



**ROCKY MOUNTAIN  
POWER**

A DIVISION OF PACIFICORP

**UTAH**

**SERVICE QUALITY**

**REVIEW**

**January 1 – December 31, 2010**

**Report**

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**EXECUTIVE SUMMARY**

Rocky Mountain Power has a number of Performance Standards and Customer Guarantee service quality measures and reports currently in place. These standards and measures are reflective of Rocky Mountain Power's performance (both customer service and network performance) in providing customers with high levels of service. The Company developed these standards and measures using industry standards for collecting and reporting performance data where they exist. In some cases, Rocky Mountain Power has decided to exceed these industry standards. In other cases, largely where the industry has no established standards, Rocky Mountain Power has developed metrics, reporting and targets. These existing standards and measures can be used over time, both historically and prospectively, to measure the quality of service delivered to our customers.

## 1 Service Standards Program Summary

Effective April 1, 2008 through December 31, 2011

### 1.1 Rocky Mountain Power Customer Guarantees<sup>1</sup>

|   |   |
|---|---|
| <u>Customer Guarantee 1:</u><br>Restoring Supply After an Outage      | The Company will restore supply after an outage within 24 hours of notification with certain exceptions as described in Rule 25.  |
| <u>Customer Guarantee 2:</u><br>Appointments                          | The Company will keep mutually agreed upon appointments, which will be scheduled within a two-hour time window.   |
| <u>Customer Guarantee 3:</u><br>Switching on Power                    | The Company will switch on power within 24 hours of the customer or applicant's request, provided no construction is required, all government inspections are met and communicated to the Company and required payments are made. Disconnection for nonpayment, subterfuge or theft/diversion of service is excluded. |
| <u>Customer Guarantee 4:</u><br>Estimates For New Supply              | The Company will provide an estimate for new supply to the applicant or customer within 15 working days after the initial meeting and all necessary information is provided to the Company and any required payments are made.  |
| <u>Customer Guarantee 5:</u><br>Respond To Billing Inquiries          | The Company will respond to most billing inquiries at the time of the initial contact. For those that require further investigation, the Company will investigate and respond to the Customer within 10 working days.   |
| <u>Customer Guarantee 6:</u><br>Resolving Meter Problems              | The Company will investigate and respond to reported problems with a meter or conduct a meter test and report results to the customer within 10 working days.   |
| <u>Customer Guarantee 7:</u><br>Notification of Planned Interruptions | The Company will provide the customer with at least two days notice prior to turning off power for planned interruptions.   |

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

## 1.2 Rocky Mountain Power Performance Standards<sup>1</sup>

|   |  |
|---|--|
| <u>Network Performance Standard 1:</u><br>Improve System Average Interruption Duration Index (SAIDI)  | The Company will improve Controllable Distribution SAIDI by 29% by December 31, 2011.  |
| <u>Network Performance Standard 2:</u><br>Improve System Average Interruption Frequency Index (SAIFI) | The Company will improve Controllable Distribution SAIFI by 27% by December 31, 2011.  |
| <u>Network Performance Standard 3:</u><br>Improve Under Performing Circuits                           | The Company will reduce by 20% the circuit performance indicator (CPI) for a maximum of five underperforming circuits on an annual basis within five years after selection.  |
| <u>Network Performance Standard 4:</u><br>Supply Restoration  | The Company will restore power outages due to loss of supply or damage to the distribution system within three hours to 80% of customers on average.   |
| <u>Customer Service Performance Standard 5:</u><br>Telephone Service Level                            | The Company will answer 80% of telephone calls within 30 seconds. The Company will monitor customer satisfaction with the Company's Customer Service Associates and quality of response received by customers through the Company's eQuality monitoring system.  |
| <u>Customer Service Performance Standard 6:</u><br>Commission Complaint Response/Resolution           | The Company will a) respond to at least 95% of non-disconnect Commission complaints within three working days; b) respond to at least 95% of disconnect Commission complaints within four working hours; and c) resolve 95% of informal Commission complaints within 30 days, except in Utah where the Company will resolve 100% of informal Commission complaints within 30 days. |

Note: Performance Standards 1, 2 & 4 are for underlying performance days and exclude Major Events.

<sup>1</sup> In its June 11, 2009 Order in Docket 08-35-55, the Commission approved modifications to the Service Standards Program wherein network performance improvement targets are developed based upon Controllable Distribution causes, extending through December 31, 2011.

## 1.3 Reliability Definitions

### Interruption Types

Below are the definitions for interruption events. For further details, refer to IEEE 1366-2003<sup>2</sup> Standard for Reliability Indices.

#### ***Sustained Outage***

A sustained outage is defined as an outage of equal to or greater than 5 minutes in duration.

#### ***Momentary Outage***

A momentary outage is defined as an outage of less than 5 minutes in duration. Rocky Mountain Power has historically captured this data using substation breaker fault counts.

### Reliability Indices

#### ***SAIDI***

SAIDI (system average interruption duration index) is an industry-defined term to define the average duration summed for all sustained outages a customer experiences in a given period. It is calculated by summing all customer minutes lost for sustained outages (those exceeding 5 minutes) and dividing by all customers served within the study area. When not explicitly stated otherwise, this value can be assumed to be for a one-year period.

#### ***Daily SAIDI***

In order to evaluate trends during a year and to establish Major Event Thresholds, a daily SAIDI value is often used as a measure. This concept was introduced in IEEE Standard 1366-2003. This is the day's total customer minutes out of service divided by the static customer count for the year. It is the total average outage duration customers experienced for that given day. When these daily values are accumulated through the year, it yields the year's SAIDI results.

#### ***SAIFI***

SAIFI (system average interruption frequency index) is an industry-defined term that attempts to identify the frequency of all sustained outages that the average customer experiences during a given time-frame. It is calculated by summing all customer interruptions for sustained outages (those exceeding 5 minutes in duration) and dividing by all customers served within the study area.

#### ***CAIDI***

CAIDI (customer average interruption duration index) is an industry-defined term that is the result of dividing the duration of the average customer's sustained outages by the frequency of outages for that average customer. While the Company did not originally specify this metric under the umbrella of the Performance Standards Program within the context of the Service Standards Commitments, it has since been determined to be valuable for reporting purposes. It is derived by dividing PS1 (SAIDI) by PS2 (SAIFI).

#### ***CEMI***

CEMI is an acronym for Customers Experiencing Multiple (Sustained and Momentary) Interruptions. This index depicts repetition of outages across the period being reported and can be an indicator of recent portions of the system that have experienced reliability challenges.

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<sup>2</sup> IEEE 1366-2003 was adopted by the IEEE on December 23, 2003. The definitions and methodology detailed therein are now industry standards. Later, in Docket No. 04-035-T13 the Utah Public Utilities Commission adopted the standard methodology for determining major event threshold.

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***CPI99***

CPI99 is an acronym for Circuit Performance Indicator, which uses key reliability metrics of the circuit to identify underperforming circuits. It excludes Major Event and Loss of Supply or Transmission outages. The variables and equation for calculating CPI are:

$$\text{CPI} = \text{Index} * ((\text{SAIDI} * \text{WF} * \text{NF}) + (\text{SAIFI} * \text{WF} * \text{NF}) + (\text{MAIFI} * \text{WF} * \text{NF}) + (\text{Lockouts} * \text{WF} * \text{NF}))$$

Index: 10.645

SAIDI: Weighting Factor 0.30, Normalizing Factor 0.029

SAIFI: Weighting Factor 0.30, Normalizing Factor 2.439

MAIFI: Weighting Factor 0.20, Normalizing Factor 0.70

Lockouts: Weighting Factor 0.20, Normalizing Factor 2.00

Therefore,  $10.645 * ((3\text{-year SAIDI} * 0.30 * 0.029) + (3\text{-year SAIFI} * 0.30 * 2.439) + (3\text{-year MAIFI} * 0.20 * 0.70) + (3\text{-year breaker lockouts} * 0.20 * 2.00)) = \text{CPI Score}$

***CPI05***

CPI05 is an acronym for Circuit Performance Indicator, which uses key reliability metrics of the circuit to identify underperforming circuits. Unlike CPI99, it includes Major Event and Loss of Supply or Transmission outages. The calculation of CPI05 uses the same weighting and normalizing factors as CPI99.

**Performance Types**

Rocky Mountain Power recognizes two categories of performance: underlying performance and major events. Major events represent the atypical, with extraordinary numbers and durations for outages beyond the usual. Ordinary outages are incorporated within underlying performance. These types of events are further defined below.

***Major Events***

A Major Event is defined as a 24-hour period where SAIDI exceeds a statistically derived threshold value (Reliability Standard IEEE 1366-2003) based on the 2.5 beta methodology.

