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October 30, 2003

Utah Public Service Commission
Heber M. Wells Building, 4th Floor
160 East 300 South
Salt Lake City, UT 84114

Attention: Julie Orchard
Commission Secretary

RE: Docket No. 98-2035-04 Scottish Power/PacifiCorp Merger Commitments

Please find enclosed PacifiCorp's report for the period July 2003 through September 2003 detailing the Company's performance in meeting the Customer Guarantees which were agreed upon as a result of the merger between ScottishPower and PacifiCorp. Year-to-date information is provided along with Performance Standard results for the first six months.

If you have any questions or require further information, please call me at (503) 813-7408.

Sincerely,

Carole Rockney, Director
Customer and Regulatory Liaison

Enclosures

c: Bob Maloney- Utah Division of Public Utilities
Rea Petersen- Utah Division of Public Utilities
Matthew Wright - Executive Vice President, Power Delivery

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customer guarantees

April-September 2003 (FY2004)



Utah

Description	April-September 2003 (FY2004)				April-September 2002 (FY2003)			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	936,981	3	100.0%	\$150	1,113,594	23	99.9%	\$2,050
CG2 Appointments	4,693	15	99.7%	\$750	3,514	21	99.4%	\$1,050
CG3 Switching on Power	22,933	53	99.8%	\$5,850	16,178	49	99.7%	\$5,650
CG4 Estimates	3,178	73	97.7%	\$3,650	3,581	110	96.9%	\$5,500
CG5 Respond to Billing Inquiries	5,853	29	99.5%	\$1,450	6,051	43	99.3%	\$2,150
CG6 Respond to Meter Problems	490	1	99.8%	\$50	319	4	98.7%	\$200
CG7 Notification of Planned Interruptions	12,392	11	99.9%	\$600	21,921	25	99.9%	\$1,400
CG8 Power Quality Complaints	110	0	100.0%	\$0	26	0	100.0%	\$0
	986,630	185	99.90%	\$12,500	1,165,184	275	99.90%	\$18,000

General Comments: PacificCorp's success rate continues to portray the Company's high level of performance under the Customer Guarantees Program.

Customer Service Commitments - Performance Standards

April 2003 - Sept 2003

Description	Baseline	Performance at		Goal
		Sept 2003		
- SAIDI (System availability in minutes per customer) - SAIFI (System reliability in interruptions per customer) - MAIFI (Momentary interruptions per customer) - Worst Performing Circuits - Circuit Performance Indicator (CPI)²	239* 2.42* under development ¹	118.0 1.3 0.2	Reduce SAIDI by 10% from underlying baseline to 217 Reduce SAIFI by 10% from underlying baseline to 2.2 Reduce MAIFI by 5% from revised baseline Reduce CPI's by 20% from revised baseline	
<u>Fiscal Year 2001:</u> Coalville 12 Lewiston 11 Pioneer 11 Pioneer 13 Pioneer 14	288 377 425 529 393	New CPI will be reported in May 2005		
<u>Fiscal Year 2002:</u> Woods Cross 11 Eden 11 Rattlesnake 22 Lark 11 Bothwell 11	311 339 308 419 323	New CPI will be reported in May 2006		
<u>Fiscal Year 2003:</u> University 1 West Cedar Parowan Valley 25 Eureka 12 Coleman 15	107 613 1563 90 110	New CPI will be reported in May 2007		
<u>Fiscal Year 2004:</u> Toquerville 32 Toquerville 31 Saratoga 13 Nibley 21 Middleton 24	1596 1016 578 442 476	New CPI will be reported in May 2008		
- Power supply restored within 3 hours - Calls answered - Within 20 seconds - Respond to commission complaints within 3 days - Respond to commission complaints regarding service disconnects within 4 hours - Commission complaints resolved within 30 days	Not applicable Not applicable Not applicable Not applicable Not applicable	88% 79% 100% 100% 100%	80% 80% 100% 100% 95%	

¹ SAIDI and SAIFI baselines and targets have been agreed upon. Work is underway to develop MAIFI baselines and targets.

² Baseline CPI figures are based on 3-years ended data as of December 31, 1998 for FY 2001 circuits; 3-years ended data as of December 31, 2000 for FY 2002 circuits; 3-years ended December 31, 2001 for FY 2003 circuits. Improvement period is 2 years aft

Note: Performance figures exclude impacts of major events.

customer guarantees



Utah - Failures and Events

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance
2nd Quarter - Fiscal Year 2004
April-September 2003

