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UTAH PUBLIC
SERVICE COMMISSION

March 10, 2004

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

Attention: Julie P. Orchard
Commission Secretary

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

Please find enclosed PacifiCorp's updated third quarter report for the period October 2003 through December 2003 detailing the Company's performance in meeting the Customer Guarantees which were agreed to as a result of the merger between ScottishPower and PacifiCorp. Year-to-date information is provided as well.

The reports are being resubmitted in order to include additional information that was not available when the reports were submitted originally on January 30, 2004. Additional information will be submitted for Customer Guarantees 1 and 7 upon completion of the Inquiry related to the December storm.

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

Sincerely,

Carole Rockney, Director,
Customer and Regulatory Liaison

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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* Outage data will be provided upon completion of Inquiry being conducted of December 2003 storm.

customer guarantees

April-December 2003 (FY2004)



Utah

Description	April-December 2003 (FY2004)				April-December 2002 (FY2003)			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	*	6	*	\$300	1,337,471	26	99.9%	\$2,350
CG2 Appointments	6,499	21	99.7%	\$1,050	5,260	29	99.4%	\$1,450
CG3 Switching on Power	27,890	72	99.7%	\$7,725	20,474	86	99.6%	\$9,575
CG4 Estimates	4,490	97	97.8%	\$4,850	4,965	232	95.3%	\$11,600
CG5 Respond to Billing Inquiries	8,007	44	99.5%	\$2,200	8,897	64	99.3%	\$3,200
CG6 Respond to Meter Problems	698	3	99.6%	\$150	501	8	98.4%	\$400
CG7 Notification of Planned Interruptions	*	15	*	\$800	24,900	58	99.8%	\$3,200
CG8 Power Quality Complaints	192	0	100.0%	\$0	36	0	100.0%	\$0
	47,766	258	99.9%	\$17,075	1,402,504	503	99.9%	\$31,775

General Comments: PacifiCorp's overall success rate remains high. CG1 and CG7 events will be provided upon completion of the inquiry related to the December storm.
CG3 - Switching on Power: The increase in events is primarily due to increased collection activities throughout the company, resulting in more requests for reconnect.

customerguarantees



Utah - Failures and Events

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance
3rd Quarter - Fiscal Year 2004
April-December 2003

District	CG	Description	FYTD 2004			Failures	Prior Year Comparison		
							Paid	Events	Success
American Fork	CG1	Restoring Supply			N/A				
American Fork	CG2.3	CG3 Appointments	3	\$150	219	1	\$50	45,891	100.0%
American Fork	CG2.4	CG4 Appointments	1	\$50	273	1	\$50	186	99.5%
American Fork	CG2.5	CG5 Appointments			1			286	99.7%
American Fork	CG2a	All Other RCMS Appointments	2	\$100	631	3	\$150	4	100.0%
American Fork	CG3	Switching on Power	5	\$525	2,441	3	\$525	502	99.4%
American Fork	CG4a	Estimates - Contact within 2 days	10	\$500	254	46	\$2,300	1,912	99.8%
American Fork	CG4b	Estimates - 5 days			64			258	85.0%
American Fork	CG4c	Estimates - 15 days	24	\$1,200	159	57	\$2,850	32	100.0%
American Fork	CG5	Responding to Bill Inquiries within 10 days	2	\$100	145	5	\$250	195	70.8%
American Fork	CG6	Responding to Meter Problems within 15 days	1	\$50	44			600	99.2%
American Fork	CG7	Planned Interruptions			N/A	3	\$150	35	100.0%
Cedar City	CG1	Restoring Supply			N/A			1,212	99.8%
Cedar City	CG2.3	CG3 Appointments	2	\$100	82			46,326	100.0%
Cedar City	CG2.4	CG4 Appointments			199	1	\$50	99	100.0%
Cedar City	CG2.5	CG5 Appointments			0			210	99.5%
Cedar City	CG2a	All Other RCMS Appointments			30			9	100.0%
Cedar City	CG3	Switching on Power	4	\$725	1,272	2	\$125	30	100.0%
Cedar City	CG4a	Estimates - Contact within 2 days	4	\$200	328	6	\$300	739	99.7%
Cedar City	CG4b	Estimates - 5 days			124			341	98.3%
Cedar City	CG4c	Estimates - 15 days			195	2	\$100	155	100.0%
Cedar City	CG5	Responding to Bill Inquiries within 10 days	1	\$50	82	4	\$200	201	99.0%
Cedar City	CG6	Responding to Meter Problems within 15 days			26			359	98.9%
Cedar City	CG7	Planned Interruptions			N/A	16	\$800	15	100.0%
Jordan Valley	CG1	Restoring Supply	1	\$50	N/A	9	\$675	702	97.7%
Jordan Valley	CG2.3	CG3 Appointments			266			255,007	99.9%
Jordan Valley	CG2.4	CG4 Appointments			221	1	\$50	213	100.0%
Jordan Valley	CG2.5	CG5 Appointments			3	1	\$50	130	99.2%
Jordan Valley	CG2.6	CG6 Appointments			0			17	94.1%
Jordan Valley	CG2a	All Other RCMS Appointments	1	\$50	774	4	\$200	3	100.0%
								322	98.8%

