



UTAH PUBLIC
SERVICE COMMISSION

VIA OVERNIGHT MAIL

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003723

May 28, 2004

RECEIVED

Utah Public Service Commission
Heber M. Wells Building, 4th Floor
160 East 300 South
Salt Lake City UT 84111

Attention: Julie P. Orchard, Commission Secretary

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

Please find enclosed PacifiCorp's annual report for the period April 2003 through March 2004 detailing the Company's performance in meeting the Customer Guarantees which were agreed to as a result of the merger between ScottishPower and PacifiCorp.

In December 2003, a new tracking system was implemented in our Metering Business. Due to additional programming that will be required to accommodate this new tracking system, the meter set and temporary meter reports will be delayed.

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

Sincerely,

A handwritten signature in cursive script that reads "Carole Rockney". To the right of the signature, the initials "RM KM" are written.

Carole Rockney, Director,
Customer and Regulatory Liaison

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

Enclosures

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¹ Due to new technology implemented to dispatch/track meter sets, a new report will be developed and forwarded during July 2004.

Description	Baseline		Performance at Performance at		Goal
	Original	Modified	Mar 2003	Mar 2004	
<ul style="list-style-type: none"> 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*		373.5	191.0	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
	2.42* under development ¹		1.6	2.0	
			1.3	0.3	
Fiscal Year 2001:					
Coalville 12	288	925		219	
Lewiston 11	377	927		192	
Pioneer 11	425	1197		130	
Pioneer 13	529	1426		196	
Pioneer 14	393	1106		61	
Fiscal Year 2002:					
Woods Cross 11	311	703		261	
Eden 11	339	732		320	
Rattlesnake 22	308	772		512	
Lark 11	419	1071		123	
Bothwell 11	323	542		39	
Fiscal Year 2003:					
University 1	107	344		38	
West Cedar	613	4306		538	
Parowan Valley 25	1563	1121		1667	
Eureka 12	90	3397		67	
Coleman 15	110	1574		113	
Fiscal Year 2004:					
Toquerville 32	1596	1596		1817	
Toquerville 31	1016	1016		1088	
Saratoga 13	578	885		243	
Nibley 21	442	465		606	
Middleton 24	476	823		556	
Fiscal Year 2005:					
Dumas 16	N/A	1312			
West Corn 11	N/A	1085			
Quarry 15	N/A	735			
Brooklawn 12	N/A	557			
North Bench 13	N/A	225			
<ul style="list-style-type: none"> Power supply restored within 3 hours Calls answered <ul style="list-style-type: none"> 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	87%	88%	80%
	Not applicable	Not applicable	80%	80%	80%
	Not applicable	Not applicable	100%	99%	100%
	Not applicable	Not applicable	96%	100%	100%
	Not applicable	Not applicable	98%	100%	95%

New CPI will be reported in May 2005

¹ SAIDI and SAIFI baselines and targets have been agreed upon. MAIFI baselines and targets have been established, adopted and delivered.

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 March 31, 2001 for FY 2002 circuits; 3-years ended March 31, 2002 for FY 2003 circuits; 3-years ended March 31, 2003 for FY 2004 circuits; 3-years ended March 31, 2004 for FY 2005 circuits. For FY2001 through FY2004 circuits, baseline CPI has been modified since originally reported to reflect uplift consistent with baseline methodology of other performance metrics. Modified baseline CPI are shown above. Improvement period is 2 years after identification year, followed by a 3-year period to recalculate CPI.

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
 4th Quarter - Fiscal Year 2004
 April 2003-March 2004