		FYTD 2004				Prior Year Comparison			
		Failures	Events	Success		Failures	Paid	Events	Success
American Fork	CG1 Restoring Supply		73,287	100.0%				34,632	100.0%
American Fork	CG2.3 CG3 Appointments	2	\$100	98.8%				122	100.0%
American Fork	CG2.4 CG4 Appointments	1	\$50	99.5%	1	\$50		193	99.5%
American Fork	CG2.5 CG5 Appointments			N/A				3	100.0%
American Fork	CG2a All Other RCMS Appointmts	1	\$50	99.8%	3	\$150		307	99.0%
American Fork	CG3 Switching on Power	4	\$475	99.8%	1	\$50		1,572	99.9%
American Fork	CG4a Estimates - Contact within 2 days	7	\$350	96.2%	6	\$300		182	96.7%
American Fork	CG4b Estimates - 5 days			100.0%				16	100.0%
American Fork	CG4c Estimates - 15 days	17	\$850	84.8%	26	\$1,300		129	79.8%
American Fork	CG5 Responding to Bill Inquiries within 10 days			100.0%	3	\$150		409	99.3%
American Fork	CG6 Responding to Meter Problems within 15 days			100.0%				21	100.0%
American Fork	CG7 Planned Interruptions			100.0%	3	\$150		1,027	99.7%
Cedar City	CG1 Restoring Supply		33,768	100.0%				38,717	100.0%
Cedar City	CG2.3 CG3 Appointments	2	\$100	95.6%				70	100.0%
Cedar City	CG2.4 CG4 Appointments			100.0%	1	\$50		162	99.4%
Cedar City	CG2.5 CG5 Appointments			N/A				9	100.0%
Cedar City	CG2a All Other RCMS Appointmts			100.0%				22	100.0%
Cedar City	CG3 Switching on Power	4	\$725	99.6%	2	\$125		571	99.6%
Cedar City	CG4a Estimates - Contact within 2 days	2	\$100	99.1%	4	\$200		253	98.4%
Cedar City	CG4b Estimates - 5 days			100.0%				110	100.0%
Cedar City	CG4c Estimates - 15 days			100.0%	2	\$100		145	98.8%
Cedar City	CG5 Responding to Bill Inquiries within 10 days	1	\$50	99.6%	3	\$150		243	98.8%
Cedar City	CG6 Responding to Meter Problems within 15 days			100.0%				7	100.0%
Cedar City	CG7 Planned Interruptions			100.0%				277	100.0%
Jordan Valley	CG1 Restoring Supply		191,723	100.0%	9	\$875		221,532	100.0%
Jordan Valley	CG2.3 CG3 Appointments			100.0%				150	100.0%
Jordan Valley	CG2.4 CG4 Appointments			100.0%				74	100.0%
Jordan Valley	CG2.5 CG5 Appointments			100.0%	1	\$50		16	93.8%
Jordan Valley	CG2.6 CG6 Appointments			N/A				3	100.0%
Jordan Valley	CG2a All Other RCMS Appointmts	1	\$50	99.8%	2	\$100		189	98.8%
Jordan Valley	CG3 Switching on Power	8	\$575	99.8%	9	\$1,700		3,888	98.8%
Jordan Valley	CG4a Estimates - Contact within 2 days	1	\$50	99.4%	18	\$900		184	90.7%
Jordan Valley	CG4b Estimates - 5 days			100.0%				76	100.0%
Jordan Valley	CG4c Estimates - 15 days	5	\$250	94.5%	12	\$800		98	87.8%
Jordan Valley	CG5 Responding to Bill Inquiries within 10 days	7	\$350	99.5%	6	\$300		1,582	98.6%
Jordan Valley	CG6 Responding to Meter Problems within 15 days			100.0%	1	\$50		96	99.0%
Jordan Valley	CG7 Planned Interruptions	3	\$200	99.9%	3	\$200		5,039	99.9%
Laketown/Woodruff	CG2.3 CG3 Appointments			100.0%				5	100.0%
Laketown/Woodruff	CG2.4 CG4 Appointments			100.0%				24	100.0%
Laketown/Woodruff	CG2a All Other RCMS Appointmts			100.0%				N/A	
Laketown/Woodruff	CG3 Switching on Power			100.0%				46	100.0%
Laketown/Woodruff	CG4a Estimates - Contact within 2 days			100.0%				28	100.0%
Laketown/Woodruff	CG4b Estimates - 5 days			100.0%				5	100.0%
Laketown/Woodruff	CG4c Estimates - 15 days			100.0%				15	100.0%
Laketown/Woodruff	CG5 Responding to Bill Inquiries within 10 days			100.0%				37	100.0%
Laketown/Woodruff	CG6 Responding to Meter Problems within 15 days			100.0%				1	100.0%
Layton	CG1 Restoring Supply		94,584	100.0%				103,204	100.0%
Layton	CG2.3 CG3 Appointments			100.0%				13	100.0%
Layton	CG2.4 CG4 Appointments			100.0%				26	100.0%
Layton	CG2.5 CG5 Appointments			100.0%				4	100.0%
Layton	CG2.6 CG6 Appointments			100.0%				1	100.0%
Layton	CG2a All Other RCMS Appointmts			100.0%				27	100.0%
Layton	CG3 Switching on Power	2	\$300	99.9%	1	\$150		624	98.8%
Layton	CG4a Estimates - Contact within 2 days	1	\$50	98.5%				53	100.0%
Layton	CG4b Estimates - 5 days			100.0%				16	100.0%
Layton	CG4c Estimates - 15 days	1	\$50	97.1%				38	100.0%
Layton	CG5 Responding to Bill Inquiries within 10 days	1	\$50	99.7%	4	\$200		402	99.0%
Layton	CG6 Responding to Meter Problems within 15 days			100.0%				29	100.0%
Layton	CG7 Planned Interruptions			100.0%	1	\$50		641	99.8%
Moab	CG1 Restoring Supply		13,728	100.0%				15,216	100.0%
Moab	CG2.3 CG3 Appointments			100.0%				8	100.0%
Moab	CG2.4 CG4 Appointments			100.0%	2	\$100		41	95.1%
Moab	CG2.5 CG5 Appointments			100.0%				2	100.0%
Moab	CG2a All Other RCMS Appointmts			100.0%	1	\$50		24	95.8%
Moab	CG3 Switching on Power	3	\$275	98.8%	1	\$125		170	99.4%
Moab	CG4a Estimates - Contact within 2 days			100.0%	3	\$150		66	95.5%

customer guarantees



Utah - Failures and Events

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance
2nd Quarter - Fiscal Year 2004
April-September 2003