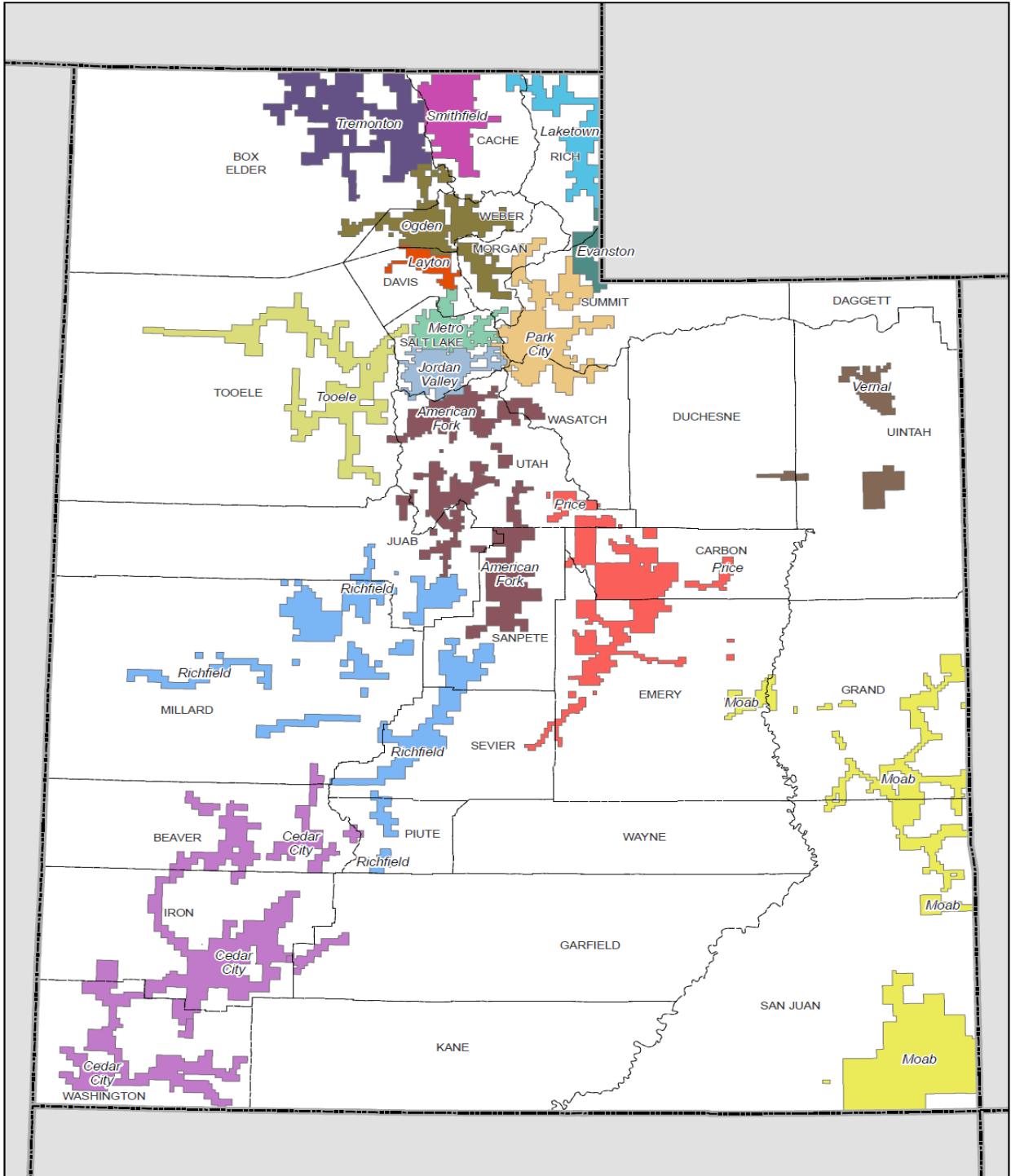
***Underlying Events***

Within the industry, there has been a great need to develop methodologies to evaluate year-on-year performance. This has led to the development of methods for segregating outlier days, via the approaches described above. Those days which fall below the statistically derived threshold represent “underlying” performance, and are valid (with some minor considerations for changes in reporting practices) for establishing and evaluating meaningful performance trends over time. Underlying events includes all sustained interruptions, whether of a controllable or non-controllable cause, exclusive of major events, prearranged and customer requested interruptions.

***Controllable Events***

In 2008, the company identified the benefit of separating its tracking of outage causes into those that can be classified as “controllable” (and thereby reduced through preventive work) from those that are “non-controllable” (and thus cannot be mitigated through engineering programs). For example, outages caused by deteriorated equipment or animal interference are classified as controllable distribution since the company can take preventive measures with a high probability to avoid future recurrences; while vehicle interference or weather events are largely out of the company’s control and generally not avoidable through engineering programs. (It should be noted that Controllable Events is a subset of Underlying Events. The *Cause Code Analysis* section of this report contains two tables for Controllable Distribution and Non-controllable Distribution, which list the company’s performance by direct cause under each classification.)

### 1.4 Utah Service Territory Map with Operating Areas/Districts



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**2 RELIABILITY PERFORMANCE**

During the reporting period, the Company delivered reliability results in line with its commitment plan for sustained outage duration and sustained outage frequency with respect to controllable distribution. For underlying performance, results for both measures are better than internal operating plans.

During the period, four major events and six significant event days<sup>3</sup> were recorded; all were related to severe weather. Total major events excluded 61 minutes from performance results. Total significant events account for approximately 20 minutes of the period's underlying results.

| MAJOR EVENTS    |               |           |
|-----------------|---------------|-----------|
| Date            | Primary Cause | SAIDI     |
| Apr 27-28, 2010 | Windstorm     | 7         |
| Aug 22-23, 2010 | Windstorm     | 10        |
| Nov 20-22, 2010 | Snowstorm     | 29        |
| Dec 20-22, 2010 | Snowstorm     | 15        |
| <b>Total</b>    |               | <b>61</b> |

| SIGNIFICANT EVENTS |                  |                              |             |                      |              |               |
|--------------------|------------------|------------------------------|-------------|----------------------|--------------|---------------|
| Date               | Underlying SAIDI | % of Annual Underlying SAIDI | CD SAIDI    | % of Annual CD SAIDI | CD % of Day  | Primary Cause |
| 3/31/2010          | 2.7              | 1.6%                         | 0.44        | 0.9%                 | 16.6%        | Weather       |
| 4/5/2010           | 4.3              | 2.6%                         | 0.19        | 0.4%                 | 4.5%         | Weather       |
| 6/16/2010          | 2.7              | 1.6%                         | 0.27        | 0.5%                 | 9.9%         | Weather       |
| 10/24/2010         | 3.0              | 1.8%                         | 0.94        | 1.9%                 | 31.2%        | Weather       |
| 10/25/2010         | 3.4              | 2.0%                         | 0.53        | 1.1%                 | 15.9%        | Weather       |
| 12/29/2010         | 3.6              | 2.2%                         | 0.56        | 1.1%                 | 15.5%        | Weather       |
| <b>TOTAL</b>       | <b>19.6</b>      | <b>11.8%</b>                 | <b>2.93</b> | <b>6.0%</b>          | <b>15.0%</b> |               |

**Significant Event General Description**

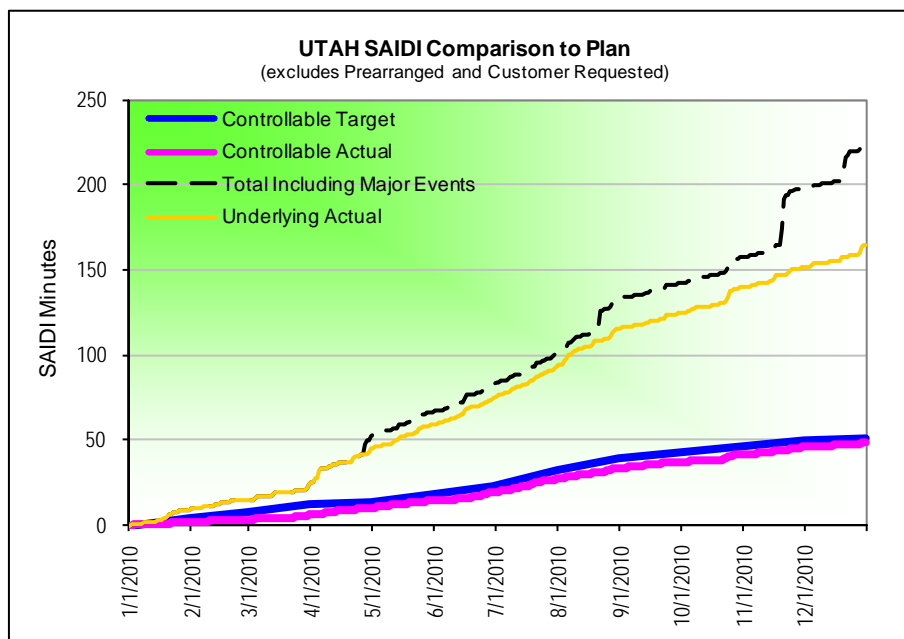
- 3/31/2010: snow and wind impacted the Salt Lake Valley and Park City areas.
- 4/5/2010: spring weather, including snow, lightning and gusty winds (as high as 36 mph) caused sporadic outages to the Salt Lake Valley. Magna 15 was impacted by distribution poles and conductor downed by high winds, affecting 3,500 customers for about 12 hours.
- 6/16/2010: lightning and heavy winds (58 mph gusts) affected Salt Lake and American Fork.
- 10/24-10/25/2010: windstorms caused pole fires and lines down in the Wasatch Front area
- 12/29/2010: snowstorm brought wire down in American Fork, area evacuated for avalanche