		FYTD 2004				Prior Year Comparison		
					Failures	Paid	Events	Success
American Fork	CG1 Restoring Supply	100,482					169,658	100.0%
American Fork	CG2.3 CG3 Appointments	219	\$150	3		\$200	254	98.4%
American Fork	CG2.4 CG4 Appointments	368	\$100	2	4	\$100	387	98.4%
American Fork	CG2.5 CG5 Appointments	1			2		5	99.5%
American Fork	CG2.6 CG6 Appointments	1					0	100.0%
American Fork	CG2a All Other RCMS Appointments	822	\$100	2	3	\$150	656	N/A
American Fork	CG3 Switching on Power	2,770	\$625	6	6	\$900	2,321	99.5%
American Fork	CG4a Estimates - Contact within 2 days	311	\$800	16	51	\$2,550	338	99.7%
American Fork	CG4b Estimates - 5 days	97					63	84.9%
American Fork	CG4c Estimates - 15 days	196	\$1,500	30	73	\$3,650	231	100.0%
American Fork	CG5 Responding to Bill Inquiries within 10 days	797	\$100	2	6	\$300	756	68.4%
American Fork	CG6 Responding to Meter Problems within 15 days	70	\$100	2	2	\$100	49	99.2%
American Fork	CG7 Planned Interruptions	2,013		2	4	\$200	1,409	95.9%
Cedar City	CG1 Restoring Supply	52,825	\$100	2			69,807	99.7%
Cedar City	CG2.3 CG3 Appointments	82			1	\$50	126	100.0%
Cedar City	CG2.4 CG4 Appointments	252			1	\$50	277	99.2%
Cedar City	CG2.5 CG5 Appointments						11	99.6%
Cedar City	CG2a All Other RCMS Appointments	52					43	100.0%
Cedar City	CG3 Switching on Power	1,494	\$800	5	2	\$125	949	100.0%
Cedar City	CG4a Estimates - Contact within 2 days	419	\$350	7	7	\$350	454	99.8%
Cedar City	CG4b Estimates - 5 days	156					198	98.5%
Cedar City	CG4c Estimates - 15 days	248			2	\$100	265	100.0%
Cedar City	CG5 Responding to Bill Inquiries within 10 days	438	\$50	1	4	\$200	467	99.2%
Cedar City	CG6 Responding to Meter Problems within 15 days	47					21	99.1%
Cedar City	CG7 Planned Interruptions	1,599			16	\$800	833	100.0%
Jordan Valley	CG1 Restoring Supply	321,214	\$700	5	9	\$675	392,631	100.0%
Jordan Valley	CG2.3 CG3 Appointments	267					273	100.0%
Jordan Valley	CG2.4 CG4 Appointments	300	\$50	1	3	\$150	202	100.0%
Jordan Valley	CG2.5 CG5 Appointments	4			1	\$50	24	98.5%
Jordan Valley	CG2.6 CG6 Appointments	1					3	95.8%
Jordan Valley	CG2a All Other RCMS Appointments	992	\$50	1	4	\$200	527	100.0%
Jordan Valley	CG3 Switching on Power	7,312	\$1,850	22	16	\$2,575	5,382	99.2%
Jordan Valley	CG4a Estimates - Contact within 2 days	341	\$200	4	37	\$1,850	352	99.7%

customerguarantees



Utah - Failures and Events

Filter the table by District and/or Guarantee to see individual District performance or Guarantee performance
 4th Quarter - Fiscal Year 2004
 April 2003-March 2004

		FYTD 2004				Prior Year Comparison		
					Failures	Paid	Events	Success
Jordan Valley	CG4b	Estimates - 5 days	112	100.0%			146	100.0%
Jordan Valley	CG4c	Estimates - 15 days	205	93.2%		\$1,050	186	88.7%
Jordan Valley	CG5	Responding to Bill Inquiries within 10 days	2271	99.6%		\$850	2,915	99.4%
Jordan Valley	CG6	Responding to Meter Problems within 15 days	219	99.1%		\$150	184	98.4%
Jordan Valley	CG7	Planned Interruptions	3,454	99.9%		\$200	7,097	100.0%
Laketown/Woodruff	CG2.3	CG3 Appointments	9	100.0%			8	100.0%
Laketown/Woodruff	CG2.4	CG4 Appointments	39	100.0%			47	100.0%
Laketown/Woodruff	CG2a	All Other RCMS Appoinmts	7	100.0%			1	100.0%
Laketown/Woodruff	CG3	Switching on Power	72	100.0%			64	100.0%
Laketown/Woodruff	CG4a	Estimates - Contact within 2 days	39	100.0%		\$50	51	98.0%
Laketown/Woodruff	CG4b	Estimates - 5 days	9	100.0%			8	100.0%
Laketown/Woodruff	CG4c	Estimates - 15 days	33	100.0%			36	100.0%
Laketown/Woodruff	CG5	Responding to Bill Inquiries within 10 days	75	100.0%			82	100.0%
Laketown/Woodruff	CG6	Responding to Meter Problems within 15 days	6	100.0%			2	100.0%
Layton	CG1	Restoring Supply	113,539	100.0%			140,011	100.0%
Layton	CG2.3	CG3 Appointments	21	100.0%		\$50	39	97.4%
Layton	CG2.4	CG4 Appointments	55	98.2%			40	100.0%
Layton	CG2.5	CG5 Appointments	10	100.0%			6	100.0%
Layton	CG2.6	CG6 Appointments	2	100.0%			3	100.0%
Layton	CG2a	All Other RCMS Appoinmts	86	100.0%			44	100.0%
Layton	CG3	Switching on Power	1,712	99.7%		\$300	1,148	99.7%
Layton	CG4a	Estimates - Contact within 2 days	121	98.3%		\$150	100	97.0%
Layton	CG4b	Estimates - 5 days	53	100.0%			33	100.0%
Layton	CG4c	Estimates - 15 days	65	98.5%		\$100	59	96.6%
Layton	CG5	Responding to Bill Inquiries within 10 days	669	99.7%		\$200	765	99.5%
Layton	CG6	Responding to Meter Problems within 15 days	70	98.6%		\$100	57	96.5%
Layton	CG7	Planned Interruptions	825	99.9%		\$150	1,348	99.8%
Moab	CG1	Restoring Supply	15,933	100.0%			27,491	100.0%
Moab	CG2.3	CG3 Appointments	19	100.0%		\$50	20	95.0%
Moab	CG2.4	CG4 Appointments	102	100.0%		\$100	68	97.1%
Moab	CG2.5	CG5 Appointments	4	100.0%			5	100.0%
Moab	CG2a	All Other RCMS Appoinmts	31	100.0%		\$50	34	97.1%
Moab	CG3	Switching on Power	331	98.8%		\$625	282	98.2%