FYTD 2004						Prior Year Comparison				
			Failures	Paid	Events	Success	Failures	Paid	Events	Success
Moab	CG4b	Estimates - 5 days			12	100.0%			15	100.0%
Moab	CG4c	Estimates - 15 days			35	100.0%			42	100.0%
Moab	CG5	Responding to Bill Inquiries within 10 days			68	100.0%	1	\$50	64	98.4%
Moab	CG6	Responding to Meter Problems within 15 days			6	100.0%			4	100.0%
Moab	CG7	Planned Interruptions			1	100.0%			N/A	
Ogden	CG1	Restoring Supply			127,814	100.0%			290,083	100.0%
Ogden	CG2.3	CG3 Appointments	2	\$100	248	99.2%			266	100.0%
Ogden	CG2.4	CG4 Appointments	1	\$50	122	99.2%			95	100.0%
Ogden	CG2.5	CG5 Appointments			6	100.0%			7	100.0%
Ogden	CG2.6	CG6 Appointments			1	100.0%			2	100.0%
Ogden	CG2a	All Other RCMS Appointmts			177	100.0%	2	\$100	144	98.8%
Ogden	CG3	Switching on Power	3	\$975	3,248	99.9%	3	\$150	1,800	98.8%
Ogden	CG4a	Estimates - Contact within 2 days	7	\$350	160	95.6%			168	100.0%
Ogden	CG4b	Estimates - 5 days			55	100.0%			33	100.0%
Ogden	CG4c	Estimates - 15 days	2	\$100	106	98.1%	2	\$100	107	98.1%
Ogden	CG5	Responding to Bill Inquiries within 10 days	3	\$150	641	99.5%			660	100.0%
Ogden	CG6	Responding to Meter Problems within 15 days			56	100.0%	2	\$100	45	95.8%
Ogden	CG7	Planned Interruptions	1	\$50	1,254	99.9%	9	\$500	8,828	99.9%
Park City	CG1	Restoring Supply			36,211	100.0%			18,123	100.0%
Park City	CG2.3	CG3 Appointments			27	100.0%			19	100.0%
Park City	CG2.4	CG4 Appointments			50	100.0%			96	100.0%
Park City	CG2.5	CG5 Appointments			2	100.0%			2	100.0%
Park City	CG2a	All Other RCMS Appointmts			55	100.0%			30	100.0%
Park City	CG3	Switching on Power	1	\$50	468	99.8%	1	\$250	268	99.6%
Park City	CG4a	Estimates - Contact within 2 days	9	\$450	103	91.3%	7	\$350	128	94.5%
Park City	CG4b	Estimates - 5 days	1	\$50	3	66.7%			15	100.0%
Park City	CG4c	Estimates - 15 days			48	100.0%			107	100.0%
Park City	CG5	Responding to Bill Inquiries within 10 days	3	\$150	262	98.9%	4	\$200	235	98.3%
Park City	CG6	Responding to Meter Problems within 15 days			13	100.0%			10	100.0%
Park City	CG7	Planned Interruptions	1	\$50	1,233	99.9%			1,481	100.0%
Price	CG1	Restoring Supply			12,454	100.0%			20,793	100.0%
Price	CG2.3	CG3 Appointments			35	100.0%			24	100.0%
Price	CG2.4	CG4 Appointments			72	100.0%			67	100.0%
Price	CG2a	All Other RCMS Appointmts			82	100.0%			7	100.0%
Price	CG3	Switching on Power			320	100.0%	1	\$100	111	99.1%
Price	CG4a	Estimates - Contact within 2 days	1	\$50	66	98.5%			84	100.0%
Price	CG4b	Estimates - 5 days			7	100.0%			23	100.0%
Price	CG4c	Estimates - 15 days			49	100.0%			58	100.0%
Price	CG5	Responding to Bill Inquiries within 10 days			63	100.0%			50	100.0%
Price	CG6	Responding to Meter Problems within 15 days			5	100.0%			2	100.0%
Price	CG7	Planned Interruptions			330	100.0%	1	\$50	37	97.3%
Richfield	CG1	Restoring Supply			17,434	100.0%			22,015	100.0%
Richfield	CG2.3	CG3 Appointments			24	100.0%			29	100.0%
Richfield	CG2.4	CG4 Appointments			101	100.0%	2	\$100	88	97.7%
Richfield	CG2.5	CG5 Appointments				N/A			1	100.0%
Richfield	CG2a	All Other RCMS Appointmts			23	100.0%			40	100.0%
Richfield	CG3	Switching on Power			264	100.0%	1	\$50	268	98.6%
Richfield	CG4a	Estimates - Contact within 2 days	2	\$100	123	98.4%	10	\$500	138	92.8%
Richfield	CG4b	Estimates - 5 days			34	100.0%			43	100.0%
Richfield	CG4c	Estimates - 15 days	3	\$150	82	96.3%	3	\$150	86	98.8%
Richfield	CG5	Responding to Bill Inquiries within 10 days			107	100.0%	3	\$150	88	96.6%
Richfield	CG6	Responding to Meter Problems within 15 days			10	100.0%	1	\$50	4	75.0%
Richfield	CG7	Planned Interruptions	1	\$50	2,511	100.0%			157	100.0%
SLC Metro	CG1	Restoring Supply	1	\$50	230,952	100.0%	14	\$1,375	238,618	100.0%
SLC Metro	CG2.3	CG3 Appointments			280	100.0%			283	100.0%
SLC Metro	CG2.4	CG4 Appointments	1	\$50	87	98.9%	1	\$50	100	99.1%
SLC Metro	CG2.5	CG5 Appointments			14	100.0%			2	100.0%
SLC Metro	CG2.6	CG6 Appointments	1	\$50	14	92.9%				N/A
SLC Metro	CG2a	All Other RCMS Appointmts			599	100.0%	1	\$50	333	99.7%
SLC Metro	CG3	Switching on Power	23	\$1,975	7,612	99.7%	26	\$2,625	6,030	99.6%
SLC Metro	CG4a	Estimates - Contact within 2 days	1	\$50	114	99.1%	8	\$400	205	98.1%
SLC Metro	CG4b	Estimates - 5 days			33	100.0%			86	100.0%
SLC Metro	CG4c	Estimates - 15 days	3	\$150	73	95.9%	2	\$100	112	98.2%
SLC Metro	CG5	Responding to Bill Inquiries within 10 days	13	\$650	1962	99.3%	15	\$750	2,116	99.3%
SLC Metro	CG6	Responding to Meter Problems within 15 days	1	\$50	145	99.3%			87	100.0%

customer guarantees



Utah - Failures and Events

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance
2nd Quarter - Fiscal Year 2004
April-September 2003