customer guarantees



Utah - Failures and Events

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance
 3rd Quarter - Fiscal Year 2004
 April-December 2003

		FYTD 2004		Prior Year Comparison			
District	CG	Events	Failures	Paid	Events	Success	
Jordan Valley	CG3 Switching on Power	14	99.8%	\$1,325	6,372	99.8%	
Jordan Valley	CG4a Estimates - Contact within 2 days	2	99.3%	\$100	274	99.3%	
Jordan Valley	CG4b Estimates - 5 days		100.0%		73	100.0%	
Jordan Valley	CG4c Estimates - 15 days	10	93.9%	\$500	164	87.9%	
Jordan Valley	CG5 Responding to Bill Inquiries within 10 days	8	97.8%	\$400	365	99.5%	
Jordan Valley	CG6 Responding to Meter Problems within 15 days		100.0%		117	97.9%	
Jordan Valley	CG7 Planned Interruptions	3	N/A	\$200	N/A	99.9%	
Laketown/Woodruff	CG2.3 CG3 Appointments		100.0%		9	100.0%	
Laketown/Woodruff	CG2.4 CG4 Appointments		100.0%		30	100.0%	
Laketown/Woodruff	CG2a All Other RCMS Appointments		100.0%		2	N/A	
Laketown/Woodruff	CG3 Switching on Power		100.0%		69	100.0%	
Laketown/Woodruff	CG4a Estimates - Contact within 2 days		100.0%		33	100.0%	
Laketown/Woodruff	CG4b Estimates - 5 days		100.0%		8	100.0%	
Laketown/Woodruff	CG4c Estimates - 15 days		100.0%		28	100.0%	
Laketown/Woodruff	CG5 Responding to Bill Inquiries within 10 days		100.0%		12	100.0%	
Laketown/Woodruff	CG6 Responding to Meter Problems within 15 days		100.0%		4	100.0%	
Layton	CG1 Restoring Supply		N/A		N/A	100.0%	
Layton	CG2.3 CG3 Appointments		100.0%		21	100.0%	
Layton	CG2.4 CG4 Appointments	1	97.3%	\$50	37	100.0%	
Layton	CG2.5 CG5 Appointments		100.0%		10	100.0%	
Layton	CG2.6 CG6 Appointments		100.0%		2	100.0%	
Layton	CG2a All Other RCMS Appointments		100.0%		33	100.0%	
Layton	CG3 Switching on Power	3	99.8%	\$350	1,553	99.6%	
Layton	CG4a Estimates - Contact within 2 days	1	99.0%	\$50	99	100.0%	
Layton	CG4b Estimates - 5 days		100.0%		45	100.0%	
Layton	CG4c Estimates - 15 days	1	98.1%	\$50	52	100.0%	
Layton	CG5 Responding to Bill Inquiries within 10 days	2	97.9%	\$100	94	99.3%	
Layton	CG6 Responding to Meter Problems within 15 days		100.0%		41	100.0%	
Layton	CG7 Planned Interruptions		N/A		N/A	99.9%	
					127,133		
					17		
					32		
					5		
					3		
					35		
				\$250	855		
					73		
					19		
					50		
				\$200	599		
					47		
				\$50	903		

customer guarantees



Utah - Failures and Events

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3rd Quarter - Fiscal Year 2004
April-December 2003