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



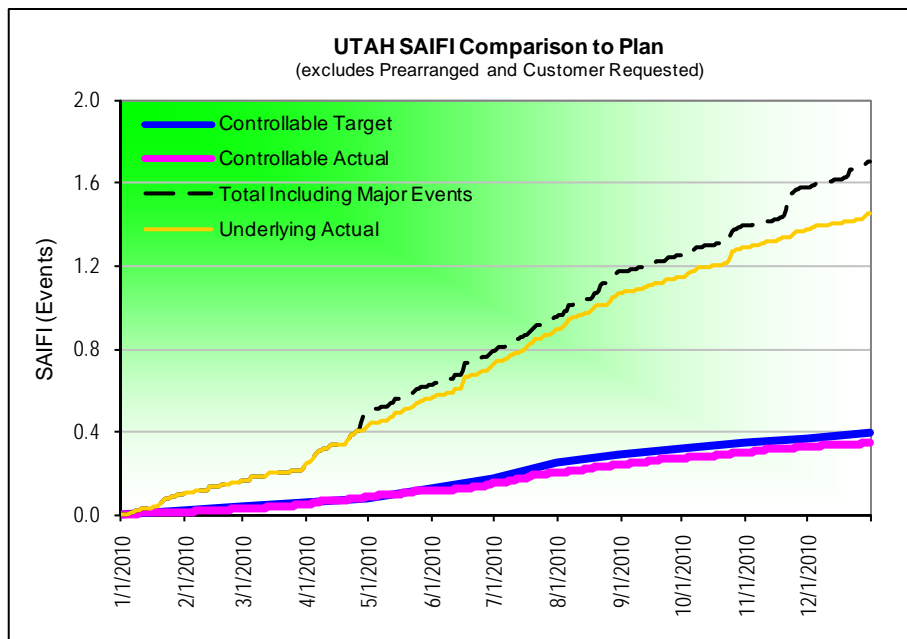
## 2.1 System Average Interruption Duration Index (SAIDI)

| UTAH                      | January 1 through December 31, 2010 |            |
|---------------------------|-------------------------------------|------------|
|                           | SAIDI Actual                        | SAIDI Plan |
| Total                     | 226                                 | -          |
| Underlying                | 166                                 | -          |
| Controllable Distribution | 49                                  | 51         |



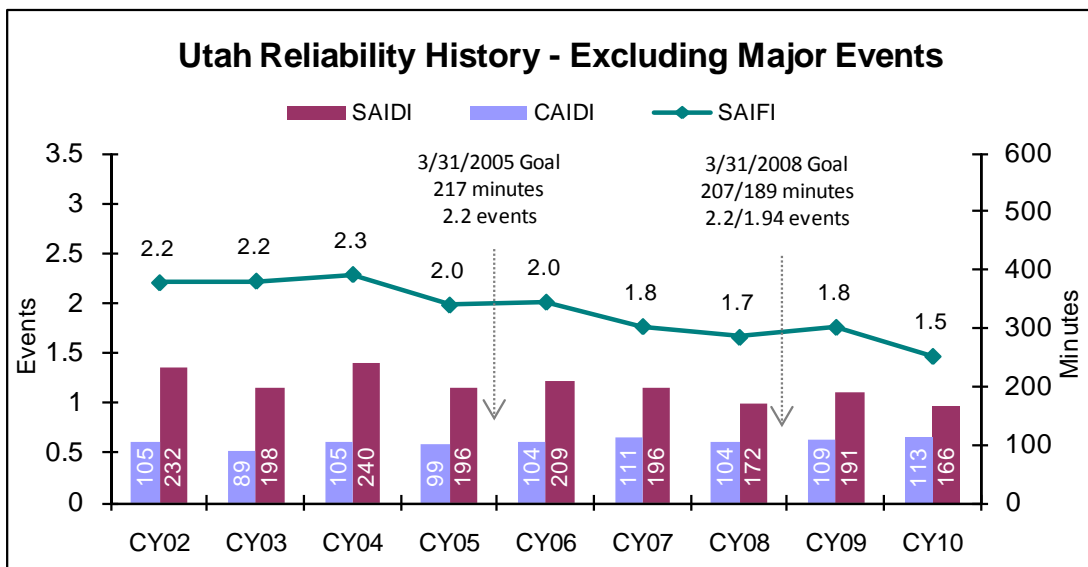
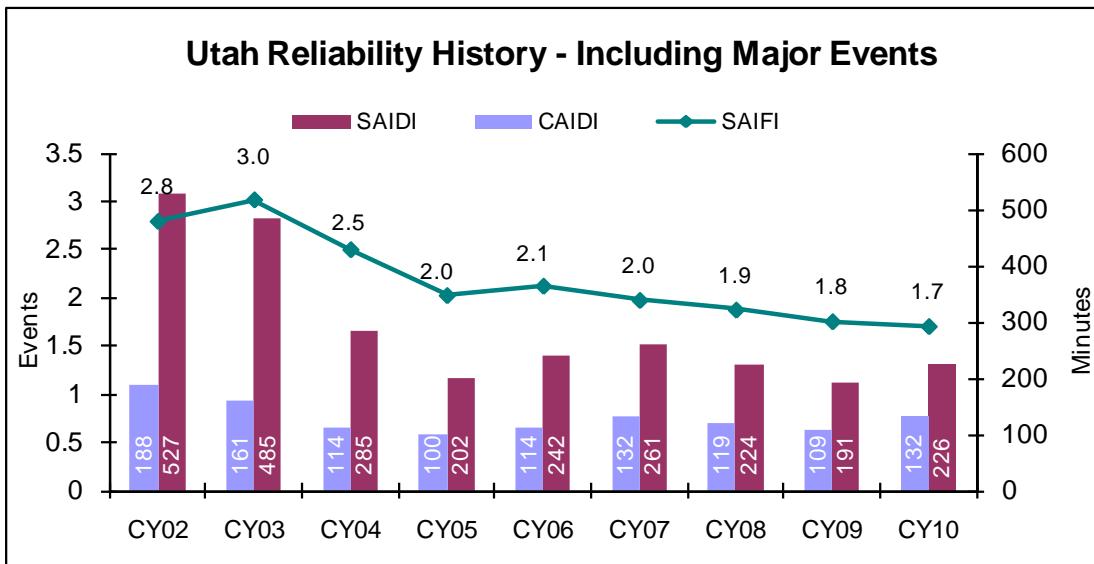
## 2.2 System Average Interruption Frequency Index (SAIFI)

| UTAH                      | January 1 through December 31, 2010 |            |
|---------------------------|-------------------------------------|------------|
|                           | SAIFI Actual                        | SAIFI Plan |
| Total                     | 1.71                                | -          |
| Underlying                | 1.47                                | -          |
| Controllable Distribution | 0.35                                | 0.39       |



### 2.3 Reliability History

Historically the company has significantly improved reliability as measured by all key reliability indices. These are shown below, and demonstrate the efficacy of the long-term improvement strategies undertaken since early in the decade. It is particularly noteworthy that reliability has been improved for both underlying and major event performance within the state.



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2.4 Cause Analysis

Certain types of outages typically result in a large amount of customer minutes lost, but are infrequent (e.g., Loss of Supply outages). Others may be more frequent but result in few customer minutes lost.

The cause analysis tables below detail SAIDI<sup>4</sup> and SAIFI by direct cause, with separate tables for the company's Controllable metrics and its Underlying metrics. (Both tables exclude major events.) Following the detail tables are pie charts showing the percentages attributed to each cause category with respect to three measures: total incidents, total customer minutes lost and total sustained customer interruptions, again with separate pie charts for Controllable and Underlying.

Note that the Underlying cause analysis table includes prearranged outages (*Customer Requested and Customer Notice Given* line items) with subtotals for their inclusion, while the grand totals in the table exclude these prearranged outages so that grand totals align with reported SAIDI and SAIFI metrics for the period. However, for ease of charting, the pie charts reflect the rollup-level cause category rather than the detail-level direct cause within each category. Therefore, the pie charts for Underlying include prearranged causes (listed within the *Planned* category). Following the pie charts, a table of definitions provides descriptive examples for each direct cause category.

