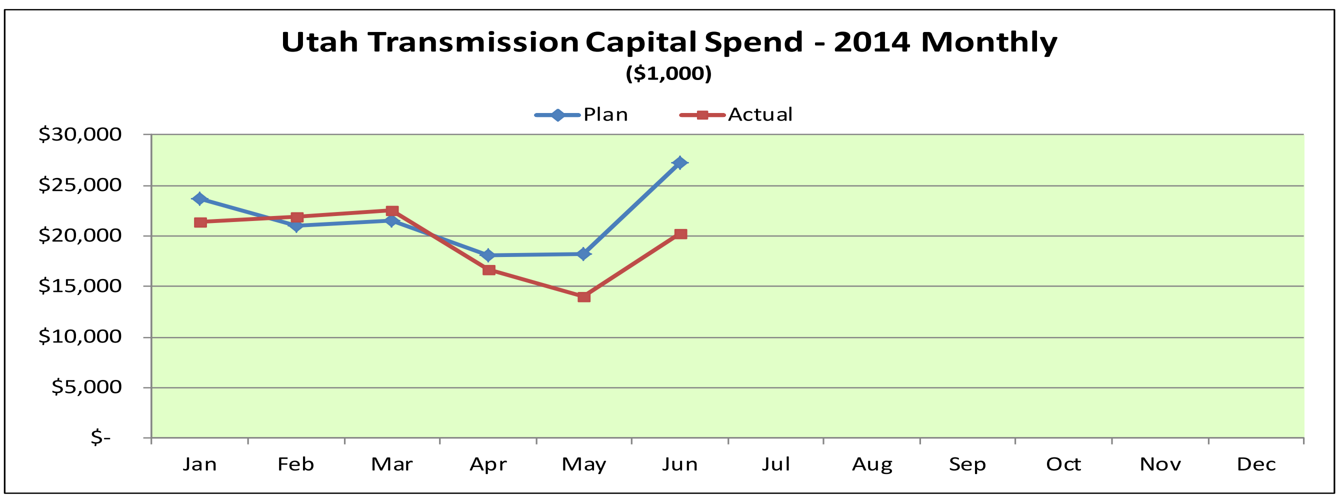
* Actual costs shown are expenditure values, not plant placed in service (PPIS) values. Actual expenditures are not directly tied to PPIS values.

4.2 Capital Spending – Transmission

Utah Capital Spending*
January - June 2014
Transmission

	Investment	Actuals ($M)	Plan ($M)	Significant Variances
1.	Mandated	10.8	14.3	Mandated road relocations, environmental/avian protection and NERC reliability (non-conforming code issues) under plan, (-$4.0M).
2.	New Connects	2.7	0.1	Commercial new connect under plan, (-$0.1M), however after $2.7 M transfer from distribution to transmission for prior year City Creek project, Mar-2014, over plan by $2.6 M.
3.	Local Transmission System Reinforcements	(1.4)	5.3	Local subtransmission reinforcement under plan (-$6.8M).
**4.	Main Grid Reinforcements / Interconnections	11.6	22.3	Carbon Plant Replacement (-$8.2M), Mona Sub Series Reactor (-$1.9M), and Highland Sub-Lehi Rebld for Network Cust (-$1.3M) under plan.
**5.	Energy Gateway Transmission	87.5	83.6	Sigurd Red Butte Crystal Line over plan (+$4.1M); Mona-Oquirrh Line under plan (-$1.0M).
6.	Replacements	5.6	4.0	Replacements for substation meters/relays, and storm & casualty over plan, (+1.2M).
7.	Upgrade & Modernize	0.1	0.0	
	Total	**116.8**	**129.7**	





* 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.