District	CG	Description	Events	Success	FYTD 2004			Prior Year Comparison		
					Failures	Paid	Events	Success	Failures	Success
Moab	CG1	Restoring Supply	N/A	N/A			17,474	100.0%		100.0%
Moab	CG2.3	CG3 Appointments	19	100.0%			18	100.0%		100.0%
Moab	CG2.4	CG4 Appointments	74	100.0%			52	96.2%		96.2%
Moab	CG2.5	CG5 Appointments	3	100.0%			2	100.0%		100.0%
Moab	CG2a	All Other RCMS Appointments	18	100.0%			28	96.4%		96.4%
Moab	CG3	Switching on Power	282	98.9%			229	97.8%		97.8%
Moab	CG4a	Estimates - Contact within 2 days	84	98.8%			82	95.5%		95.5%
Moab	CG4b	Estimates - 5 days	29	100.0%			20	100.0%		100.0%
Moab	CG4c	Estimates - 15 days	68	98.5%			54	100.0%		100.0%
Moab	CG5	Responding to Bill Inquiries within 10 days	27	100.0%			103	99.0%		99.0%
Moab	CG6	Responding to Meter Problems within 15 days	6	100.0%			9	100.0%		100.0%
Moab	CG7	Planned Interruptions	N/A	N/A			0	N/A		N/A
Ogden	CG1	Restoring Supply	2	100.0%			354,684	100.0%		100.0%
Ogden	CG2.3	CG3 Appointments	2	100.0%			372	100.0%		100.0%
Ogden	CG2.4	CG4 Appointments	1	100.0%			126	100.0%		100.0%
Ogden	CG2.5	CG5 Appointments	9	100.0%			17	100.0%		100.0%
Ogden	CG2.6	CG6 Appointments	2	100.0%			2	100.0%		100.0%
Ogden	CG2a	All Other RCMS Appointments	301	100.0%			193	99.0%		99.0%
Ogden	CG3	Switching on Power	3,805	99.9%			2,421	99.7%		99.7%
Ogden	CG4a	Estimates - Contact within 2 days	237	95.8%			224	99.6%		99.6%
Ogden	CG4b	Estimates - 5 days	75	100.0%			54	100.0%		100.0%
Ogden	CG4c	Estimates - 15 days	163	98.8%			151	98.0%		98.0%
Ogden	CG5	Responding to Bill Inquiries within 10 days	213	98.1%			925	100.0%		100.0%
Ogden	CG6	Responding to Meter Problems within 15 days	55	100.0%			63	96.8%		96.8%
Ogden	CG7	Planned Interruptions	1	N/A			9,103	99.8%		99.8%
Park City	CG1	Restoring Supply	N/A	N/A			26,320	100.0%		100.0%
Park City	CG2.3	CG3 Appointments	40	100.0%			28	100.0%		100.0%
Park City	CG2.4	CG4 Appointments	73	100.0%			133	100.0%		100.0%
Park City	CG2.5	CG5 Appointments	3	100.0%			3	100.0%		100.0%

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Utah - Failures and Events

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		FYTD 2004		Prior Year Comparison	
District	CG	Failures	Events	Success	
Park City	CG2a All Other RCMS Appointments	84	100.0%	37	100.0%
Park City	CG3 Switching on Power	2	99.6%	327	99.4%
Park City	CG4a Estimates - Contact within 2 days	14	90.5%	167	95.4%
Park City	CG4b Estimates - 5 days	1	90.9%	17	100.0%
Park City	CG4c Estimates - 15 days	81	100.0%	158	100.0%
Park City	CG5 Responding to Bill Inquiries within 10 days	6	92.2%	347	98.8%
Park City	CG6 Responding to Meter Problems within 15 days	17	100.0%	13	100.0%
Park City	CG7 Planned Interruptions	1	N/A	1,548	100.0%
Price	CG1 Restoring Supply	N/A	N/A	26,179	100.0%
Price	CG2.3 CG3 Appointments	43	100.0%	41	100.0%
Price	CG2.4 CG4 Appointments	103	100.0%	86	100.0%
Price	CG2a All Other RCMS Appointments	97	100.0%	12	100.0%
Price	CG3 Switching on Power	396	100.0%	167	99.4%
Price	CG4a Estimates - Contact within 2 days	102	99.0%	82	100.0%
Price	CG4b Estimates - 5 days	16	100.0%	30	100.0%
Price	CG4c Estimates - 15 days	83	100.0%	69	100.0%
Price	CG5 Responding to Bill Inquiries within 10 days	18	100.0%	80	97.5%
Price	CG6 Responding to Meter Problems within 15 days	6	100.0%	3	100.0%
Price	CG7 Planned Interruptions	N/A	N/A	54	98.1%
Richfield	CG1 Restoring Supply	N/A	N/A	35,847	100.0%
Richfield	CG2.3 CG3 Appointments	33	100.0%	54	98.1%
Richfield	CG2.4 CG4 Appointments	145	100.0%	138	98.6%
Richfield	CG2.5 CG5 Appointments	0	N/A	1	100.0%
Richfield	CG2a All Other RCMS Appointments	33	100.0%	52	100.0%
Richfield	CG3 Switching on Power	331	100.0%	335	99.4%
Richfield	CG4a Estimates - Contact within 2 days	186	99.5%	198	93.3%
Richfield	CG4b Estimates - 5 days	47	100.0%	61	100.0%
Richfield	CG4c Estimates - 15 days	130	100.0%	128	97.7%
Richfield	CG5 Responding to Bill Inquiries within 10 days	1	98.3%	143	97.2%

customer guarantees



Utah - Failures and Events

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3rd Quarter - Fiscal Year 2004
April-December 2003