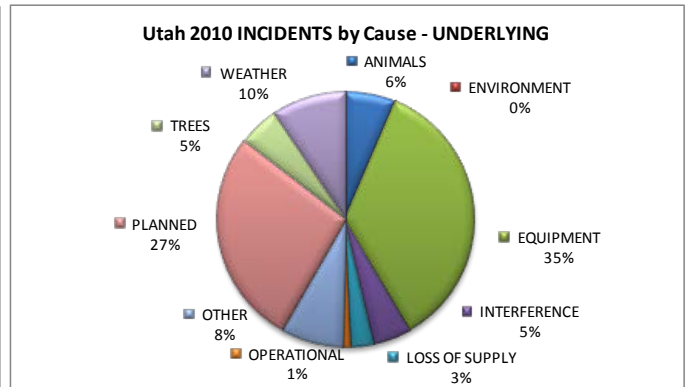
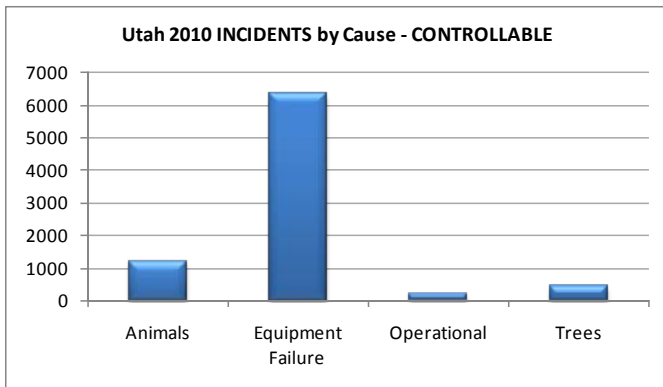
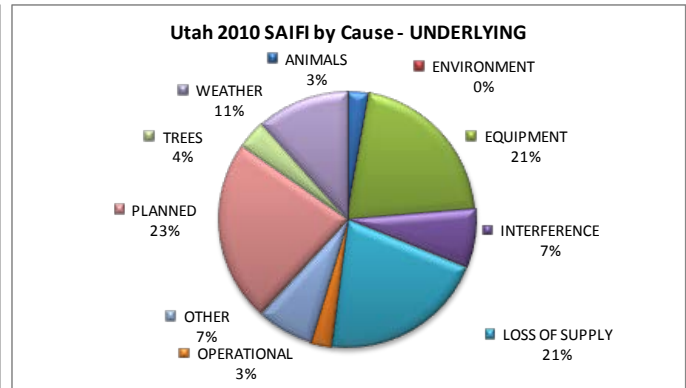
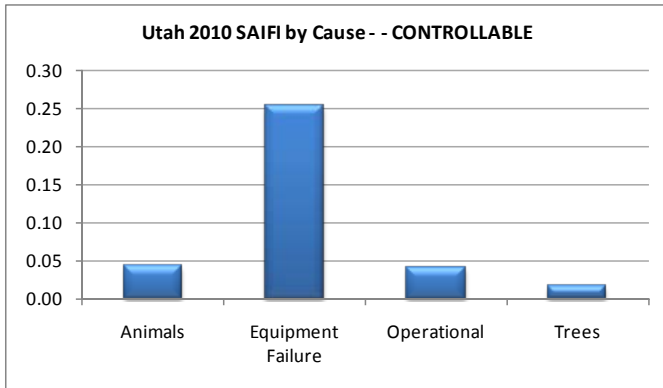
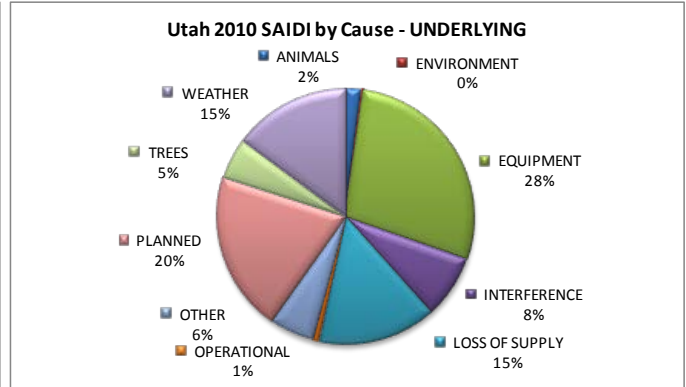
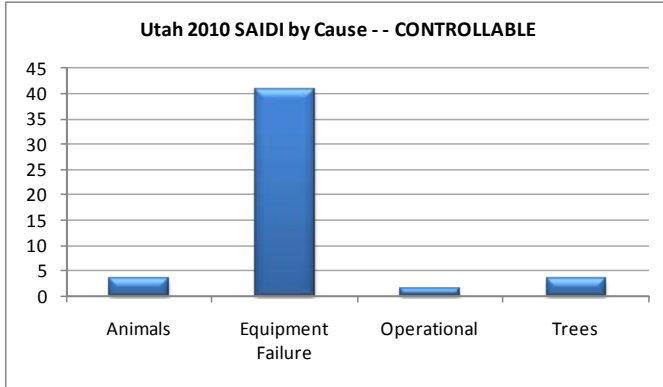
| January 1 - December 31, 2010 Utah Cause Analysis - CONTROLLABLE |                     |                                  |              |              |               |
|--|---------------------|----------------------------------|--------------|--------------|---------------|
| Direct Cause   | Customer Hours Lost | Sustained Customer Interruptions | Incidents    | SAIDI        | SAIFI         |
| Animals  | 18,665.9            | 13,219                           | 653          | 1.37         | 0.0161        |
| Bird Mortality (Non-protected species)                           | 12,936.0            | 10,131                           | 302          | 0.95         | 0.0124        |
| Bird Mortality (Protected species) (BMTS)                        | 10,986.4            | 6,694                            | 64           | 0.80         | 0.0082        |
| Bird Nest (BMTS)   | 1,026.7             | 366                              | 12           | 0.08         | 0.0004        |
| Bird Suspected, No Mortality                                     | 5,148.8             | 4,351                            | 142          | 0.38         | 0.0053        |
| <b>Animals</b>   | <b>48,763.8</b>     | <b>34,761.0</b>                  | <b>1,173</b> | <b>3.57</b>  | <b>0.0424</b> |
| B/O Equipment  | 109,204.0           | 46,354                           | 947          | 7.99         | 0.0566        |
| Deterioration or Rotting   | 434,500.9           | 154,738                          | 5,233        | 31.81        | 0.1888        |
| Overload   | 14,353.9            | 6,591                            | 165          | 1.05         | 0.0080        |
| <b>Equipment Failure</b>   | <b>558,059</b>      | <b>207,683</b>                   | <b>6,345</b> | <b>40.85</b> | <b>0.2534</b> |
| Faulty Install   | 1,642.8             | 4,021                            | 50           | 0.12         | 0.0049        |
| Improper Protective Coordination                                 | 7,568.7             | 5,303                            | 42           | 0.55         | 0.0065        |
| Incorrect Records  | 1,444.7             | 2,156                            | 51           | 0.11         | 0.0026        |
| Internal Contractor  | 1,448.4             | 671                              | 6            | 0.11         | 0.0008        |
| PacifiCorp Employee - Field                                      | 6,337.2             | 10,928                           | 21           | 0.46         | 0.0133        |
| PacifiCorp Employee - Sub  | 1,313.3             | 10,425                           | 13           | 0.10         | 0.0127        |
| Switching Error  | 175.6               | 430                              | 1            | 0.01         | 0.0005        |
| <b>Operational</b>   | <b>19,930.7</b>     | <b>33,934.0</b>                  | <b>184</b>   | <b>1.46</b>  | <b>0.0414</b> |
| Tree - Trimmable   | 47,398.9            | 13,417                           | 419          | 3.47         | 0.0164        |
| <b>Trees</b>   | <b>47,398.9</b>     | <b>13,417</b>                    | <b>419</b>   | <b>3.47</b>  | <b>0.0164</b> |
| <b>Utah - CONTROLLABLE</b>                                       | <b>674,152.2</b>    | <b>289,795</b>                   | <b>8,121</b> | <b>49</b>    | <b>0.35</b>   |

<sup>4</sup> To convert SAIDI (Outage Duration) and SAIFI (Outage Frequency) to Customer Minutes Lost and Sustained Customer Interruptions, respectively, multiply the SAIDI or SAIFI value by 819,593 (2010 Utah frozen customer count).