FYTD 2004						Prior Year Comparison				
			Failures	Paid	Events	Success	Failures	Paid	Events	Success
SLC Metro	CG7	Planned Interruptions	5	\$250	2,522	99.8%	5	\$300	2,433	99.8%
Smithfield	CG1	Restoring Supply			53,427	100.0%			43,961	100.0%
Smithfield	CG2.3	CG3 Appointments			69	100.0%			48	100.0%
Smithfield	CG2.4	CG4 Appointments			78	100.0%			37	100.0%
Smithfield	CG2.5	CG5 Appointments				N/A			1	100.0%
Smithfield	CG2a	All Other RCMS Appointmts			40	100.0%	1	\$50	28	98.4%
Smithfield	CG3	Switching on Power			302	100.0%	1	\$75	277	99.6%
Smithfield	CG4a	Estimates - Contact within 2 days	1	\$50	122	99.2%	2	\$100	115	98.3%
Smithfield	CG4b	Estimates - 5 days			45	100.0%			27	100.0%
Smithfield	CG4c	Estimates - 15 days			77	100.0%			80	100.0%
Smithfield	CG5	Responding to Bill Inquiries within 10 days			88	100.0%	2	\$100	94	97.9%
Smithfield	CG6	Responding to Meter Problems within 15 days			6	100.0%			4	100.0%
Smithfield	CG7	Planned Interruptions			185	100.0%	3	\$150	1,958	99.8%
Tooele	CG1	Restoring Supply			30,206	100.0%			39,025	100.0%
Tooele	CG2.3	CG3 Appointments	2	\$100	61	96.7%	1	\$50	39	97.4%
Tooele	CG2.4	CG4 Appointments			18	100.0%			38	100.0%
Tooele	CG2a	All Other RCMS Appointmts			38	100.0%	1	\$50	46	97.8%
Tooele	CG3	Switching on Power	4	\$250	302	98.7%	2	\$250	435	99.5%
Tooele	CG4a	Estimates - Contact within 2 days	1	\$50	41	97.6%			78	100.0%
Tooele	CG4b	Estimates - 5 days			8	100.0%			26	100.0%
Tooele	CG4c	Estimates - 15 days			21	100.0%	1	\$50	47	97.9%
Tooele	CG5	Responding to Bill Inquiries within 10 days	1	\$50	102	99.0%			94	100.0%
Tooele	CG6	Responding to Meter Problems within 15 days			10	100.0%			3	100.0%
Tooele	CG7	Planned Interruptions			39	100.0%			45	100.0%
Tremonton	CG1	Restoring Supply	2	\$100	16,673	100.0%			21,253	100.0%
Tremonton	CG2.3	CG3 Appointments			19	100.0%	1	\$50	11	90.9%
Tremonton	CG2.4	CG4 Appointments			37	100.0%			46	100.0%
Tremonton	CG2.6	CG6 Appointments				N/A			1	100.0%
Tremonton	CG2a	All Other RCMS Appointmts			28	100.0%			27	100.0%
Tremonton	CG3	Switching on Power	1	\$250	208	99.5%			125	100.0%
Tremonton	CG4a	Estimates - Contact within 2 days	3	\$150	61	95.1%	3	\$150	58	94.8%
Tremonton	CG4b	Estimates - 5 days			14	100.0%			13	100.0%
Tremonton	CG4c	Estimates - 15 days			41	100.0%	1	\$50	39	97.4%
Tremonton	CG5	Responding to Bill Inquiries within 10 days			61	100.0%	1	\$50	59	98.3%
Tremonton	CG6	Responding to Meter Problems within 15 days			6	100.0%			4	100.0%
Tremonton	CG7	Planned Interruptions			54	100.0%				N/A
Vernal	CG1	Restoring Supply			4,720	100.0%			5,422	100.0%
Vernal	CG2.3	CG3 Appointments			32	100.0%			32	100.0%
Vernal	CG2.4	CG4 Appointments	1	\$50	69	98.6%			56	100.0%
Vernal	CG2.5	CG5 Appointments				N/A			1	100.0%
Vernal	CG2a	All Other RCMS Appointmts			76	100.0%			1	100.0%
Vernal	CG3	Switching on Power			241	100.0%			186	100.0%
Vernal	CG4a	Estimates - Contact within 2 days	5	\$250	75	93.3%			55	100.0%
Vernal	CG4b	Estimates - 5 days			8	100.0%			19	100.0%
Vernal	CG4c	Estimates - 15 days			44	100.0%			35	100.0%
Vernal	CG5	Responding to Bill Inquiries within 10 days			55	100.0%	1	\$50	58	98.3%
Vernal	CG6	Responding to Meter Problems within 15 days			4	100.0%			1	100.0%
Vernal	CG7	Planned Interruptions			252	100.0%				N/A
Wasatch Collection Center	CG8a	Respond in 5 days			67	100.0%			11	100.0%
Wasatch Collection Center	CG8b	Respond in 7 days			43	100.0%			15	100.0%
185 \$12,500 986,378 99.98%						275 \$18,000 1,165,135 99.98%				

customerguarantees



Utah - Guarantee Field Response Performance

Sort the table by District or Guarantee to see individual District performance or overall Guarantee performance

2nd Quarter - Fiscal Year 2004

April-September 2003

District	Guarantee	Description	FYTD 2004		Prior Year Comparison	
			YTD Count	YTD Avg	YTD Count	YTD Avg
American Fork	CG4a	Estimates - Contact within 2 days	182	1	182	4
American Fork	CG4b	Estimates - 5 days	49	1	16	<1
American Fork	CG4c	Estimates - 15 days	112	12	129	18
American Fork	CG5	Responding to Bill Inquiries within 10 days	396	6	409	6
American Fork	CG6	Responding to Meter Problems within 15 days	35	5	21	8
Cedar City	CG4a	Estimates - Contact within 2 days	235	1	253	1
Cedar City	CG4b	Estimates - 5 days	91	1	110	<1
Cedar City	CG4c	Estimates - 15 days	138	3	145	4
Cedar City	CG5	Responding to Bill Inquiries within 10 days	245	5	243	5
Cedar City	CG6	Responding to Meter Problems within 15 days	23	3	7	8
Jordan Valley	CG4a	Estimates - Contact within 2 days	175	1	194	2
Jordan Valley	CG4b	Estimates - 5 days	56	0	76	1
Jordan Valley	CG4c	Estimates - 15 days	91	9	98	8
Jordan Valley	CG5	Responding to Bill Inquiries within 10 days	1326	5	1582	5
Jordan Valley	CG6	Responding to Meter Problems within 15 days	112	5	96	8
Laketown/Woodruff	CG4a	Estimates - Contact within 2 days	24	1	28	1
Laketown/Woodruff	CG4b	Estimates - 5 days	7	0	5	<1
Laketown/Woodruff	CG4c	Estimates - 15 days	20	3	15	2
Laketown/Woodruff	CG5	Responding to Bill Inquiries within 10 days	35	4	37	5
Laketown/Woodruff	CG6	Responding to Meter Problems within 15 days	4	7	1	14
Layton	CG4a	Estimates - Contact within 2 days	67	2	53	1
Layton	CG4b	Estimates - 5 days	25	1	16	<1
Layton	CG4c	Estimates - 15 days	35	4	36	7
Layton	CG5	Responding to Bill Inquiries within 10 days	356	5	402	5
Layton	CG6	Responding to Meter Problems within 15 days	34	5	29	9
Moab	CG4a	Estimates - Contact within 2 days	52	5	66	3
Moab	CG4b	Estimates - 5 days	12	0	15	<1
Moab	CG4c	Estimates - 15 days	35	7	42	7
Moab	CG5	Responding to Bill Inquiries within 10 days	68	5	64	6
Moab	CG6	Responding to Meter Problems within 15 days	6	9	4	7
Ogden	CG4a	Estimates - Contact within 2 days	160	2	168	1
Ogden	CG4b	Estimates - 5 days	55	0	33	1
Ogden	CG4c	Estimates - 15 days	106	3	107	4
Ogden	CG5	Responding to Bill Inquiries within 10 days	641	4	660	6
Ogden	CG6	Responding to Meter Problems within 15 days	56	3	45	7
Park City	CG4a	Estimates - Contact within 2 days	103	2	128	2
Park City	CG4b	Estimates - 5 days	3	0	15	1
Park City	CG4c	Estimates - 15 days	48	6	107	6
Park City	CG5	Responding to Bill Inquiries within 10 days	262	6	235	6
Park City	CG6	Responding to Meter Problems within 15 days	13	8	10	10
Price	CG4a	Estimates - Contact within 2 days	66	1	64	<1
Price	CG4b	Estimates - 5 days	7	0	23	<1
Price	CG4c	Estimates - 15 days	49	8	56	1
Price	CG5	Responding to Bill Inquiries within 10 days	63	4	50	4
Price	CG6	Responding to Meter Problems within 15 days	5	11	2	6
Richfield	CG4a	Estimates - Contact within 2 days	123	0	138	2
Richfield	CG4b	Estimates - 5 days	34	0	43	<1
Richfield	CG4c	Estimates - 15 days	82	2	86	10
Richfield	CG5	Responding to Bill Inquiries within 10 days	107	4	88	5
Richfield	CG6	Responding to Meter Problems within 15 days	10	4	4	15

customer guarantees



Utah - Guarantee Field Response Performance

Sort the table by District or Guarantee to see individual District performance or overall Guarantee performance