		FYTD 2004		Prior Year Comparison			
District	CG	Description	Events	Failures	Paid	Events	Success
Richfield	CG6	Responding to Meter Problems within 15 days	1	10	\$50	6	83.3%
Richfield	CG7	Planned Interruptions	1	N/A	\$50	157	100.0%
SLC Metro	CG1	Restoring Supply	1	N/A	\$50	282,042	99.9%
SLC Metro	CG2.3	CG3 Appointments	1	413	\$50	411	99.8%
SLC Metro	CG2.4	CG4 Appointments	1	112	\$50	156	99.4%
SLC Metro	CG2.5	CG5 Appointments	1	28	\$50	3	100.0%
SLC Metro	CG2.6	CG6 Appointments	1	2	\$50	0	N/A
SLC Metro	CG2a	All Other RCMS Appointments	32	759	\$2,725	593	99.5%
SLC Metro	CG3	Switching on Power	1	9,508	\$4,200	7,702	99.5%
SLC Metro	CG4a	Estimates - Contact within 2 days	1	184	\$850	261	94.2%
SLC Metro	CG4b	Estimates - 5 days	3	49	\$150	87	100.0%
SLC Metro	CG4c	Estimates - 15 days	19	102	\$250	171	97.1%
SLC Metro	CG5	Responding to Bill Inquiries within 10 days	1	465	\$1,200	3,098	99.2%
SLC Metro	CG6	Responding to Meter Problems within 15 days	9	143	\$700	140	100.0%
SLC Metro	CG7	Planned Interruptions	9	N/A		2,686	99.5%
Smithfield	CG1	Restoring Supply	1	N/A		51,113	100.0%
Smithfield	CG2.3	CG3 Appointments	1	87		66	100.0%
Smithfield	CG2.4	CG4 Appointments	1	90		50	100.0%
Smithfield	CG2.5	CG5 Appointments	1	0		1	100.0%
Smithfield	CG2a	All Other RCMS Appointments	1	58	\$50	34	97.1%
Smithfield	CG3	Switching on Power	1	327	\$75	324	99.7%
Smithfield	CG4a	Estimates - Contact within 2 days	1	169	\$250	146	96.8%
Smithfield	CG4b	Estimates - 5 days	1	60		36	100.0%
Smithfield	CG4c	Estimates - 15 days	1	107		93	100.0%
Smithfield	CG5	Responding to Bill Inquiries within 10 days	1	29	\$100	138	98.6%
Smithfield	CG6	Responding to Meter Problems within 15 days	1	12		5	100.0%
Smithfield	CG7	Planned Interruptions	1	N/A	\$150	2,316	99.9%
Tooele	CG1	Restoring Supply	2	N/A	\$50	40,530	100.0%
Tooele	CG2.3	CG3 Appointments	2	91	\$100	57	98.2%