customer guarantees



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		FYTD 2004		Prior Year Comparison		
		Failures	Success	Events	Success	
Moab	CG4a Estimates - Contact within 2 days	2	108	5	107	95.3%
Moab	CG4b Estimates - 5 days		35		23	100.0%
Moab	CG4c Estimates - 15 days	1	75		76	100.0%
Moab	CG5 Responding to Bill Inquiries within 10 days	1	120	1	131	99.2%
Moab	CG6 Responding to Meter Problems within 15 days	1	12		12	100.0%
Moab	CG7 Planned Interruptions		217	5	27	81.5%
Ogden	CG1 Restoring Supply	2	238,802	42	380,848	100.0%
Ogden	CG2.3 CG3 Appointments	2	314		452	100.0%
Ogden	CG2.4 CG4 Appointments	3	255		172	100.0%
Ogden	CG2.5 CG5 Appointments		12		20	100.0%
Ogden	CG2.6 CG6 Appointments		3		2	100.0%
Ogden	CG2a All Other RCMS Appointments	2	473	2	258	99.2%
Ogden	CG3 Switching on Power	8	4,269	10	3,259	99.7%
Ogden	CG4a Estimates - Contact within 2 days	14	291	6	311	98.1%
Ogden	CG4b Estimates - 5 days		101		78	100.0%
Ogden	CG4c Estimates - 15 days	2	192	3	204	98.5%
Ogden	CG5 Responding to Bill Inquiries within 10 days	4	1234		1,166	100.0%
Ogden	CG6 Responding to Meter Problems within 15 days	1	109	2	87	97.7%
Ogden	CG7 Planned Interruptions	2	3,732	19	12,288	99.8%
Park City	CG1 Restoring Supply		52,168		30,448	100.0%
Park City	CG2.3 CG3 Appointments		38		33	100.0%
Park City	CG2.4 CG4 Appointments		93	1	138	99.3%
Park City	CG2.5 CG5 Appointments		6		3	100.0%
Park City	CG2a All Other RCMS Appointments		112		58	100.0%
Park City	CG3 Switching on Power	2	646	3	389	99.2%
Park City	CG4a Estimates - Contact within 2 days	16	195	12	202	94.1%
Park City	CG4b Estimates - 5 days	1	22		19	100.0%
Park City	CG4c Estimates - 15 days	1	162		180	100.0%
Park City	CG5 Responding to Bill Inquiries within 10 days	6	477	5	445	98.9%
Park City	CG6 Responding to Meter Problems within 15 days		30	2	27	92.6%
Park City	CG7 Planned Interruptions	1	3,209		1,553	100.0%
Price	CG1 Restoring Supply		21,344		36,249	100.0%
Price	CG2.3 CG3 Appointments	1	43	1	52	98.1%

customer guarantees



Utah - Failures and Events

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 4th Quarter - Fiscal Year 2004
 April 2003-March 2004