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| January 1 - December 31, 2010 Utah Cause Analysis - UNDERLYING |                     |                                  |               |               |               |
|--|---------------------|----------------------------------|---------------|---------------|---------------|
| Direct Cause   | Customer Hours Lost | Sustained Customer Interruptions | Incidents     | SAIDI         | SAIFI         |
| Animals  | 18,665.9            | 13,219                           | 653           | 1.37          | 0.0161        |
| Bird Mortality (Non-protected species)                         | 12,936.0            | 10,131                           | 302           | 0.95          | 0.0124        |
| Bird Mortality (Protected species) (BMTS)                      | 10,986.4            | 6,694                            | 64            | 0.80          | 0.0082        |
| Bird Nest (BMTS)   | 1,026.7             | 366                              | 12            | 0.08          | 0.0004        |
| Bird Suspected, No Mortality                                   | 5,148.8             | 4,351                            | 142           | 0.38          | 0.0053        |
| <b>ANIMALS</b>   | <b>48,763.7</b>     | <b>34,761</b>                    | <b>1,173</b>  | <b>3.57</b>   | <b>0.0424</b> |
| Contamination  | 1,255.7             | 663                              | 3             | 0.09          | 0.0008        |
| Fire/Smoke (not due to faults)                                 | 1,178.5             | 280                              | 19            | 0.09          | 0.0003        |
| Flooding   | 6,310.7             | 632                              | 4             | 0.46          | 0.0008        |
| <b>ENVIRONMENT</b>   | <b>8,744.9</b>      | <b>1,575</b>                     | <b>26</b>     | <b>0.64</b>   | <b>0.0019</b> |
| B/O Equipment  | 109,234.6           | 46,359                           | 982           | 8.00          | 0.0566        |
| Deterioration or Rotting                                       | 434,500.9           | 154,738                          | 5233          | 31.81         | 0.1888        |
| Nearby Fault   | 11,237.4            | 4,420                            | 16            | 0.82          | 0.0054        |
| Overload   | 14,353.9            | 6,591                            | 165           | 1.05          | 0.0080        |
| Pole Fire  | 148,010.1           | 57,097                           | 251           | 10.84         | 0.0697        |
| <b>EQUIPMENT</b>   | <b>717,336.8</b>    | <b>269,205</b>                   | <b>6,647</b>  | <b>52.51</b>  | <b>0.3285</b> |
| Dig-in (Non-PacifiCorp Personnel)                              | 27,442.6            | 12,953                           | 284           | 2.01          | 0.0158        |
| Other Interfering Object                                       | 3,513.0             | 2,254                            | 59            | 0.26          | 0.0028        |
| Other Utility/Contractor                                       | 21,709.6            | 15,794                           | 102           | 1.59          | 0.0193        |
| Vandalism or Theft   | 982.8               | 1,049                            | 37            | 0.07          | 0.0013        |
| Vehicle Accident   | 151,689.5           | 64,309                           | 422           | 11.10         | 0.0785        |
| <b>INTERFERENCE</b>  | <b>205,337.4</b>    | <b>96,359</b>                    | <b>904</b>    | <b>15.03</b>  | <b>0.1176</b> |
| Loss of Feed from Supplier                                     | 54.8                | 145                              | 3             | 0.00          | 0.0002        |
| Loss of Generator  | 1.7                 | 1                                | 1             | 0.00          | 0.0000        |
| Loss of Substation   | 92,739.9            | 47,120                           | 66            | 6.79          | 0.0575        |
| Loss of Transmission Line                                      | 289,011.4           | 221,867                          | 463           | 21.16         | 0.2707        |
| System Protection  | 0.0                 | 0                                | 6             | 0.00          | 0.0000        |
| <b>LOSS OF SUPPLY</b>  | <b>381,807.8</b>    | <b>269,133</b>                   | <b>539</b>    | <b>27.95</b>  | <b>0.3284</b> |
| Faulty Install   | 1,642.8             | 4,021                            | 50            | 0.12          | 0.0049        |
| Improper Protective Coordination                               | 7,568.7             | 5,303                            | 42            | 0.55          | 0.0065        |
| Incorrect Records  | 1,444.7             | 2,156                            | 51            | 0.11          | 0.0026        |
| Internal Contractor  | 1,448.4             | 671                              | 6             | 0.11          | 0.0008        |
| PacifiCorp Employee - Field                                    | 6,337.2             | 10,928                           | 21            | 0.46          | 0.0133        |
| PacifiCorp Employee - Sub                                      | 1,313.3             | 10,425                           | 13            | 0.10          | 0.0127        |
| Switching Error  | 175.6               | 430                              | 1             | 0.01          | 0.0005        |
| Testing/Startup Error  | 0.0                 | 0                                | 0             | 0.00          | 0.0000        |
| Unsafe Situation   | 200.6               | 126                              | 2             | 0.01          | 0.0002        |
| <b>OPERATIONAL</b>   | <b>20,131.3</b>     | <b>34,060</b>                    | <b>186</b>    | <b>1.47</b>   | <b>0.0416</b> |
| Other, Known Cause   | 1,190.3             | 1,338                            | 70            | 0.09          | 0.0016        |
| Unknown  | 142,855.5           | 90,988                           | 1410          | 10.46         | 0.1110        |
| <b>OTHER</b>   | <b>144,045.7</b>    | <b>92,326</b>                    | <b>1,480</b>  | <b>10.55</b>  | <b>0.1126</b> |
| Construction   | 14,838.0            | 9,133                            | 410           | 1.09          | 0.0111        |
| Customer Notice Given  | 287,559.5           | 89,221                           | 2924          | 21.05         | 0.1089        |
| Customer Requested   | 2,496.4             | 1,003                            | 67            | 0.18          | 0.0012        |
| Emergency Damage Repair  | 196,785.2           | 173,946                          | 1635          | 14.41         | 0.2122        |
| Intentional to Clear Trouble                                   | 9,543.3             | 13,041                           | 63            | 0.70          | 0.0159        |
| Transmission Requested   | 4,454.3             | 9,529                            | 41            | 0.33          | 0.0116        |
| <b>PLANNED</b>   | <b>515,676.7</b>    | <b>295,873</b>                   | <b>5,140</b>  | <b>37.75</b>  | <b>0.3610</b> |
| Tree - Non-preventable   | 85,372.4            | 34,237                           | 545           | 6.25          | 0.0418        |
| Tree - Trimmable   | 47,398.9            | 13,417                           | 419           | 3.47          | 0.0164        |
| <b>TREES</b>   | <b>132,771.4</b>    | <b>47,654</b>                    | <b>964</b>    | <b>9.72</b>   | <b>0.0581</b> |
| Freezing Fog & Frost   | 97.3                | 98                               | 6             | 0.01          | 0.0001        |
| Ice  | 312.6               | 59                               | 10            | 0.02          | 0.0001        |
| Lightning  | 91,337.0            | 48,421                           | 669           | 6.69          | 0.0591        |
| Snow, Sleet and Blizzard                                       | 130,760.3           | 37,274                           | 412           | 9.57          | 0.0455        |
| Wind   | 156,851.9           | 63,792                           | 667           | 11.48         | 0.0778        |
| <b>WEATHER</b>   | <b>379,359.0</b>    | <b>149,644</b>                   | <b>1,764</b>  | <b>27.77</b>  | <b>0.1826</b> |
| <b>Utah including Prearranged</b>                              | <b>2,553,974.6</b>  | <b>1,290,590</b>                 | <b>18,823</b> | <b>186.97</b> | <b>1.5747</b> |
| <b>Utah - UNDERLYING</b>                                       | <b>2,263,918.7</b>  | <b>1,200,366</b>                 | <b>15,832</b> | <b>166</b>    | <b>1.46</b>   |



| CATEGORY           | DESCRIPTION AND EXAMPLES  |
|--------------------|---|
| Environment        | Contamination or Airborne Deposit (i.e., salt, trona ash, other chemical dust, sawdust, etc.); corrosive environment; flooding due to rivers, broken water main, etc.; fire/smoke related to forest, brush or building fires (not including fires due to faults or lightning).  |
| Weather            | Wind (excluding windborne material); snow, sleet or blizzard; ice; freezing fog; frost; lightning.  |
| Equipment Failure  | Structural deterioration due to age (incl. pole rot); electrical load above limits; failure for no apparent reason; conditions resulting in a pole/cross arm fire due to reduced insulation qualities; equipment affected by fault on nearby equipment (i.e. broken conductor hits another line). B/O refers to bad order equipment.                    |
| Interference       | Willful damage, interference or theft; such as gun shots, rock throwing, etc; customer, contractor or other utility dig-in; contact by outside utility, contractor or other third-party individual; vehicle accident, including car, truck, tractor, aircraft, manned balloon; other interfering object such as straw, shoes, string, balloon.          |
| Animals and Birds  | Any problem nest that requires removal, relocation, trimming, etc; any birds, squirrels or other animals, whether or not remains found.   |
| Operational        | Accidental Contact by Rocky Mountain Power or Rocky Mountain Power's Contractors (including live-line work); switching error; testing or commissioning error; relay setting error, including wrong fuse size, equipment by-passed; incorrect circuit records or identification; faulty installation or construction; operational or safety restriction. |
| Loss of Supply     | Failure of supply from Generator or Transmission system; failure of distribution substation equipment.  |
| Planned            | Transmission requested, affects distribution sub and distribution circuits; Company outage taken to make repairs after storm damage, car hit pole, etc.; construction work, regardless if notice is given; rolling blackouts.   |
| Trees              | Growing or falling trees  |
| Other              | Cause Unknown; use comments field if there are some possible reasons.   |
| Trans Line Failure | (Transmission Line Failure) Failure of transmission line  |
| Trans Term Equip   | (Transmission Termination Equipment) Failure of equipment at either end of a transmission line, such as at the transmission or distribution substation  |