customer guarantees



Utah - Failures and Events

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April-December 2003

District		CG		Description		FYTD 2004		Prior Year Comparison	
						Failures	Paid	Events	Success
Tooele	CG2.4	CG4 Appointments	22	100.0%				45	100.0%
Tooele	CG2.5	CG5 Appointments	1	100.0%				0	N/A
Tooele	CG2a	All Other RCMS Appointments	53	96.2%	2	\$100	\$50	53	98.1%
Tooele	CG3	Switching on Power	380	98.9%	4	\$250	\$300	538	99.4%
Tooele	CG4a	Estimates - Contact within 2 days	59	98.3%	1	\$50	\$250	86	94.6%
Tooele	CG4b	Estimates - 5 days	14	100.0%				30	100.0%
Tooele	CG4c	Estimates - 15 days	29	100.0%			\$50	62	98.4%
Tooele	CG5	Responding to Bill Inquiries within 10 days	33	97.0%	1	\$50	\$50	140	99.3%
Tooele	CG6	Responding to Meter Problems within 15 days	12	100.0%			\$100	10	80.0%
Tooele	CG7	Planned Interruptions	N/A	N/A				45	100.0%
Tremonton	CG1	Restoring Supply	N/A	N/A	2	\$100		23,084	100.0%
Tremonton	CG2.3	CG3 Appointments	36	100.0%			\$50	14	92.9%
Tremonton	CG2.4	CG4 Appointments	55	100.0%				71	100.0%
Tremonton	CG2.6	CG6 Appointments	0	N/A				1	100.0%
Tremonton	CG2a	All Other RCMS Appointments	37	100.0%				39	100.0%
Tremonton	CG3	Switching on Power	249	99.6%	1	\$250		165	100.0%
Tremonton	CG4a	Estimates - Contact within 2 days	87	96.6%	3	\$150	\$150	88	96.7%
Tremonton	CG4b	Estimates - 5 days	18	100.0%				22	100.0%
Tremonton	CG4c	Estimates - 15 days	61	100.0%			\$50	58	98.3%
Tremonton	CG5	Responding to Bill Inquiries within 10 days	33	100.0%			\$50	90	98.9%
Tremonton	CG6	Responding to Meter Problems within 15 days	6	100.0%				6	100.0%
Tremonton	CG7	Planned Interruptions	N/A	N/A				38	100.0%
Vernal	CG1	Restoring Supply	N/A	N/A				5,841	100.0%
Vernal	CG2.3	CG3 Appointments	46	100.0%				52	100.0%
Vernal	CG2.4	CG4 Appointments	94	98.9%	1	\$50		68	100.0%
Vernal	CG2.5	CG5 Appointments	0	N/A				1	100.0%
Vernal	CG2.6	CG6 Appointments	1	100.0%				0	N/A
Vernal	CG2a	All Other RCMS Appointments	103	100.0%				4	100.0%
Vernal	CG3	Switching on Power	334	100.0%				241	100.0%

customer guarantees



Utah - Failures and Events

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 April-December 2003

District	CG	Description	FYTD 2004			Failures	Prior Year Comparison		
							Paid	Events	Success
Vernal	CG4a	Estimates - Contact within 2 days	5	\$250	103	1	\$50	86	98.9%
Vernal	CG4b	Estimates - 5 days			9			21	100.0%
Vernal	CG4c	Estimates - 15 days			79			54	100.0%
Vernal	CG5	Responding to Bill Inquiries within 10 days			31	1	\$50	85	98.8%
Vernal	CG6	Responding to Meter Problems within 15 days			7			2	100.0%
Vernal	CG7	Planned Interruptions			N/A			0	N/A
Wasatch Collection Center	CG8a	Respond in 5 days			103			16	100.0%
Wasatch Collection Center	CG8b	Respond in 7 days			79			20	100.0%
			258	\$17,075	41,249	503	\$31,775	1,402,410	99.96%