		FYTD 2004		Prior Year Comparison			
				Failures	Paid	Events	Success
Price	CG2.4 CG4 Appointments		140	100.0%		117	100.0%
Price	CG2a All Other RCMS Appointments		121	100.0%		36	100.0%
Price	CG3 Switching on Power		455	100.0%		248	99.6%
Price	CG4a Estimates - Contact within 2 days	\$50	129	99.2%		116	100.0%
Price	CG4b Estimates - 5 days		26	100.0%		30	100.0%
Price	CG4c Estimates - 15 days		105	100.0%		82	100.0%
Price	CG5 Responding to Bill Inquiries within 10 days		121	100.0%	\$100	121	98.3%
Price	CG6 Responding to Meter Problems within 15 days	\$50	16	93.8%		4	100.0%
Price	CG7 Planned Interruptions		400	100.0%	\$50	83	98.8%
Richfield	CG1 Restoring Supply		36,630	100.0%		44,893	100.0%
Richfield	CG2.3 CG3 Appointments		33	100.0%	\$50	56	98.2%
Richfield	CG2.4 CG4 Appointments		198	100.0%	\$100	197	99.0%
Richfield	CG2.5 CG5 Appointments			N/A		1	100.0%
Richfield	CG2a All Other RCMS Appointments		44	100.0%		64	100.0%
Richfield	CG3 Switching on Power	\$50	427	99.8%	\$100	419	99.5%
Richfield	CG4a Estimates - Contact within 2 days	\$50	242	99.6%	\$650	263	95.1%
Richfield	CG4b Estimates - 5 days		59	100.0%		80	100.0%
Richfield	CG4c Estimates - 15 days		171	100.0%	\$200	175	97.7%
Richfield	CG5 Responding to Bill Inquiries within 10 days	\$50	225	99.6%	\$200	211	98.1%
Richfield	CG6 Responding to Meter Problems within 15 days	\$50	18	94.4%	\$50	11	90.9%
Richfield	CG7 Planned Interruptions		2,660	100.0%		182	100.0%
SLC Metro	CG1 Restoring Supply	\$50	382,251	100.0%	\$1,975	379,607	100.0%
SLC Metro	CG2.3 CG3 Appointments	\$100	412	99.5%	\$50	509	99.8%
SLC Metro	CG2.4 CG4 Appointments	\$50	151	99.3%	\$100	228	99.1%
SLC Metro	CG2.5 CG5 Appointments		47	100.0%		3	100.0%
SLC Metro	CG2.6 CG6 Appointments	\$50	2	50.0%		0	N/A
SLC Metro	CG2a All Other RCMS Appointments		1,031	100.0%	\$150	940	99.7%
SLC Metro	CG3 Switching on Power	\$3,250	11,179	99.7%	\$5,175	9,441	99.5%
SLC Metro	CG4a Estimates - Contact within 2 days	\$100	206	99.0%	\$950	322	94.1%
SLC Metro	CG4b Estimates - 5 days		59	100.0%		118	100.0%
SLC Metro	CG4c Estimates - 15 days	\$150	126	97.6%	\$250	203	97.5%
SLC Metro	CG5 Responding to Bill Inquiries within 10 days	\$1,100	3556	99.4%	\$1,850	3,841	99.0%
SLC Metro	CG6 Responding to Meter Problems within 15 days	\$50	262	99.6%	\$50	171	99.4%

customer guarantees



Utah - Failures and Events

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 4th Quarter - Fiscal Year 2004
 April 2003-March 2004

		FYTD 2004		Prior Year Comparison			
				Failures	Paid	Events	Success
SLC Metro	CG7 Planned Interruptions	10	\$500	3,866		3,943	99.6%
Smithfield	CG1 Restoring Supply			76,307		60,253	100.0%
Smithfield	CG2.3 CG3 Appointments			87		88	100.0%
Smithfield	CG2.4 CG4 Appointments			103		58	100.0%
Smithfield	CG2.5 CG5 Appointments					1	100.0%
Smithfield	CG2a All Other RCMS Appointmts	1	\$50	86	\$50	38	97.4%
Smithfield	CG3 Switching on Power	1	\$50	352	\$125	378	99.5%
Smithfield	CG4a Estimates - Contact within 2 days			190	\$250	181	97.2%
Smithfield	CG4b Estimates - 5 days			69		62	100.0%
Smithfield	CG4c Estimates - 15 days			123		112	100.0%
Smithfield	CG5 Responding to Bill Inquiries within 10 days			182		169	98.8%
Smithfield	CG6 Responding to Meter Problems within 15 days			15	\$100	9	100.0%
Smithfield	CG7 Planned Interruptions			621	\$150	2,430	99.9%
Tooele	CG1 Restoring Supply	3	\$150	40,468	\$150	44,795	100.0%
Tooele	CG2.3 CG3 Appointments			92		88	96.6%
Tooele	CG2.4 CG4 Appointments			37		54	100.0%
Tooele	CG2.5 CG5 Appointments			3		0	N/A
Tooele	CG2a All Other RCMS Appointmts	2	\$100	70	\$50	74	98.6%
Tooele	CG3 Switching on Power	7	\$525	505	\$425	620	99.4%
Tooele	CG4a Estimates - Contact within 2 days	1	\$50	69	\$300	107	94.4%
Tooele	CG4b Estimates - 5 days			17		41	100.0%
Tooele	CG4c Estimates - 15 days			50	\$100	66	97.0%
Tooele	CG5 Responding to Bill Inquiries within 10 days	2	\$100	188	\$50	182	99.5%
Tooele	CG6 Responding to Meter Problems within 15 days			21	\$100	15	86.7%
Tooele	CG7 Planned Interruptions			149		78	100.0%
Tremonton	CG1 Restoring Supply	2	\$100	23,591	\$50	26,474	100.0%
Tremonton	CG2.3 CG3 Appointments			36		24	95.8%
Tremonton	CG2.4 CG4 Appointments			68		80	100.0%
Tremonton	CG2.5 CG5 Appointments			2		0	N/A
Tremonton	CG2.6 CG6 Appointments					1	100.0%
Tremonton	CG2a All Other RCMS Appointmts	1	\$250	52		55	100.0%
Tremonton	CG3 Switching on Power	3	\$150	264	\$150	217	100.0%
Tremonton	CG4a Estimates - Contact within 2 days			102		107	97.2%

