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UTAH PUBLIC SERVICE COMMISSION

2006 MAY 31 P 3:08

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May 31, 2006

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

Attn: Julie P. Orchard, Commission Secretary

RE: Service Standards Report Submitted Pursuant to Docket No. 98-2035-04

Please find enclosed Utah Power's annual report for the period April 2005 through March 2006 detailing Utah Power's performance in meeting the service standards which were agreed to and approved in the above docket.

Future service standards results will be reported on a calendar year basis pursuant to the acquisition of Utah Power by Mid American Energy Holdings Company which closed in March 2006. The next service standards report will cover the period January 1, 2006 through June 30, 2006 and will be submitted on July 31, 2006.

If you have any questions or require further information, please call me at (503) 331-4390.

Sincerely,

Carole Rockney, Director,
Customer and Regulatory Liaison

c: Abdinasir Abdulle- Utah Division of Public Utilities
Artie Powell – Utah Division of Public Utilities
Rea Petersen- Utah Division of Public Utilities

Enclosures

Customer Service Commitments - Performance Standards

April 2005 - March 2006

Description	Baseline		Performance		Goal																																																			
	at Mar 2006	at Mar 2005	at Mar 2006	at Mar 2005																																																				
<ul style="list-style-type: none"> SAIDI (System availability in minutes per customer)¹ SAIFI (System reliability in interruptions per customer) Worst Performing Circuits - Circuit Performance Indicator (CPI)² 	217	246	212	239	SAIDI of 207 by end of FY2008 SAIFI of 2.08 by end of FY2008 Reduce CPI by 20% from modified baseline																																																			
	<table border="1"> <thead> <tr> <th>Original</th> <th>Modified</th> </tr> </thead> <tbody> <tr> <td>107</td> <td>344</td> </tr> <tr> <td>613</td> <td>4306</td> </tr> <tr> <td>1563</td> <td>1121</td> </tr> <tr> <td>90</td> <td>3397</td> </tr> <tr> <td>110</td> <td>1574</td> </tr> <tr> <td>1596</td> <td>1596</td> </tr> <tr> <td>1016</td> <td>1016</td> </tr> <tr> <td>578</td> <td>885</td> </tr> <tr> <td>442</td> <td>465</td> </tr> <tr> <td>476</td> <td>823</td> </tr> <tr> <td>N/A</td> <td>1312</td> </tr> <tr> <td>N/A</td> <td>1035</td> </tr> <tr> <td>N/A</td> <td>735</td> </tr> <tr> <td>N/A</td> <td>557</td> </tr> <tr> <td>N/A</td> <td>225</td> </tr> <tr> <td>N/A</td> <td>908</td> </tr> <tr> <td>N/A</td> <td>521</td> </tr> <tr> <td>N/A</td> <td>406</td> </tr> <tr> <td>N/A</td> <td>367</td> </tr> <tr> <td>N/A</td> <td>354</td> </tr> <tr> <td>N/A</td> <td>228</td> </tr> <tr> <td>N/A</td> <td>319</td> </tr> <tr> <td>N/A</td> <td>367</td> </tr> <tr> <td>N/A</td> <td>608</td> </tr> <tr> <td>N/A</td> <td>308</td> </tr> </tbody> </table>	Original	Modified	107		344	613	4306	1563	1121	90	3397	110	1574	1596	1596	1016	1016	578	885	442	465	476	823	N/A	1312	N/A	1035	N/A	735	N/A	557	N/A	225	N/A	908	N/A	521	N/A	406	N/A	367	N/A	354	N/A	228	N/A	319	N/A	367	N/A	608	N/A	308	2.21	2.09
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<ul style="list-style-type: none"> Power supply restored within 3 hours Calls answered within 30 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	100%	100%	80% 80% 95% 95% 100%																																																			

1 SAIDI and SAIFI baselines and targets have been agreed upon.
 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

Year End FY2006

Utah

Description	FYTD 2006				FYTD 2005			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	1,687,971	8	99.9%	\$700	1,802,013	21	99.9%	\$2,200
CG2 Appointments	7,968	23	99.7%	\$1,150	8,662	42	99.5%	\$2,100
CG3 Switching on Power	20,468	40	99.8%	\$2,000	35,090	93	99.7%	\$10,350
CG4 Estimates	2,164	46	97.9%	\$2,300	5,834	143	97.5%	\$7,150
CG5 Respond to Billing Inquiries	8,286	19	99.8%	\$950	9,812	26	99.7%	\$1,300
CG6 Respond to Meter Problems	943	8	99.1%	\$400	1,001	11	98.9%	\$550
CG7 Notification of Planned Interruptions	46,646	16	99.9%	\$800	37,428	18	99.9%	\$900
	1,774,446	160	99.9%	\$8,300	1,899,840	354	99.9%	\$24,550

General Comments: Overall Guarantee performance remains above 99%, demonstrating Utah Power's continued commitment to customer satisfaction. Nineteen reconnects for credit were not reconnected within twenty-four hours. Credit customers are exempted from CG3, but the company attempts to connect these customers within twenty-four hours.

Effective April 1, 2005, a modified customer guarantee program was implemented. The new program streamlines and simplifies the guarantees.