**UTAH**

January 1 – December 31, 2010

**2.5 Reduce CPI for Worst Performing Circuits by 20%**

On a routine basis, the Company reviews circuits for performance. One of the measures that it uses is called circuit performance indicator (CPI), which is a blended weighting of key reliability metrics covering a three-year period. The higher the number, the poorer the blended performance the circuit is delivering. As part of the Company's Performance Standards Program, it annually selects a set of Worst Performing Circuits for improvements, which are to be completed within two years of selection. Within five years of selection, the average performance of the five-selection set must improve by at least 20% (as measured by comparing current performance against baseline performance).

| WORST PERFORMING CIRCUITS | STATUS          | BASELINE   | Performance<br>12/31/2010 |
|---------------------------|-----------------|------------|---------------------------|
| Program Year 11: (CY2010) |                 |            |                           |
| Decker Lake 12            | IN PROGRESS     | 112        | 180                       |
| North Bench 13            | IN PROGRESS     | 105        | 70                        |
| Newgate 14                | IN PROGRESS     | 178        | 160                       |
| Newton 12                 | IN PROGRESS     | 194        | 196                       |
| St Johns 11               | IN PROGRESS     | 755        | 722                       |
| <b>TARGET SCORE = 215</b> |                 | <b>269</b> | <b>266</b>                |
| Program Year 10: (CY2009) |                 |            |                           |
| Fruit Heights 12          | COMPLETE        | 191        | 113                       |
| Mathis 12                 | COMPLETE        | 237        | 334                       |
| Parrish 11                | COMPLETE        | 202        | 78                        |
| Valley Center 11          | COMPLETE        | 236        | 92                        |
| Hammer 15                 | COMPLETE        | 191        | 89                        |
| <b>TARGET SCORE = 169</b> | <b>GOAL MET</b> | <b>211</b> | <b>141</b>                |
| Program Year 9: (CY2008)  |                 |            |                           |
| Cottonwood 14             | COMPLETE        | 312        | 139                       |
| Holladay 12               | COMPLETE        | 138        | 61                        |
| Mountain Dell 11          | COMPLETE        | 930        | 793                       |
| Eden 12                   | COMPLETE        | 456        | 514                       |
| West Ogden 14             | COMPLETE        | 707        | 55                        |
| <b>TARGET SCORE = 407</b> | <b>GOAL MET</b> | <b>509</b> | <b>312</b>                |

Note: Goals were met for Program Year 1 through 8 in prior reporting periods.



## 2.6 Supply Restoration

The table below shows the percent of customers restored within three hours for each month in the reporting period, cumulative year to date and cumulative program to date (measured across 3 years). The cumulative 3-year program goal is 80%; the company's internal stretch goal is 85% annually.

| UTAH RESTORATIONS WITHIN 3 HOURS         |          |           |         |          |            |
|--|----------|-----------|---------|----------|------------|
| Cumulative 3-Year Program-to-date        |          |           |         |          | <b>84%</b> |
| Cumulative January 1 – December 31, 2010 |          |           |         |          | <b>83%</b> |
| January                                  | February | March     | April   | May      | June       |
| 87%                                      | 83%      | 82%       | 81%     | 86%      | 89%        |
| July                                     | August   | September | October | November | December   |
| 84%                                      | 81%      | 84%       | 85%     | 76%      | 80%        |

## 2.7 Telephone Service and Response to Commission Complaints

| COMMITMENT  | GOAL | PERFORMANCE |
|---|------|-------------|
| PS5-Answer calls within 30 seconds  | 80%  | 80%         |
| PS6a) Respond to commission complaints within 3 days                                | 95%  | 99%         |
| PS6b) Respond to commission complaints regarding service disconnects within 4 hours | 95%  | 100%        |
| PS6c) Address commission <sup>5</sup> complaints within 30 days                     | 100% | 100%        |

<sup>5</sup> Rocky Mountain Power follows the definitions for informal and formal complaints as set forth in the Utah Code, Title 54, Public Utilities Statutes and Public Service Commission Rules, R746-200-8 Informal review (A) and Commission review (D).

## 2.8 Utah State Customer Guarantee Summary Status

### customer *guarantees*

January to December 2010

*Utah*

| Description                               | 2010             |            |              |                | 2009             |            |              |                |
|---|------------------|------------|--------------|----------------|------------------|------------|--------------|----------------|
|   | Events           | Failures   | % Success    | Paid           | Events           | Failures   | % Success    | Paid           |
| CG1 Restoring Supply                      | 1,191,689        | 1          | 100.0%       | \$50           | 1,408,776        | 22         | 99.9%        | \$1,425        |
| CG2 Appointments                          | 6,630            | 9          | 99.9%        | \$450          | 6,723            | 16         | 99.8%        | \$800          |
| CG3 Switching on Power                    | 10,965           | 14         | 99.9%        | \$700          | 10,376           | 11         | 99.9%        | \$550          |
| CG4 Estimates                             | 1,461            | 2          | 99.9%        | \$100          | 1,639            | 6          | 99.6%        | \$300          |
| CG5 Respond to Billing Inquiries          | 2,858            | 3          | 99.9%        | \$150          | 3,499            | 4          | 99.9%        | \$200          |
| CG6 Respond to Meter Problems             | 900              | 0          | 100.0%       | \$0            | 821              | 1          | 99.9%        | \$50           |
| CG7 Notification of Planned Interruptions | 89,132           | 74         | 99.9%        | \$3,700        | 80,336           | 86         | 99.9%        | \$4,300        |
|   | <b>1,303,635</b> | <b>103</b> | <b>99.9%</b> | <b>\$5,150</b> | <b>1,512,170</b> | <b>146</b> | <b>99.9%</b> | <b>\$7,625</b> |

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

Three reconnects for non-paying customers were not reconnected within twenty-four hours. Non-paying customers are exempted from CG3; however, the company attempts to reconnect these customer's within twenty-four hours.

Major Events are excluded from the Customer Guarantees program. The program also defines certain exemptions, which are primarily for safety, access to outage site and emergencies.

## **MAINTENANCE COMPLIANCE TO ANNUAL PLAN**

### **2.9 T&D Preventive and Corrective Maintenance Programs**

#### **Preventive Maintenance**

The primary focus of the preventive maintenance plan is to inspect facilities, identify abnormal conditions<sup>6</sup>, and perform appropriate preventive actions upon those facilities.

#### ***Transmission and Distribution lines have a combination of preventive maintenance programs.***

- Visual assurance inspections are designed to identify damage or defects that may endanger public safety or adversely affect the integrity of the electric system. (2 year cycle distribution and sub-transmission, 1 year cycle main grid)
- Detailed inspections are careful visual inspections of each structure and the spans between each structure.<sup>7</sup>
- Pole test and treat includes intrusive tests performed on wood poles to determine the strength of the pole, with subsequent application of chemicals or other measures to maximize the lifespan of the pole. (20 year cycle)

#### ***Substations and Major Equipment***

- Rocky Mountain Power inspects all substations to ascertain all components within the substation are operating as expected. These components can include breaker counters or target levels, which are critical information in monitoring the equipment. Abnormal conditions that are identified are prioritized for repair (corrective maintenance). (Monthly cycle)
- Rocky Mountain Power also performs minor maintenance or overhauls on major substation equipment based on elapsed time or number of equipment operations, also to maximize the lifespan of this major equipment. (Based upon type of equipment)

#### **Corrective Maintenance**

The primary focus of the corrective maintenance plan is to correct the abnormal conditions found during the preventive maintenance process.

#### ***Transmission and Distribution Lines***

- Correctable conditions are identified through the preventive maintenance process.
- Outstanding conditions are recorded in a database and remain until corrected.

#### ***Substations and Major Equipment***

- Correctable conditions are identified through the preventive maintenance process, often associated with actions performed on major equipment.
- Corrections consist of repairing equipment or responding to a failed condition.