customer guarantees



Utah - Failures and Events

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 April 2003-March 2004

		FYTD 2004		Prior Year Comparison					
				Failures	Paid	Events	Success		
Tremonton	CG4b Estimates - 5 days		24	100.0%		35	100.0%		
Tremonton	CG4c Estimates - 15 days		75	100.0%		77	98.7%		
Tremonton	CG5 Responding to Bill Inquiries within 10 days		127	100.0%		108	98.1%		
Tremonton	CG6 Responding to Meter Problems within 15 days		11	100.0%		9	100.0%		
Tremonton	CG7 Planned Interruptions	1	1,149	99.9%		66	100.0%		
Vernal	CG1 Restoring Supply		6,581	100.0%		6,288	100.0%		
Vernal	CG2.3 CG3 Appointments		46	100.0%		58	100.0%		
Vernal	CG2.4 CG4 Appointments	1	149	99.3%		78	100.0%		
Vernal	CG2.5 CG5 Appointments			N/A		2	100.0%		
Vernal	CG2.6 CG6 Appointments		1			0	N/A		
Vernal	CG2a All Other RCMS Appointments		128	100.0%		4	100.0%		
Vernal	CG3 Switching on Power		367	100.0%		291	99.7%		
Vernal	CG4a Estimates - Contact within 2 days	7	174	96.0%		114	99.1%		
Vernal	CG4b Estimates - 5 days		17	100.0%		23	100.0%		
Vernal	CG4c Estimates - 15 days		132	100.0%		72	100.0%		
Vernal	CG5 Responding to Bill Inquiries within 10 days		102	100.0%		107	99.1%		
Vernal	CG6 Responding to Meter Problems within 15 days		10	100.0%		2	100.0%		
Vernal	CG7 Planned Interruptions		1,605	100.0%		0	N/A		
Wasatch Collection Center	CG8a Respond in 5 days		114	100.0%		21	100.0%		
Wasatch Collection Center	CG8b Respond in 7 days		90	100.0%		25	100.0%		
		350	\$23,075	1,565,476	99.98%	671	\$41,600	1,891,621	99.96%

customer guarantees



Utah - Guarantee Field Response Performance

Sort the table by District or Guarantee to see individual District performance or overall Guarantee performance
 4th Quarter - Fiscal Year 2004
 April 2003-March 2004

			FYTD 2004		Prior Year Comparison	
					YTD Count	YTD Avg*
American Fork	CG4a	Estimates - Contact within 2 days	311	1	338	3
American Fork	CG4b	Estimates - 5 days	97	1	63	1
American Fork	CG4c	Estimates - 15 days	196	12	231	19
American Fork	CG5	Responding to Bill Inquiries within 10 days	797	5	756	5
American Fork	CG6	Responding to Meter Problems within 15 days	70	5	49	8
Cedar City	CG4a	Estimates - Contact within 2 days	419	1	454	1
Cedar City	CG4b	Estimates - 5 days	156	1	198	<1
Cedar City	CG4c	Estimates - 15 days	248	3	265	4
Cedar City	CG5	Responding to Bill Inquiries within 10 days	438	4	467	4
Cedar City	CG6	Responding to Meter Problems within 15 days	47	3	21	6
Jordan Valley	CG4a	Estimates - Contact within 2 days	341	1	352	1
Jordan Valley	CG4b	Estimates - 5 days	112	<1	146	<1
Jordan Valley	CG4c	Estimates - 15 days	205	10	186	8
Jordan Valley	CG5	Responding to Bill Inquiries within 10 days	2271	4	2915	5
Jordan Valley	CG6	Responding to Meter Problems within 15 days	219	5	184	8
Laketown/Woodruff	CG4a	Estimates - Contact within 2 days	39	2	51	3
Laketown/Woodruff	CG4b	Estimates - 5 days	9	<1	8	<1
Laketown/Woodruff	CG4c	Estimates - 15 days	33	3	36	2
Laketown/Woodruff	CG5	Responding to Bill Inquiries within 10 days	75	4	82	5
Laketown/Woodruff	CG6	Responding to Meter Problems within 15 days	6	7	2	11
Layton	CG4a	Estimates - Contact within 2 days	121	1	100	1
Layton	CG4b	Estimates - 5 days	53	1	33	1
Layton	CG4c	Estimates - 15 days	65	4	59	8
Layton	CG5	Responding to Bill Inquiries within 10 days	669	5	765	5
Layton	CG6	Responding to Meter Problems within 15 days	70	5	57	8
Moab	CG4a	Estimates - Contact within 2 days	108	3	107	2
Moab	CG4b	Estimates - 5 days	35	1	23	<1
Moab	CG4c	Estimates - 15 days	75	5	76	7
Moab	CG5	Responding to Bill Inquiries within 10 days	120	5	131	4
Moab	CG6	Responding to Meter Problems within 15 days	12	6	12	5
Ogden	CG4a	Estimates - Contact within 2 days	291	2	311	2
Ogden	CG4b	Estimates - 5 days	101	<1	78	<1
Ogden	CG4c	Estimates - 15 days	192	4	204	4
Ogden	CG5	Responding to Bill Inquiries within 10 days	1234	4	1166	5
Ogden	CG6	Responding to Meter Problems within 15 days	109	3	87	6
Park City	CG4a	Estimates - Contact within 2 days	195	2	202	2
Park City	CG4b	Estimates - 5 days	22	<1	19	1
Park City	CG4c	Estimates - 15 days	162	4	180	4
Park City	CG5	Responding to Bill Inquiries within 10 days	477	6	445	6
Park City	CG6	Responding to Meter Problems within 15 days	30	6	27	9
Price	CG4a	Estimates - Contact within 2 days	129	1	116	<1
Price	CG4b	Estimates - 5 days	26	1	30	<1
Price	CG4c	Estimates - 15 days	105	7	82	2
Price	CG5	Responding to Bill Inquiries within 10 days	121	3	121	5
Price	CG6	Responding to Meter Problems within 15 days	16	6	4	7
Richfield	CG4a	Estimates - Contact within 2 days	242	<1	263	1
Richfield	CG4b	Estimates - 5 days	59	<1	80	1
Richfield	CG4c	Estimates - 15 days	171	1	175	4