2nd Quarter - Fiscal Year 2004

April-September 2003

			FYTD 2004		Prior Year Comparison	
	Guarantee	Description	YTD Count	YTD Avg	YTD Count	YTD Avg*
SLC Metro	CG4a	Estimates - Contact within 2 days	114	1	205	2
SLC Metro	CG4b	Estimates - 5 days	33	0	69	<1
SLC Metro	CG4c	Estimates - 15 days	73	7	112	6
SLC Metro	CG5	Responding to Bill Inquiries within 10 days	1962	5	2116	5
SLC Metro	CG6	Responding to Meter Problems within 15 days	145	4	87	8
Smithfield	CG4a	Estimates - Contact within 2 days	122	1	115	2
Smithfield	CG4b	Estimates - 5 days	45	0	27	<1
Smithfield	CG4c	Estimates - 15 days	77	3	60	4
Smithfield	CG5	Responding to Bill Inquiries within 10 days	88	5	94	7
Smithfield	CG6	Responding to Meter Problems within 15 days	6	2	4	6
Tooele	CG4a	Estimates - Contact within 2 days	41	1	78	1
Tooele	CG4b	Estimates - 5 days	8	1	26	<1
Tooele	CG4c	Estimates - 15 days	21	8	47	7
Tooele	CG5	Responding to Bill Inquiries within 10 days	102	5	94	5
Tooele	CG6	Responding to Meter Problems within 15 days	10	5	3	7
Tremonton	CG4a	Estimates - Contact within 2 days	61	2	58	1
Tremonton	CG4b	Estimates - 5 days	14	2	13	<1
Tremonton	CG4c	Estimates - 15 days	41	9	39	10
Tremonton	CG5	Responding to Bill Inquiries within 10 days	61	5	59	4
Tremonton	CG6	Responding to Meter Problems within 15 days	6	5	4	8
Vernal	CG4a	Estimates - Contact within 2 days	75	2	55	<1
Vernal	CG4b	Estimates - 5 days	8	1	19	<1
Vernal	CG4c	Estimates - 15 days	44	7	35	<1
Vernal	CG5	Responding to Bill Inquiries within 10 days	55	5	58	6
Vernal	CG6	Responding to Meter Problems within 15 days	4	4	1	12

¹ Moab's high average response for CG4a is due to a few requests where it took longer to contact customer than the required time frame. Failure payments were made to customers where valid exemptions did not apply.

customer guarantees



Utah - Outage Restoration Performance

2nd Quarter - Fiscal Year 2004

April-September 2003

District	FYTD 2004		Prior Year Comparison	
	# Customers Interrupted Outage >5 minutes	% Restored Within 3 hours	# Customers Interrupted Outage >5 minutes	% Restored Within 3 hours
American Fork	73,287	92.2%	34,632	87.5%
Cedar City	33,768	88.4%	38,717	88.2%
Jordan Valley	191,723	89.6%	221,532	82.3%
Layton	94,584	86.2%	103,204	91.5%
Moab	13,728	66.8%	15,216	74.1%
Ogden	127,814	84.0%	290,083	89.7%
Park City	36,211	86.9%	19,123	81.7%
Price	12,454	89.4%	20,793	97.0%
Richfield	17,434	84.0%	22,015	87.3%
SLC Metro	230,952	89.1%	238,618	79.3%
Smithfield	53,427	82.1%	43,981	83.0%
Tooele	30,206	95.6%	39,025	97.4%
Tremonton	16,673	80.4%	21,253	94.2%
Vernal	4,720	94.0%	5,422	98.6%

¹ An outage on April 11, 2003, affecting approximately 4,500 customers took over 7 hours to restore due to extensive damage caused by a downed 69-kv line.

customer guarantees



Utah - Non-Guarantee Field Response Performance

FIELD Orders

2nd Quarter - Fiscal Year 2004

April-September 2003

District	FYTD 2004		Prior Year Comparison	
	YTD Count	YTD Avg	YTD Count	YTD Avg
American Fork	191	4	114	4
Cedar City	106	3	134	3
Jordan Valley	558	6	625	8
Laketown/Woodruff	7	2	8	1
Layton	220	3	386	4
Moab	28	7	26	13
Ogden	502	4	629	17
Park City	91	5	94	5
Price	32	4	43	5
Richfield	54	3	54	2
SLC Metro	592	7	723	8
Smithfield	67	5	53	10
Tooele	74	3	113	4
Tremonton	40	5	40	14
Vernal	30	5	51	12

2592

3093

customer guarantees



Utah - Non-Guarantee Field Response Performance

Tree Trimming Orders
2nd Quarter - Fiscal Year 2004
April-September 2003

		FYTD 2004		Prior Year Comparison	
District	Description	Count	Avg	Count	Avg
American Fork	Resolved by Customer Contact	1	1	111	5
American Fork	Site Inspection Required	107	3	0	0
Cedar City	Resolved by Customer Contact	1	2	0	0
Cedar City	Site Inspection Required	42	5	32	5
Jordan Valley	Resolved by Customer Contact	4	3	3	3
Jordan Valley	Site Inspection Required	361	3	526	3
Layton	Resolved by Customer Contact	1	1	4	1
Layton	Site Inspection Required	142	2	122	2
Moab	Resolved by Customer Contact	3	9	1	1
Moab	Site Inspection Required	15	11	11	26
Ogden	Resolved by Customer Contact	6	2	7	1
Ogden	Site Inspection Required	371	2	420	2
Park City	Resolved by Customer Contact	0	0	1	<1
Park City	Site Inspection Required	31	5	23	11
Price	Resolved by Customer Contact	1	4	0	0
Price	Site Inspection Required	37	7	46	13
Richfield	Site Inspection Required	21	9	35	23
SLC Metro	Resolved by Customer Contact	0	0	10	1
SLC Metro	Site Inspection Required	894	3	1208	4
Smithfield	Resolved by Customer Contact	1	5	1	7
Smithfield	Site Inspection Required	65	6	38	6
Tooele	Resolved by Customer Contact	1	1	0	0
Tooele	Site Inspection Required	26	6	29	8
Tremonton	Site Inspection Required	28	3	26	4
Vernal	Site Inspection Required	24	6	32	5
		2183		2686	

* Average = Average working days from customer call to resolution by contact only, or where necessary, average working days from customer call to site inspection.

Note: Emergency work is always inspected and completed as soon as possible. For non-emergency requests, customers are contacted within ten days, and where necessary, the customer is informed the work will be inspected on the next scheduled visit to the district. Such visits may be several weeks in the future.