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<sup>6</sup> The primary focus of the preventive maintenance plan is to inspect facilities, identify abnormal conditions, and perform appropriate preventive actions upon those facilities. Condition priorities are as follows:

Priority A: Conditions that pose an immediate hazard to the public or employees, or that risk immediate loss of supply or damage to the electrical system.

Priority B: Conditions that are nonconforming, but that in the opinion of the inspector do not pose an immediate hazard.

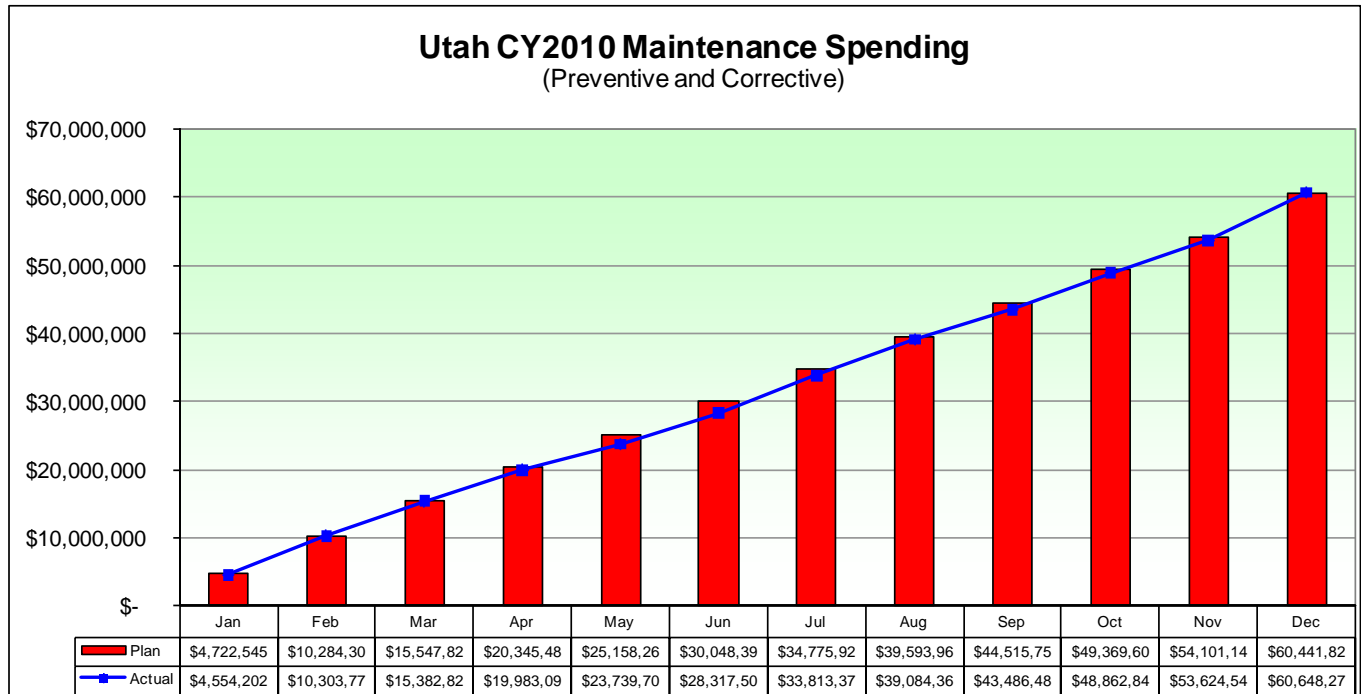
Priority C: Conditions that are nonconforming, but that in the opinion of the inspector do not need to be corrected until the next scheduled work is performed on that facility point.

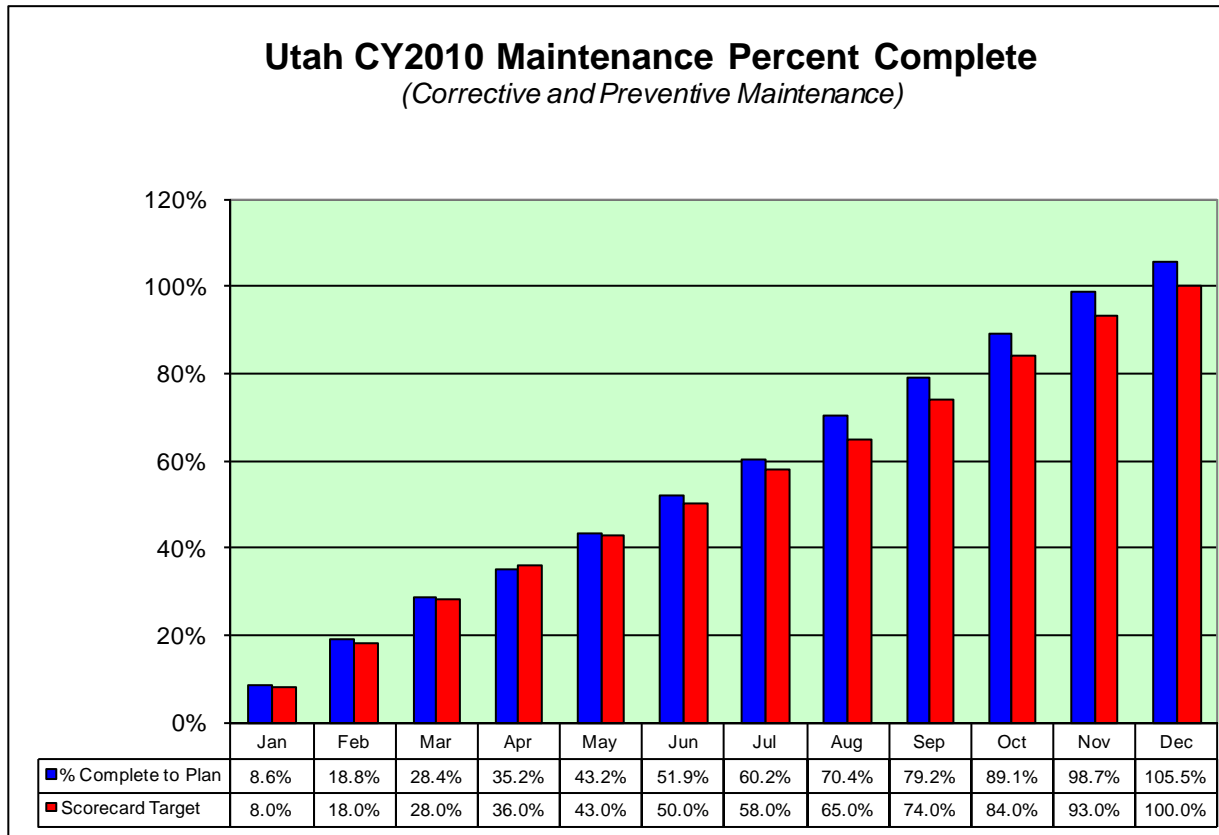
Priority D: Conditions that conform to the NESC and are not reportable to the associated State Commission. These conditions do not have a regulatory timeline for correction.

Priority G: Conditions that conform to the NESC, GO95, or GO128 requirement that was in place when construction took place but do not conform to more recent code adoptions. These conditions are “grandfathered” and are considered conforming.

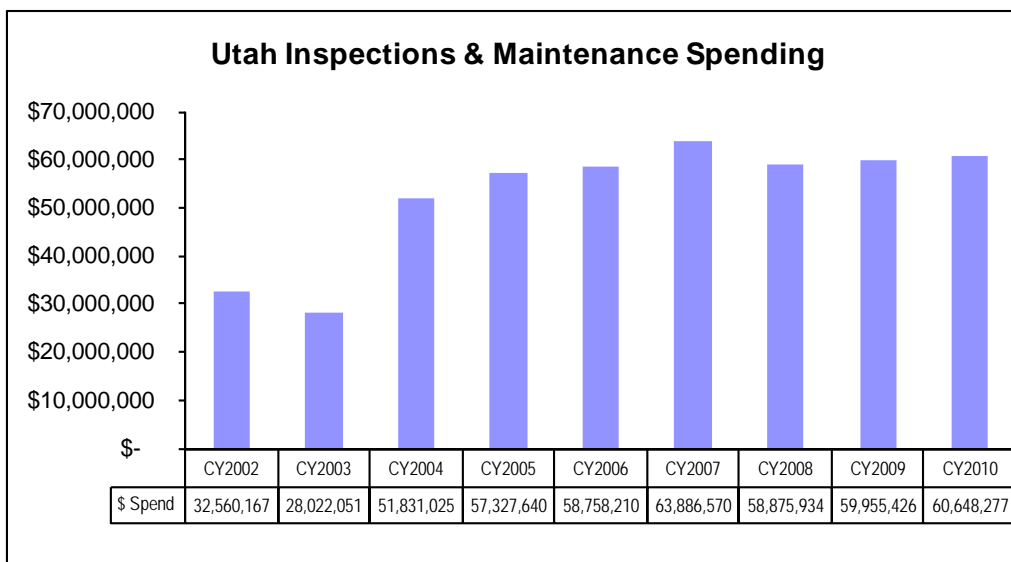
<sup>7</sup> Effective 1/1/2007, Rocky Mountain Power modified its reliability & preventive planning methods to utilize repeated reliability events to prioritize localized preventive maintenance activities, using its Customers Experiencing Multiple Interruptions (CEMI) Planning methodology. Repeated outage events experienced by customers will result in localized inspection and correction activities, rather than being programmatically performed at either the entire circuit or map section level.