customer guarantees



Utah - Guarantee Field Response Performance

Sort the table by District or Guarantee to see individual District performance or overall Guarantee performance
 4th Quarter - Fiscal Year 2004
 April 2003-March 2004

			FYTD 2004		Prior Year Comparison	
					YTD Count	YTD Avg*
Richfield	CG5	Responding to Bill Inquiries within 10 days	225	4	211	4
Richfield	CG6	Responding to Meter Problems within 15 days	18	4	11	7
SLC Metro	CG4a	Estimates - Contact within 2 days	206	1	322	1
SLC Metro	CG4b	Estimates - 5 days	59	<1	118	<1
SLC Metro	CG4c	Estimates - 15 days	126	7	203	7
SLC Metro	CG5	Responding to Bill Inquiries within 10 days	3556	5	3841	5
SLC Metro	CG6	Responding to Meter Problems within 15 days	262	4	171	8
Smithfield	CG4a	Estimates - Contact within 2 days	190	1	181	1
Smithfield	CG4b	Estimates - 5 days	69	<1	62	<1
Smithfield	CG4c	Estimates - 15 days	123	3	112	4
Smithfield	CG5	Responding to Bill Inquiries within 10 days	182	4	169	5
Smithfield	CG6	Responding to Meter Problems within 15 days	15	2	9	8
Tooele	CG4a	Estimates - Contact within 2 days	69	1	107	1
Tooele	CG4b	Estimates - 5 days	17	1	41	1
Tooele	CG4c	Estimates - 15 days	50	8	66	7
Tooele	CG5	Responding to Bill Inquiries within 10 days	188	4	182	5
Tooele	CG6	Responding to Meter Problems within 15 days	21	4	15	13
Tremonton	CG4a	Estimates - Contact within 2 days	102	1	107	1
Tremonton	CG4b	Estimates - 5 days	24	2	35	1
Tremonton	CG4c	Estimates - 15 days	75	10	77	9
Tremonton	CG5	Responding to Bill Inquiries within 10 days	127	5	108	4
Tremonton	CG6	Responding to Meter Problems within 15 days	11	4	9	8
Vernal	CG4a	Estimates - Contact within 2 days	174	1	114	1
Vernal	CG4b	Estimates - 5 days	17	1	23	<1
Vernal	CG4c	Estimates - 15 days	132	8	72	1
Vernal	CG5	Responding to Bill Inquiries within 10 days	102	4	107	4
Vernal	CG6	Responding to Meter Problems within 15 days	10	7	2	13

customerguarantees



Utah - Outage Restoration Performance

4th Quarter - Fiscal Year 2004
April 2003-March 2004

	FYTD 2004		Prior Year Comparison	
			# Customers Interrupted Outage >5 minutes	% Restored Within 3 hours
American Fork	100,482	92.2%	169,658	96.0%
Cedar City	52,825	90.2%	69,807	86.6%
Jordan Valley	321,214	90.0%	392,631	83.6%
Layton	113,539	86.0%	140,011	93.1%
Moab	15,933	63.2%	27,491	83.6%
Ogden	238,802	88.5%	380,848	87.2%
Park City	52,168	81.6%	30,448	75.3%
Price	21,344	91.4%	36,249	97.6%
Richfield	36,630	87.3%	44,893	89.2%
SLC Metro	382,251	87.6%	379,607	84.2%
Smithfield	76,307	76.3%	60,253	85.4%
Tooele	40,468	91.8%	44,795	96.2%
Tremonton	23,591	81.9%	26,474	91.9%
Vernal	6,581	94.0%	6,288	96.7%