UTAH RESIDENTIAL/SMALL COMMERCIAL METER SETS - REPORT BY DISTRICT

FISCAL YEAR TO DATE - 2nd QUARTER 2004

NORTHERN UTAH

LOCATION	FYD - 1st Quarter			July 2003			August 2003			September 2003			FYD - 2nd Quarter			Fiscal YTD			Notes
	Total Within 5 Days	%	Total	Within 5 Days	%	Total	Within 5 Days	%	Total	Within 5 Days	%	Total	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total	
Jordan Valley	1096	93%	1174	325	97%	335	438	96%	455	533	94%	570	1296	95%	1360	2392	94%	2534	
Layton/Davis	463	98%	471	156	98%	159	200	98%	204	198	96%	207	554	97%	570	1017	98%	1041	
Laketown	25	86%	29	8	100%	8	8	100%	8	9	100%	9	25	100%	25	50	93%	54	
Metro	713	92%	774	361	98%	368	212	87%	245	327	99%	329	900	96%	942	1613	94%	1716	
Ogden	432	100%	432	146	100%	146	208	100%	208	228	100%	228	582	100%	582	1014	100%	1014	
Park City	193	91%	213	64	96%	67	74	91%	81	102	98%	104	240	95%	252	433	93%	465	
Smithfield	119	100%	119	45	100%	45	49	100%	49	57	100%	57	151	100%	151	270	100%	270	
Tooele	163	99%	165	40	95%	42	64	98%	65	39	100%	39	143	98%	146	306	98%	311	
Tremonton	38	100%	38	23	100%	23	24	100%	24	0	0%	0	47	100%	47	85	100%	85	
Woodruff	1	100%	1										0		0	1	100%	1	
TOTAL	3243	95%	3416	1168	98%	1193	1277	95%	1339	1493	97%	1543	3938	97%	4075	7181	96%	7491	

SOUTHERN UTAH

LOCATION	FYD - 1st Quarter			July 2003			August 2003			September 2003			FYD - 2nd Quarter			Fiscal YTD			Notes
	Total Within 5 Days	%	Total	Within 5 days	%	Total	Within 5 days	%	Total	Within 5 days	%	Total	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total	
American Fork	415	99%	418	148	98%	151	176	99%	178	140	99%	142	464	99%	471	879	99%	889	
Cedar City	248	93%	268	58	92%	63	114	98%	116	112	93%	121	284	95%	300	532	94%	568	
Moab	75	100%	75	30	88%	34	16	73%	22	23	85%	27	69	83%	83	144	91%	158	
Price	23	100%	23	8	100%	8	10	100%	10	10	100%	10	28	100%	28	51	100%	51	
Richfield	129	100%	129	28	100%	28	49	100%	49	23	100%	23	100	100%	100	229	100%	229	
Vernal	37	100%	37										0		0	37	100%	37	
TOTAL	927	98%	950	272	96%	284	365	97%	375	308	95%	323	945	96%	982	1872	97%	1932	

TOTAL UTAH

LOCATION	FYD - 1st Quarter			July 2003			August 2003			September 2003			FYD - 2nd Quarter			Fiscal YTD			Notes
	Total Within 5 Days	%	Total	Within 5 days	%	Total	Within 5 days	%	Total	Within 5 days	%	Total	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total	
TOTAL UTAH	4170	96%	4366	1440	97%	1477	1642	96%	1714	1801	97%	1866	4883	97%	5057	9053	96%	9423	

UTAH TEMPORARY METER SETS - REPORT BY DISTRICT

FISCAL YEAR TO DATE - 2nd QUARTER 2004
NORTHERN UTAH

LOCATION	1st Quarter			July 2003			August 2003			September 2003			2nd Quarter			Fiscal YTD			Notes
	Total Within 10 Days	%	Total	Total Within 10 Days	%	Total	Within 10 Days	%	Total	Within 10 Days	%	Total	Total Within 10 Days	%	Total	Total Within 10 Days	%	Total	
Jordan Valley	852	100%	853	228	100%	228	322	100%	322	276	100%	277	826	100%	827	1878	100%	1880	
Layton/Davis	385	100%	386	170	98%	174	175	100%	175	172	99%	173	517	99%	522	902	99%	908	
Laketown	101	100%	101	3	100%	3	4	100%	4	1	100%	1	8	100%	8	18	100%	18	
Metro	283	100%	293	106	100%	106	91	100%	91	85	99%	86	282	100%	283	575	100%	576	
Ogden	318	100%	318	114	100%	114	150	100%	150	95	100%	95	359	100%	359	677	100%	677	
Park City	88	100%	88	50	100%	50	37	100%	37	46	100%	46	133	100%	133	221	100%	221	
Smithfield	96	100%	96	29	100%	29	38	100%	38	35	100%	35	102	100%	102	198	100%	198	
Tooele	95	100%	95	34	100%	34	28	100%	28	30	100%	30	92	100%	92	187	100%	187	
Tremonton	23	100%	23	7	100%	7	9	100%	9	0	0%	0	16	100%	16	39	100%	39	
Woodruff	0	0%	0										0	0%	0	0	0%	0	
TOTAL	2160	100%	2162	741	99%	745	854	100%	854	740	100%	743	2335	100%	2342	4495	100%	4504	

SOUTHERN UTAH

LOCATION	1st Quarter			July 2003			August 2003			September 2003			2nd Quarter			Fiscal YTD			Notes
	Total Within 10 Days	%	Total	Total Within 10 Days	%	Total	Within 10 Days	%	Total	Within 10 Days	%	Total	Total Within 10 Days	%	Total	Total Within 10 Days	%	Total	
American Fork	319	100%	319	97	100%	97	102	99%	103	101	100%	101	300	100%	301	819	100%	820	
Cedar City	139	99%	140	36	100%	36	26	100%	26	51	98%	52	113	99%	114	252	98%	254	
Moab	10	100%	10	5	100%	5	1	100%	1	2	100%	2	8	100%	8	18	100%	18	
Price	6	100%	6	1	100%	1	2	100%	2	3	100%	3	6	100%	6	12	100%	12	
Richfield	17	100%	17	12	100%	12	3	100%	3	6	100%	6	21	100%	21	38	100%	38	
Vernal	15	100%	15										0	0%	0	15	100%	15	
TOTAL	506	100%	507	151	100%	151	134	99%	135	163	99%	164	448	100%	450	854	100%	857	

TOTAL UTAH

LOCATION	1st Quarter			July 2003			August 2003			September 2003			2nd Quarter			Fiscal YTD			Notes
	Total Within 10 Days	%	Total	Total Within 10 Days	%	Total	Within 10 Days	%	Total	Within 10 Days	%	Total	Total Within 10 Days	%	Total	Total Within 10 Days	%	Total	
TOTAL UTAH	2666	100%	2669	892	100%	896	988	100%	989	903	100%	907	2783	100%	2792	5449	100%	5461	