customerguarantees



Utah - Guarantee Field Response Performance

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

3rd Quarter - Fiscal Year 2004

April-December 2003

District	Guarantee	Description	FYTD 2004		Prior Year Comparison	
			Count	Avg	YTD Count	YTD Avg*
American Fork	CG4a	Estimates - Contact within 2 days	222	1	258	3
American Fork	CG4b	Estimates - 5 days	64	1	32	<1
American Fork	CG4c	Estimates - 15 days	147	12	195	19
American Fork	CG5	Responding to Bill Inquiries within 10 days	556	5	600	5
American Fork	CG6	Responding to Meter Problems within 15 days	55	5	35	8
Cedar City	CG4a	Estimates - Contact within 2 days	322	1	341	1
Cedar City	CG4b	Estimates - 5 days	124	<1	155	<1
Cedar City	CG4c	Estimates - 15 days	189	3	201	4
Cedar City	CG5	Responding to Bill Inquiries within 10 days	328	4	359	5
Cedar City	CG6	Responding to Meter Problems within 15 days	37	3	15	7
Jordan Valley	CG4a	Estimates - Contact within 2 days	243	1	263	2
Jordan Valley	CG4b	Estimates - 5 days	73	<1	107	<1
Jordan Valley	CG4c	Estimates - 15 days	154	10	149	8
Jordan Valley	CG5	Responding to Bill Inquiries within 10 days	1751	4	2297	5
Jordan Valley	CG6	Responding to Meter Problems within 15 days	157	5	144	8
Laketown/Woodruff	CG4a	Estimates - Contact within 2 days	31	1	39	4
Laketown/Woodruff	CG4b	Estimates - 5 days	8	<1	7	<1
Laketown/Woodruff	CG4c	Estimates - 15 days	27	4	26	2
Laketown/Woodruff	CG5	Responding to Bill Inquiries within 10 days	50	4	57	6
Laketown/Woodruff	CG6	Responding to Meter Problems within 15 days	5	8	2	11
Layton	CG4a	Estimates - Contact within 2 days	93	1	73	1
Layton	CG4b	Estimates - 5 days	45	1	19	<1
Layton	CG4c	Estimates - 15 days	50	4	50	8
Layton	CG5	Responding to Bill Inquiries within 10 days	468	5	599	5
Layton	CG6	Responding to Meter Problems within 15 days	53	5	47	9
Moab	CG4a	Estimates - Contact within 2 days	80	4	82	1
Moab	CG4b	Estimates - 5 days	29	1	20	<1
Moab	CG4c	Estimates - 15 days	63	6	54	6
Moab	CG5	Responding to Bill Inquiries within 10 days	90	5	103	5
Moab	CG6	Responding to Meter Problems within 15 days	8	7	9	6
Ogden	CG4a	Estimates - Contact within 2 days	214	2	224	2
Ogden	CG4b	Estimates - 5 days	73	<1	54	1
Ogden	CG4c	Estimates - 15 days	149	4	151	5
Ogden	CG5	Responding to Bill Inquiries within 10 days	866	4	925	6
Ogden	CG6	Responding to Meter Problems within 15 days	81	3	63	7
Park City	CG4a	Estimates - Contact within 2 days	143	2	167	2
Park City	CG4b	Estimates - 5 days	10	<1	17	1
Park City	CG4c	Estimates - 15 days	81	4	158	5
Park City	CG5	Responding to Bill Inquiries within 10 days	357	6	347	6
Park City	CG6	Responding to Meter Problems within 15 days	23	7	13	10
Price	CG4a	Estimates - Contact within 2 days	99	<1	82	<1
Price	CG4b	Estimates - 5 days	16	<1	30	<1
Price	CG4c	Estimates - 15 days	80	7	69	1
Price	CG5	Responding to Bill Inquiries within 10 days	92	3	80	4
Price	CG6	Responding to Meter Problems within 15 days	6	10	3	6
Richfield	CG4a	Estimates - Contact within 2 days	178	<1	198	1
Richfield	CG4b	Estimates - 5 days	45	<1	61	<1
Richfield	CG4c	Estimates - 15 days	127	2	128	5
Richfield	CG5	Responding to Bill Inquiries within 10 days	163	4	143	5
Richfield	CG6	Responding to Meter Problems within 15 days	13	4	6	12

customer guarantees



Utah - Guarantee Field Response Performance

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

3rd Quarter - Fiscal Year 2004

April-December 2003

			FYTD 2004		Prior Year Comparison	
District	Guarantee	Description	YTD Count	YTD Avg	YTD Count	YTD Avg*
SLC Metro	CG4a	Estimates - Contact within 2 days	156	1	261	1
SLC Metro	CG4b	Estimates - 5 days	47	<1	87	<1
SLC Metro	CG4c	Estimates - 15 days	95	8	171	7
SLC Metro	CG5	Responding to Bill Inquiries within 10 days	2660	5	3098	5
SLC Metro	CG6	Responding to Meter Problems within 15 days	194	4	140	9
Smithfield	CG4a	Estimates - Contact within 2 days	158	1	146	1
Smithfield	CG4b	Estimates - 5 days	59	<1	36	<1
Smithfield	CG4c	Estimates - 15 days	104	3	93	4
Smithfield	CG5	Responding to Bill Inquiries within 10 days	127	4	138	6
Smithfield	CG6	Responding to Meter Problems within 15 days	14	2	5	6
Tooele	CG4a	Estimates - Contact within 2 days	56	1	86	1
Tooele	CG4b	Estimates - 5 days	14	1	30	<1
Tooele	CG4c	Estimates - 15 days	31	9	62	7
Tooele	CG5	Responding to Bill Inquiries within 10 days	140	4	140	5
Tooele	CG6	Responding to Meter Problems within 15 days	14	4	10	16
Tremonton	CG4a	Estimates - Contact within 2 days	83	1	88	1
Tremonton	CG4b	Estimates - 5 days	17	2	22	<1
Tremonton	CG4c	Estimates - 15 days	60	11	58	9
Tremonton	CG5	Responding to Bill Inquiries within 10 days	91	5	90	4
Tremonton	CG6	Responding to Meter Problems within 15 days	9	4	6	7
Vernal	CG4a	Estimates - Contact within 2 days	100	1	86	<1
Vernal	CG4b	Estimates - 5 days	9	1	21	<1
Vernal	CG4c	Estimates - 15 days	79	8	54	<1
Vernal	CG5	Responding to Bill Inquiries within 10 days	83	4	85	6
Vernal	CG6	Responding to Meter Problems within 15 days	8	7	2	13