customer guarantees



Utah - Non-Guarantee Field Response Performance

FIELD Orders

4th Quarter - Fiscal Year 2004

April 2003-March 2004

	FYTD 2004		Prior Year Comparison	
			YTD Count	YTD Avg
American Fork	397	18	240	4
Cedar City	172	5	224	4
Jordan Valley	957	8	925	7
Laketown/Woodruff	8	2	10	2
Layton	359	13	506	4
Moab	49	14	40	10
Ogden	907	6	965	9
Park City	168	18	183	14
Price	50	12	79	10
Richfield	91	9	88	3
SLC Metro	1130	10	1165	12
Smithfield	119	18	97	14
Tooele	125	4	175	5
Tremonton	59	7	60	11
Vernal	47	18	67	4
	4638		4824	

customer guarantees



Utah - Non-Guarantee Field Response Performance

Tree Trimming Orders
4th Quarter - Fiscal Year 2004
April 2003-March 2004

		FYTD 2004		Prior Year Comparison	
				Count	Avg
American Fork	Resolved by Customer Contact	1	1	0	0
American Fork	Site Inspection Required	184	3	170	4
Cedar City	Resolved by Customer Contact	1	2	0	0
Cedar City	Site Inspection Required	71	6	45	5
Jordan Valley	Resolved by Customer Contact	4	3	5	3
Jordan Valley	Site Inspection Required	1008	4	714	4
Laketown/Woodruff ¹	Site Inspection Required	7	122	0	0
Layton	Resolved by Customer Contact	1	1	5	1
Layton	Site Inspection Required	268	3	165	2
Moab	Resolved by Customer Contact	3	9	1	1
Moab	Site Inspection Required	41	17	18	22
Ogden	Resolved by Customer Contact	6	2	11	2
Ogden	Site Inspection Required	701	3	547	2
Park City	Resolved by Customer Contact	0	0	1	<1
Park City	Site Inspection Required	42	7	35	10
Price	Resolved by Customer Contact	2	2	0	0
Price	Site Inspection Required	50	7	61	11
Richfield	Resolved by Customer Contact	1	1	2	2
Richfield	Site Inspection Required	33	12	43	19
SLC Metro	Resolved by Customer Contact	0	0	25	1
SLC Metro	Site Inspection Required	2217	4	1740	4
Smithfield	Resolved by Customer Contact	1	5	3	4
Smithfield	Site Inspection Required	103	6	64	7
Tooele	Resolved by Customer Contact	1	1	0	0
Tooele	Site Inspection Required	49	6	42	7
Tremonton	Site Inspection Required	39	6	32	3
Vernal	Site Inspection Required	35	5	37	4
		4869		3766	

¹ TRE requests received in this district are worked from the Rexburg, Idaho office. Seven requests were delayed as a result of a routing error, which has been identified and corrected.

* 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 - 4th QUARTER FY2004

NOTE: In December 2003, a new internal tracking system was introduced to increase efficiencies in the dispatching and scheduling of this type of work. As a result, the new system will require some programming to extract the Meter Set data contained on this report. Once this programming has been completed, the report will be forwarded to Utah Commission.

UTAH TEMPORARY METER SETS - REPORT BY DISTRICT

FISCAL YEAR TO DATE - 4th QUARTER FY2004

NOTE: In December 2003, a new internal tracking system was introduced to increase efficiencies in the dispatching and scheduling of this type of work. As a result, the new system will require some programming to extract the Meter Set data contained on this report. Once this programming has been completed, the report will be forwarded to Utah Commission.