Utah Quarterly and Fiscal YTD

07/01/2003 to 09/30/2003

Fiscal Year 2004

2nd Quarter

Operating Area	Measure	SAIDI (minutes)	SAIFI	MAIFI	MAIFI(e)	CAIDI	Average Customer Count	Customers Off	Number of Occurrences	Customer Minutes Lost	Customers in Incident Momentary	Customers in Incident Momentary Eve	MC 33 Customers Exceeding State SAIFI	MC 38 Customers Affected by Transmission
Utah	Unplanned	60,077	0.583	0.072	0.071	103.117	742,708	432,712	6,383	44,619,815	53,115	53,082		
Utah	Planned	1,437	0.009	0.000	0.000	160,921		6,633	153	1,067,386	40	40		
Utah	Customer Requested	0.017	0.000	0.000	0.000	145,384		86	21	12,503	0	0		
AMERICAN FORK	Unplanned	22,722	0.329	0.096	0.096	69,150	64,766	22,226	446	1,536,830	6,488	6,497	12,511	1,812
AMERICAN FORK	Planned	2,974	0.017	0.000	0.000	170,908		1,177	35	201,156	1	1		
AMERICAN FORK	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
CEDAR CITY	Unplanned	95,435	1.033	0.118	0.118	92,396	25,184	25,663	265	2,371,169	2,941	2,936	10,660	555
CEDAR CITY	Planned	0.121	0.001	0.000	0.000	231,538		13	5	3,010	0	0		
CEDAR CITY	Customer Requested	0.005	0.000	0.000	0.000	118,000		1	1	118	0	0		
CEDAR CITY (MILFORD)	Unplanned	75,254	0.655	0.000	0.000	114,958	2,234	1,486	49	170,827	1	1	1,093	0
CEDAR CITY (MILFORD)	Planned	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
CEDAR CITY (MILFORD)	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
JORDAN VALLEY	Unplanned	62,105	0.559	0.050	0.050	111,166	185,813	95,115	1,505	10,573,567	8,446	8,437	41,661	8,350
JORDAN VALLEY	Planned	0.910	0.006	0.000	0.000	153,312		1,011	24	154,988	0	0		
JORDAN VALLEY	Customer Requested	0.002	0.000	0.000	0.000	16,000		17	4	272	0	0		
LAYTON	Unplanned	66,961	0.574	0.141	0.141	116,704	56,986	32,612	451	3,805,949	8,008	8,007	14,708	1
LAYTON	Planned	0.613	0.005	0.000	0.000	132,540		263	13	34,858	0	0		
LAYTON	Customer Requested	0.004	0.000	0.000	0.000	25,500		10	2	255	0	0		
MOAB	Unplanned	42,838	0.359	0.000	0.000	119,482	11,048	3,893	118	465,143	1	1	2,191	0
MOAB	Planned	0.017	0.000	0.000	0.000	185,000		1	1	185	0	0		
MOAB	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
OGDEN	Unplanned	77,387	0.842	0.127	0.127	120,514	92,133	59,398	757	7,156,286	11,790	11,790	15,433	5,782
OGDEN	Planned	0.320	0.005	0.000	0.000	66,910		442	21	29,574	30	30		
OGDEN	Customer Requested	0.007	0.000	0.000	0.000	81,000		8	8	648	0	0		
PARK CITY	Unplanned	71,754	0.779	0.078	0.078	92,160	24,292	18,383	255	1,694,172	1,845	1,845	6,691	1,404
PARK CITY	Planned	7,841	0.029	0.000	0.000	267,933		691	7	185,142	0	0		
PARK CITY	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
PRICE	Unplanned	81,975	0.673	0.000	0.000	121,757	10,063	6,734	111	819,912	5	5	6,457	965
PRICE	Planned	0.785	0.005	0.000	0.000	157,000		50	3	7,850	0	0		
PRICE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
RICHFIELD	Unplanned	40,314	0.453	0.001	0.001	89,028	13,881	5,966	135	531,140	9	9	2,811	3,267
RICHFIELD	Planned	21,327	0.135	0.000	0.000	157,593		1,793	6	280,989	0	0		
RICHFIELD	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
RICHFIELD (DELTA)	Unplanned	66,312	0.418	0.159	0.159	158,534	3,457	1,446	49	229,240	551	551	76	0
RICHFIELD (DELTA)	Planned	0.136	0.001	0.000	0.000	94,200		5	1	471	0	0		
RICHFIELD (DELTA)	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
SLC METRO	Unplanned	53,469	0.543	0.052	0.052	96,436	203,243	107,947	1,529	10,625,845	10,288	10,281	55,308	0
SLC METRO	Planned	0.623	0.004	0.000	0.000	159,292		777	26	123,770	9	9		
SLC METRO	Customer Requested	0.056	0.000	0.000	0.000	230,000		48	4	11,040	0	0		
SMITHFIELD	Unplanned	146,762	1.627	0.137	0.137	90,187	20,424	31,939	342	2,880,194	2,897	2,897	14,791	11,658
SMITHFIELD	Planned	0.831	0.005	0.000	0.000	152,421		107	4	16,308	0	0		

Utah Quarterly and Fiscal YTD

07/01/2003 to 09/30/2003

Fiscal Year 2004

2nd Quarter

Operating Area	Measure	SAIDI (minutes)	SAIFI	MAIFI	MAIFI(e)	CAIDI	Average Customer Count	Customers Off	Number of Occurrences	Customer Minutes Lost	Customers in Incident Momentary	Customers in Incident Momentary Ever	MC 33 Customers Exceeding State SAIFI	MC 38 Customers Affected by Transmission
SMITHFIELD	Customer Requested	0.005	0.000	0.000	0.000	92.000			1	82	0	0		
TOOELE	Unplanned	83.925	0.872	0.001	0.001	96.239	12,815	11,164	146	1,074,412	16	16	2,681	883
TOOELE	Planned	0.055	0.001	0.000	0.000	58.583		12	2	703	0	0		
TOOELE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
TREMONTON	Unplanned	58.333	0.819	0.000	0.000	94.233	7,905	4,891	153	460,892	0	0	3,008	0
TREMONTON	Planned	0.727	0.006	0.000	0.000	117.163		49	4	5,741	0	0		
TREMONTON	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
VERNAL	Unplanned	25.087	0.435	0.002	0.002	57.634	8,943	3,849	72	221,835	19	19	1,747	0
VERNAL	Planned	2.560	0.028	0.000	0.000	89.802		252	1	22,630	0	0		
VERNAL	Customer Requested	0.009	0.000	0.000	0.000	78.000		1	1	78	0	0		