customer guarantees



Utah - Non-Guarantee Field Response Performance

FIELD Orders

3rd Quarter - Fiscal Year 2004

April-December 2003

District	FYTD 2004		Prior Year Comparison	
	YTD Count	YTD Avg	YTD Count	YTD Avg
American Fork	283	12	169	4
Cedar City	139	5	177	4
Jordan Valley	723	8	801	9
Laketown/Woodruff	8	2	10	2
Layton	276	4	452	3
Moab	38	11	37	12
Ogden	654	6	784	10
Park City	122	6	147	9
Price	39	7	57	5
Richfield	72	3	69	3
SLC Metro	792	9	965	10
Smithfield	95	5	80	9
Tooele	99	4	139	4
Tremonton	47	6	50	8
Vernal	34	5	62	11
	3421		3999	

customer guarantees



Utah - Non-Guarantee Field Response Performance

Tree Trimming Orders

3rd Quarter - Fiscal Year 2004

April-December 2003

District	Description	FYTD 2004		Prior Year Comparison	
		Count	Avg	Count	Avg
American Fork	Resolved by Customer Contact	1	1	0	N/A
American Fork	Site Inspection Required	137	3	147	5
Cedar City	Resolved by Customer Contact	1	2	0	0
Cedar City	Site Inspection Required	58	6	38	5
Jordan Valley	Resolved by Customer Contact	4	3	4	3
Jordan Valley	Site Inspection Required	594	5	648	3
Layton	Resolved by Customer Contact	1	1	4	1
Layton	Site Inspection Required	194	4	153	2
Moab	Resolved by Customer Contact	3	9	1	1
Moab	Site Inspection Required	35	17	17	26
Ogden	Resolved by Customer Contact	6	2	8	1
Ogden	Site Inspection Required	479	3	487	2
Park City	Resolved by Customer Contact	0	0	1	<1
Park City	Site Inspection Required	40	6	34	11
Price	Resolved by Customer Contact	1	4	0	0
Price	Site Inspection Required	46	7	62	13
Richfield	Resolved by Customer Contact	0	N/A	2	2
Richfield	Site Inspection Required	28	12	45	22
SLC Metro	Resolved by Customer Contact	0	N/A	21	1
SLC Metro	Site Inspection Required	1298	5	1554	4
Smithfield	Resolved by Customer Contact	1	5	3	4
Smithfield	Site Inspection Required	91	6	53	7
Tooele	Resolved by Customer Contact	1	1	0	0
Tooele	Site Inspection Required	35	8	35	7
Tremonton	Site Inspection Required	38	6	31	4
Vernal	Site Inspection Required	27	5	35	5

3119

3383

* 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 - 3rd QUARTER 2004
NORTHERN UTAH

LOCATION	1st Quarter			2nd Quarter			OCTOBER			NOVEMBER			DECEMBER			3rd Quarter			F
	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total	Within 5 Days	%	Total	Within 5 Days	%	Total	Within 5 Days	%	Total	Total Within 5 Days	%	Total	
Jordan Valley	1096	93%	1174	1296	95%	1360	388	92%	422	520	93%	558	370	98%	377	1278	94%	1357	3670
Layton	463	98%	471	554	97%	570	223	99%	225	220	98%	225	165	90%	183	608	96%	633	1625
Laketown	25	86%	29	25	100%	25	3	100%	3	9	100%	9	10	100%	10	22	100%	22	
Metro	713	92%	774	900	96%	942	258	100%	259	222	96%	232	139	97%	143	619	98%	634	2232
Ogden	432	100%	432	582	100%	582	330	100%	330	227	100%	227	170	100%	170	727	100%	727	1741
Park City	193	91%	213	240	95%	252	100	99%	101	78	98%	80	85	98%	87	263	98%	268	696
Smithfield	119	100%	119	151	100%	151	83	100%	83	51	100%	51	41	100%	41	175	100%	175	445
Tooele	163	99%	165	143	98%	146	67	99%	68	57	100%	57	61	97%	63	185	98%	188	491
Tremonton	38	100%	38	47	100%	47	25	100%	25	14	100%	14	68	100%	68	107	100%	107	192
Woodruff	1	100%	1	0		0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	1
TOTAL	3243	95%	3416	3938	97%	4075	1477	97%	1516	1398	96%	1453	1109	97%	1142	3984	97%	4111	11165