Utah Quarterly and Fiscal YTD

4th Quarter YTD Fiscal Year 2004 04/01/2003 to 03/31/2004

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	190,980	2.001	0.261	0.252	95.425	742,708	1,486,424	17,419	141,842,689	193,959	187,506		
Utah	Planned	6,786	0.034	0.000	0.000	198.997		25,326	630	5,039,805	58	58		
Utah	Customer Requested	0.039	0.000	0.000	0.000	100.505		289	29	29,046	0	0		
AMERICAN FORK	Unplanned	128,904	1.552	0.252	0.234	83.073	64,756	100,482	1,463	8,347,307	16,308	16,293	14,451	17,886
AMERICAN FORK	Planned	5,104	0.000	0.000	0.000	0.000		2,013	82	330,503	7	7		
AMERICAN FORK	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
CEDAR CITY	Unplanned	139,425	1.672	0.132	0.141	83.411	25,184	42,096	573	3,511,268	3,312	3,306	4,471	890
CEDAR CITY	Planned	10,373	1.597	0.000	0.000	6.495		1,599	38	261,233	0	0		
CEDAR CITY	Customer Requested	0.005	0.001	0.000	0.000	4.686		1	1	118	0	0		
CEDAR CITY (MILFORD)	Unplanned	327,049	4.803	0.000	0.000	68.098	2,234	10,729	169	730,627	1	1	1,978	2,128
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	144,991	1.729	0.260	0.260	83.873	185,613	321,214	3,973	26,941,136	48,234	48,218	54,254	28,966
JORDAN VALLEY	Planned	3,474	0.000	0.000	0.000	0.000		3,454	92	645,456	1	1		
JORDAN VALLEY	Customer Requested	0.002	0.000	0.000	0.000	0.000		17	3	325	0	0		
LAYTON	Unplanned	197,014	2.079	0.585	0.559	94.760	56,996	118,489	1,157	11,229,011	33,368	33,363	26,220	19,878
LAYTON	Planned	1,655	11.149	0.000	0.000	0.148		825	42	94,339	0	0		
LAYTON	Customer Requested	0.217	0.000	0.000	0.000	0.000		95	7	12,379	0	0		
MOAB	Unplanned	224,506	1.442	0.037	0.037	155.673	11,048	15,933	298	2,480,345	413	413	3,916	8,271
MOAB	Planned	0.908	2.087	0.000	0.000	0.435		217	8	10,032	0	0		
MOAB	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
OGDEN	Unplanned	271,895	2.592	0.300	0.315	104.823	92,133	238,802	1,866	25,032,050	27,613	27,608	40,878	52,538
OGDEN	Planned	6,795	0.794	0.000	0.007	8.558		3,732	125	626,025	34	34		
OGDEN	Customer Requested	0.032	0.017	0.000	0.000	1.879		33	11	2,943	0	0		
PARK CITY	Unplanned	244,131	2.148	0.232	0.210	113.679	24,292	52,168	678	5,930,422	5,628	5,628	8,724	4,814
PARK CITY	Planned	37,485	7.904	0.000	0.000	4.743		3,209	21	910,589	0	0		
PARK CITY	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
PRICE	Unplanned	191,664	2.121	0.011	0.001	90.363	10,063	21,344	277	1,928,713	107	7	5,120	2,058
PRICE	Planned	5,359	5.000	0.000	0.000	1.072		400	16	53,925	0	0		
PRICE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
RICHFIELD	Unplanned	204,662	2.315	0.001	0.001	88.419	13,881	32,130	391	2,840,907	9	9	7,466	19,731
RICHFIELD	Planned	32,242	508,000	0.000	0.400	0.063		2,540	19	447,548	2	2		
RICHFIELD	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
RICHFIELD (DELTA)	Unplanned	141,027	1.301	0.160	0.156	108.412	3,457	4,497	174	487,531	552	552	796	257
RICHFIELD (DELTA)	Planned	2,342	0.000	0.000	0.000	0.000		120	3	8,097	0	0		
RICHFIELD (DELTA)	Customer Requested	0.599	0.000	0.000	0.000	0.000		93	1	2,071	0	0		
SLC METRO	Unplanned	174,128	1.881	0.258	0.233	92.584	203,243	382,248	4,597	35,380,206	52,356	45,064	58,539	8,488
SLC METRO	Planned	4,083	0.839	0.000	0.003	4.867		3,866	125	829,926	13	13		
SLC METRO	Customer Requested	0.054	0.000	0.000	0.000	0.000		48	4	11,040	0	0		
SMITHFIELD	Unplanned	475,481	3.704	0.206	0.231	128.882	20,424	75,643	790	9,711,226	4,198	4,189	13,883	18,361
SMITHFIELD	Planned	3,335	0.479	0.000	0.000	6.963		448	18	68,124	0	0		

Utah Quarterly and Fiscal YTD

04/01/2003 to 03/31/2004

4th Quarter YTD Fiscal Year 2004

Operating Area	Measure Requested	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	0.000			1	92	0	0		
TOOELE	Unplanned	296.800	3.158	0.002	0.001	93.990	12,615	40,467	459	3,803,486	26	23	6,811	13,016
TOOELE	Planned	1.268	0.000	0.000	0.000	0.000		148	14	16,246	0	0		
TOOELE	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
TREMONTON	Unplanned	390.787	2.984	0.228	0.211	130.947	7,905	23,591	353	3,089,173	1,809	1,809	6,250	1,615
TREMONTON	Planned	38.031	0.000	0.000	0.000	0.000		1,149	12	300,637	0	0		
TREMONTON	Customer Requested	0.000	0.000	0.000	0.000	0.000		0	0	0	0	0		
VERNAL	Unplanned	43.529	0.736	0.003	0.003	59.152	8,943	6,581	201	389,281	24	23	1,747	0
VERNAL	Planned	48.879	0.000	0.000	0.000	0.000		1,605	17	437,125	1	1		
VERNAL	Customer Requested	0.009	0.000	0.000	0.000	0.000		1	1	78	0	0		