UTAH

4.3 New Connects

	Jan - Dec 2013	Jan	Feb	Mar	Q1 Total	Apr	May	Jun	Q2 Total	Jan - Jun 2014
Residential										
UT South	745	53	30	48	131	40	33	60	133	264
UT North/Metro	4,400	403	282	238	923	313	497	267	1,077	2,000
UT Central	5,637	520	371	460	1,351	453	455	652	1,560	2,911
Total Residential	**10,782**	**976**	**683**	**746**	**2,405**	**806**	**985**	**979**	**2,770**	**5,175**
					-				-	-
Commercial					-				-	-
UT South	206	11	15	19	45	26	35	12	73	118
UT North/Metro	658	48	43	39	130	53	53	44	150	280
UT Central	691	57	49	79	185	87	96	95	278	463
Total Commercial	**1,555**	**116**	**107**	**137**	**360**	**166**	**184**	**151**	**501**	**861**
					-				-	-
Industrial					-				-	-
UT South	7	-	-	-	-	-	-	-	-	-
UT North/Metro	5	-	-	-	-	1	-	1	2	2
UT Central	5	1	3	1	5	1	2	-	3	8
Total Industrial	**17**	**1**	**3**	**1**	**5**	**2**	**2**	**1**	**5**	**10**
					-				-	-
Irrigation					-				-	-
UT South	73	2	1	2	5	12	6	1	19	24
UT North/Metro	4	-	-	1	1	-	-	-	-	1
UT Central	19	1	-	3	4	3	-	-	3	7
Total Irrigation	**96**	**3**	**1**	**6**	**10**	**15**	**6**	**1**	**22**	**32**
					-				-	-
TOTAL New Connects					-				-	-
UT South	1,024	66	46	69	181	78	74	73	225	406
UT North/Metro	5,062	451	325	278	1,054	366	550	311	1,227	2,281
UT Central	6,347	578	420	542	1,540	543	551	747	1,841	3,381
TOTAL New Connects	**12,433**	**1,095**	**791**	**889**	**2,775**	**987**	**1,175**	**1,131**	**3,293**	**6,068**

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.

5 VEGETATION MANAGEMENT

5.1 Production

UTAH
Tree Program Reporting
January 1, 2014 through June 30, 2014
Distribution

	Total	Calendar Year Reporting				Cycle Reporting			
	3 Year Program/Total Line Miles	1/1/2014-6/30/2014 Miles Planned	1/1/2014-6/30/2014 Actual Miles	01/01/2014-6/30/2014 Ahead/Behind	1/1/2014-6/30/2014 % Ahead/Behind	1/1/2014-12/31/2016 Miles Planned	1/1/2014-12/31/2016 Actual Miles	01/01/2014-12/31/2016 Ahead/Behind	1/1/2014-12/31/2016 % Ahead/Behind
	column a	*column b*	*column c*	*column d*	*column e*	*column f*	*column g*	*column h*	*column i*
UTAH	10,871	1,811	1,850	39	102.2%	1,812	1,850	38	102.1%
AMERICAN FORK	806	134	78	-56	58.2%	134	78	-56	58.1%
CEDAR CITY	1,326	221	320	99	144.8%	221	320	99	144.8%
JORDAN VALLEY	774	129	77	-52	59.7%	129	77	-52	59.7%
LAYTON	281	47	0	-47	0.0%	47	0	-47	0.0%
MOAB	955	159	172	13	108.2%	159	172	13	108.1%
OGDEN	879	147	205	58	139.5%	147	205	59	139.9%
PARK CITY	529	88	106	18	120.5%	88	106	18	120.2%
PRICE	590	98	147	49	150.0%	98	147	49	149.5%
RICHFIELD	1,346	224	125	-99	55.8%	224	125	-99	55.7%
SL METRO	1,180	197	225	28	114.2%	197	225	28	114.4%
SMITHFIELD	757	126	247	121	196.0%	126	247	121	195.8%
TOOELE	481	80	42	-38	52.5%	80	42	-38	52.4%
TREMONTON	728	121	66	-55	54.5%	121	66	-55	54.4%
VERNAL	239	40	40	0	100.0%	40	40	0	100.4%

Distribution cycle $/tree:	$90.08
Distribution cycle $/mile:	$3,179
Distribution cycle removal %	13.76%

Transmission

Total Line Miles	Line Miles Scheduled	Line Miles Worked	Miles Ahead(behind) Schedule	Miles on Schedule	% of miles on/behind Schedule
6,379	601	363	(238)	6,141	96%

Transmission $/mile: $4,609

Current distribution cycle begain January 1, 2014 and extends until December 31, 2016.