SOUTHERN UTAH

LOCATION	1st Quarter			2nd Quarter			OCTOBER			NOVEMBER			DECEMBER			3rd Quarter			F
	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total	Within 5 Days	%	Total	Within 5 Days	%	Total	Within 5 Days	%	Total	Total Within 5 Days	%	Total	
American Fork	415	99%	418	464	99%	471										0	#DIV/0!	0	879
Cedar City	248	93%	268	284	95%	300	86	90%	96	57	98%	58	71	99%	72	214	95%	226	746
Moab	75	100%	75	69	83%	83	26	79%	33	22	79%	28	21	84%	25	69	80%	86	213
Price	23	100%	23	28	100%	28	13	100%	13	6	100%	6	14	100%	14	33	100%	33	84
Richfield	129	100%	129	100	100%	100	25	100%	25	28	100%	28	21	100%	21	74	100%	74	303
Vernal	37	100%	37	29	81%	36	17	100%	17	14	100%	14	9	100%	9	40	100%	40	106
TOTAL	927	98%	950	974	96%	1018	167	0%	184	127	95%	134	136	96%	141	263	57%	459	2164

TOTAL UTAH

LOCATION	1st Quarter			2nd Quarter			OCTOBER			NOVEMBER			DECEMBER			3rd Quarter			F
	Total Within 5 Days	%	Total	Total Within 5 Days	%	Total	Within 5 Days	%	Total	Within 5 Days	%	Total	Within 5 Days	%	Total	Total Within 5 Days	%	Total	
TOTAL UTAH	4170	96%	4366	4912	96%	5093	1477	87%	1700	1525	96%	1587	1245	97%	1283	4247	93%	4570	13329

UTAH TEMPORARY METER SETS - REPORT BY DISTRICT

FISCAL YEAR TO DATE - 3rd QUARTER 2004
NORTHERN UTAH

LOCATION	1st Quarter			2nd Quarter			OCTOBER			NOVEMBER			DECEMBER			3rd Quarter			F
	Total Within 10 Days	%	Total	Total Within 10 Days	%	Total	Within 10 Days	%	Total	Within 10 Days	%	Total	Within 10 Days	%	Total	Total Within 10 Days	%	Total	
Jordan Valley	852	100%	853	826	100%	827	231	100%	232	354	99%	357	184	100%	184	769	99%	773	2447
Layton	385	100%	386	517	99%	522	134	100%	134	106	99%	107	90	96%	94	330	99%	335	1232
Laketown	10	100%	10	8	100%	8	6	100%	6	3	100%	3	3	100%	3	12	100%	12	30
Metro	293	100%	293	282	100%	283	96	99%	97	79	99%	80	38	97%	39	213	99%	216	788
Ogden	318	100%	318	359	100%	359	139	100%	139	78	100%	78	85	100%	85	302	100%	302	979
Park City	88	100%	88	133	100%	133	58	100%	58	42	100%	42	56	100%	56	156	100%	156	377
Smithfield	96	100%	96	102	100%	102	45	100%	45	29	100%	29	14	100%	14	88	100%	88	286
Tooele	95	100%	95	92	100%	92	31	100%	31	25	100%	25	16	100%	16	72	100%	72	259
Tremonton	23	100%	23	16	100%	16	12	100%	12	3	100%	3	3	100%	3	18	100%	18	57
Woodruff	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0
TOTAL	2160	100%	2162	2335	100%	2342	752	100%	754	719	99%	724	489	99%	494	1960	99%	1972	6455

SOUTHERN UTAH

LOCATION	1st Quarter			2nd Quarter			OCTOBER			NOVEMBER			DECEMBER			3rd Quarter			F
	Total Within 10 Days	%	Total	Total Within 10 Days	%	Total	Within 10 days	%	Total	Within 10 days	%	Total	Within 10 days	%	Total	Total Within 10 Days	%	Total	
American Fork	319	100%	319	300	100%	301	43	98%	44	27	100%	27	37	100%	37	0	#DIV/0!	0	619
Cedar City	139	99%	140	113	99%	114	8	100%	8	3	100%	3	9	100%	9	107	99%	108	359
Moab	10	100%	10	8	100%	8	3	100%	3	2	100%	2	3	100%	3	15	100%	15	33
Price	6	100%	6	6	100%	6	3	100%	3	2	100%	2	3	100%	3	8	100%	8	20
Richfield	17	100%	17	21	100%	21	4	100%	4	1	100%	1	5	100%	5	10	100%	10	48
Vernal	15	100%	15	10	83%	12	10	100%	10	4	100%	4	4	100%	4	18	100%	18	43
TOTAL	506	100%	507	458	99%	462	63	98%	64	37	100%	37	58	100%	58	158	99%	159	1122

TOTAL UTAH

LOCATION	1st Quarter			2nd Quarter			OCTOBER			NOVEMBER			DECEMBER			3rd Quarter			F
	Total Within 10 Days	%	Total	Total Within 10 Days	%	Total	Within 10 days	%	Total	Within 10 days	%	Total	Within 10 days	%	Total	Total Within 10 Days	%	Total	