Utah Quarterly and Fiscal YTD

04/01/2003 to 09/30/2003

Fiscal Year 2004

Fiscal Y-T-D

Operating Area	Measure	SAIDI (minutes)	SAIFI	MAIFI	MAIFI(e)	CAIDI	Average Customer Count	Customers Off	Number of Occurrences	Customer Minutes Lost	Customers in Momentary	Customers in Momentary Eve	MC 33 Customers Exceeding State SAIFI	MC 38 Customers Affected by Transmission
Utah	Unplanned	117,784	1.266	0.168	0.161	93.035	742,708	940,277	10,456	87,478,811	124,782	119,809		
Utah	Planned	2,905	0.017	0.000	0.000	174.110		12,392	303	2,157,577	49	49		
Utah	Customer Requested	0.022	0.000	0.000	0.000	135.610		123	25	16,680	0	0		
AMERICAN FORK	Unplanned	85,628	1.084	0.120	0.120	79.022	64,756	73,296	799	5,791,992	8,097	8,096	18,513	15,098
AMERICAN FORK	Planned	3,731	0.020	0.000	0.000	183.964		1,372	38	252,398	1	1		
AMERICAN FORK	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
CEDAR CITY	Unplanned	107,904	1.203	0.123	0.123	89.677	25,184	29,896	377	2,680,980	3,062	3,057	5,335	555
CEDAR CITY	Planned	0.252	0.001	0.000	0.000	184.029		34	13	6,257	0	0		
CEDAR CITY	Customer Requested	0.005	0.000	0.000	0.000	118.000		1	1	118	0	0		
CEDAR CITY (MILFORD)	Unplanned	205,641	1.708	0.000	0.000	120.404	2,234	3,877	90	466,805	1	1	912	175
CEDAR CITY (MILFORD)	Planned	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
CEDAR CITY (MILFORD)	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
JORDAN VALLEY	Unplanned	96,312	1.126	0.165	0.165	85.501	185,813	191,781	2,373	16,397,374	28,074	28,062	50,785	13,416
JORDAN VALLEY	Planned	2,270	0.013	0.000	0.000	173.395		2,229	50	386,498	1	1		
JORDAN VALLEY	Customer Requested	0.002	0.000	0.000	0.000	20.333		18	5	366	0	0		
LAYTON	Unplanned	159,457	1.752	0.535	0.535	90.995	56,996	99,601	765	9,063,232	30,385	30,381	27,315	14,918
LAYTON	Planned	0.788	0.007	0.000	0.000	119.141		376	19	44,797	0	0		
LAYTON	Customer Requested	0.043	0.001	0.000	0.000	85.034		29	3	2,466	0	0		
MOAB	Unplanned	193,509	1.264	0.003	0.003	153.054	11,048	13,728	212	2,101,121	32	32	3,284	7,681
MOAB	Planned	0.017	0.000	0.000	0.000	185.000		1	1	165	0	0		
MOAB	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
OGDEN	Unplanned	141,692	1.382	0.165	0.165	102.523	92,133	127,840	1,151	13,106,521	15,275	15,275	23,907	7,253
OGDEN	Planned	1,283	0.014	0.000	0.000	94.663		1,254	52	118,707	34	34		
OGDEN	Customer Requested	0.026	0.000	0.000	0.000	100.250		24	9	2,406	0	0		
PARK CITY	Unplanned	151,894	1.534	0.238	0.238	99.024	24,292	36,217	417	3,586,358	5,624	5,624	6,048	1,404
PARK CITY	Planned	14,033	0.052	0.000	0.000	268.729		1,233	14	331,343	0	0		
PARK CITY	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
PRICE	Unplanned	132,305	1.245	0.001	0.001	106.231	10,063	12,457	181	1,323,315	6	6	2,832	1,412
PRICE	Planned	4,419	0.033	0.000	0.000	133.938		330	11	44,200	0	0		
PRICE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
RICHFIELD	Unplanned	130,692	1.154	0.001	0.001	113.251	13,881	15,204	242	1,721,866	9	9	3,135	6,665
RICHFIELD	Planned	33,204	0.186	0.000	0.000	178.704		2,448	9	437,467	0	0		
RICHFIELD	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
RICHFIELD (DELTA)	Unplanned	91,216	0.845	0.159	0.159	141.342	3,457	2,231	88	315,333	551	551	47	40
RICHFIELD (DELTA)	Planned	1,351	0.016	0.000	0.000	74.127		63	2	4,670	0	0		
RICHFIELD (DELTA)	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
SLC METRO	Unplanned	98,644	1.155	0.154	0.129	85.424	203,243	228,485	2,609	19,603,469	30,596	25,646	54,827	0
SLC METRO	Planned	2,402	0.013	0.000	0.000	189.267		2,522	76	477,331	13	13		
SLC METRO	Customer Requested	0.056	0.000	0.000	0.000	230.000		48	4	11,040	0	0		
SMITHFIELD	Unplanned	303,321	2.703	0.155	0.154	112.199	20,424	53,060	555	5,953,287	3,040	3,030	14,290	15,589
SMITHFIELD	Planned	1,167	0.009	0.000	0.000	123.784		185	6	22,900	0	0		

Utah Quarterly and Fiscal YTD

Fiscal Y-T-D Fiscal Year 2004 04/01/2003 to 09/30/2003

Operating Area	Measure	SAIDI (minutes)	SAIFI	MAIFI	MAIFI(e)	CAIDI	Average Customer Count	Customers Off	Number of Occurrences	Customer Minutes Lost	Customers in Incident Momentary	Customers in Incident Momentary Eve	MC 33 Customers Exceeding State SAIFI	MC 38 Customers Affected by Transmission
SMITHFIELD	Customer Requested	0.010	0.000	0.000	0.000	103.000		2	2	206	0	0		
TOOELE	Unplanned	207.155	2.360	0.002	0.001	87.788	12,815	30,209	230	2,651,996	20	19	2,669	12,978
TOOELE	Planned	0.164	0.003	0.000	0.000	53.821		39	5	2,099	0	0		
TOOELE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
TREMONTON	Unplanned	303.106	2.110	0.000	0.000	143.618	7,905	16,675	241	2,384,837	1	1	6,821	1,106
TREMONTON	Planned	0.771	0.007	0.000	0.000	112.870		54	6	6,095	0	0		
TREMONTON	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
VERNAL	Unplanned	36.240	0.534	0.002	0.002	67.865	8,943	4,720	125	320,325	19	19	1,747	0
VERNAL	Planned	2.560	0.029	0.000	0.000	89.802		252	1	22,630	0	0		
VERNAL	Customer Requested	0.009	0.000	0.000	0.000	78.000		1	1	78	0	0		