Notes:
Column a: Total overhead distribution pole miles by district
Column b: Total overhead distribution pole miles planned for the period January 1, 2014 through June 30, 2014
Column c: Actual overhead distribution pole miles worked during the period January 1 2014 through June 30, 2014
Column d: Miles ahead or behind for the period January 1, 2014 through June 30, 2014 (column c-column b)
Column e: Percent of actual compared to planned for the period January 1, 2014 through June 30, 2014 ((column c÷b)×100)
Column f: Total overhead distribution pole miles planned for the period January 1, 2014 through December 31, 2016
Column g: Actual overhead distribution pole miles worked during the period January 1 2014 through December 31, 2016
Column h: Miles ahead or behind for the period January 1, 2014 through December 31, 2016 (column g-column f)
Column i: Percent of actual compared to planned for the period January 1, 2014 through December 31, 2016 ((column g÷f)×100). Max = 100%

5.2 Budget

UTAH

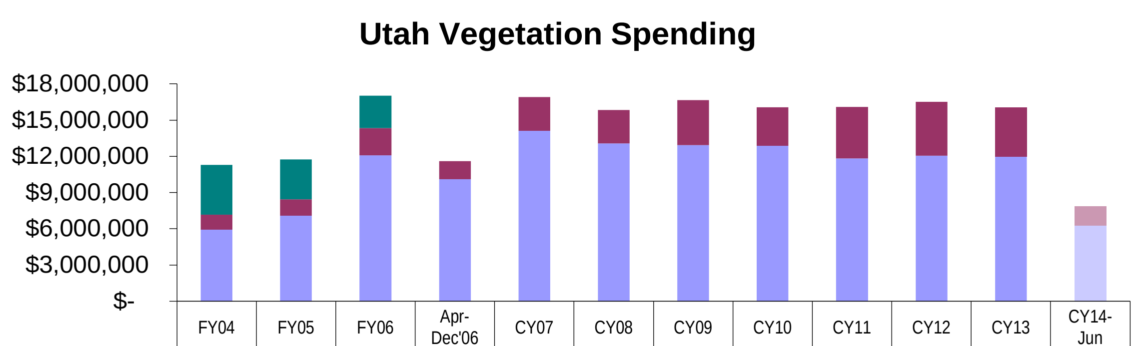
Tree Program Reporting

	CY2015	CY2016	CY2017
Distribution			
Tree Budget	$12,000,000	$12,000,000	$12,000,000
Transmission			
Tree Budget	$3,882,031	$3,882,031	$3,882,031
Total Tree Budget	$15,882,031	$15,882,031	$15,882,031

	Distribution			Transmission		
	Actuals	Budget	Variance	Actuals	Budget	Variance
Calendar year 2014						
Jan	$1,054,710	$1,028,962	$25,748	$301,982	$329,778	-$27,796
Feb	$849,236	$890,921	-$41,685	$196,325	$285,951	-$89,626
Mar	$1,243,363	$982,947	$260,416	$304,173	$315,170	-$10,997
Apr	$1,176,415	$1,028,962	$147,453	$275,078	$329,778	-$54,700
May	$925,468	$982,948	-$57,480	$235,710	$315,169	-$79,459
Jun	$1,014,589	$982,947	$31,642	$294,004	$315,170	-$21,166
Jul			$0			$0
Aug			$0			$0
Sep			$0			$0
Oct			$0			$0
Nov			$0			$0
Dec			$0			$0
Total	$6,263,781	$5,897,687	$366,094	$1,607,272	$1,891,016	-$283,744

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	CY14-Jun
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	1,607,272
Distribution	5,934,507	7,070,339	12,072,30	10,107,31	14,097,44	13,053,51	12,934,36	12,866,26	11,837,42	12,037,62	11,991,60	6,263,781

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