## 2.10 Maintenance Spending



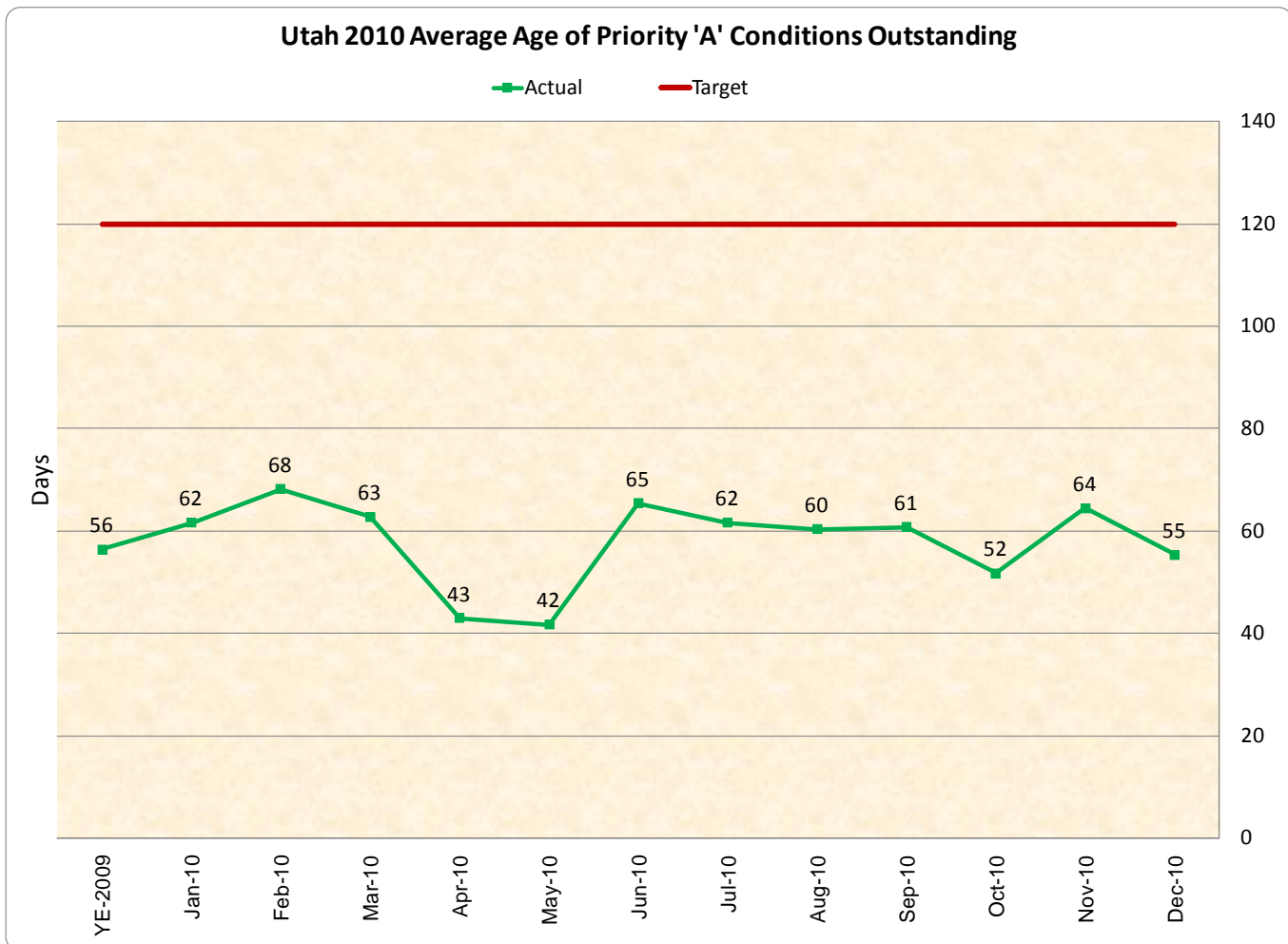


## 2.10.1 Maintenance Historical Spending



## 2.11 T&D Priority “A” Conditions Correction History & Compliance

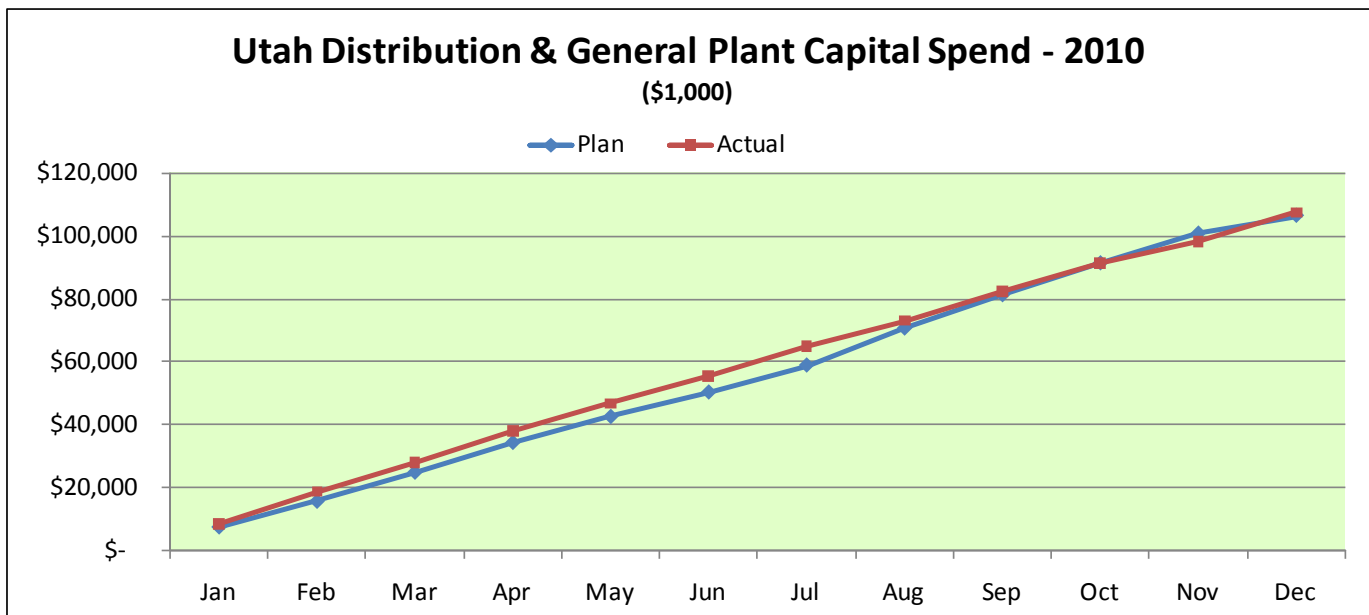
The company reports its compliance for the average age of “A” priority corrections. As can be seen in the chart below, compliance to the target has been consistently delivered.



### 3 CAPITAL INVESTMENT

#### 3.1 Capital Spending - Distribution and General Plant

| Investment              | Actuals (\$M) | Plan (\$M)   | Variance Explanation  |
|-------------------------|---------------|--------------|---|
| 1. Mandated             | 17.7          | 12.2         | Highway Relocations \$4.1m over plan, Environmental/Avian Protection \$1.5m over plan, National & Regional Regulatory Mandates \$1.9m over plan; partially offset by Public Accommodations \$2.5m under plan. |
| 2. New Connects         | 37.5          | 47.8         | Commercial \$7.1m under plan and Industrial \$3.3m under plan.  |
| 3. System Reinforcement | 25.4          | 27.8         | Feeder \$2.1m over plan, subtransmission \$754k over plan; offset by substation \$5.2m under plan.  |
| 4. Replacements         | 23.9          | 18.6         | Communications \$605k over plan, Poles, Lines & Cable \$2.3m over plan, Storm \$1.6m over plan, Other \$1.5m over plan; partially offset by Substation \$722k under plan.                                     |
| 5. Upgrade & Modernize  | 3.0           | 0.0          | Feeder Improvements \$512k over plan and automated meter reading \$2.4m over plan.  |
| <b>Total</b>            | <b>107.5</b>  | <b>106.4</b> |   |

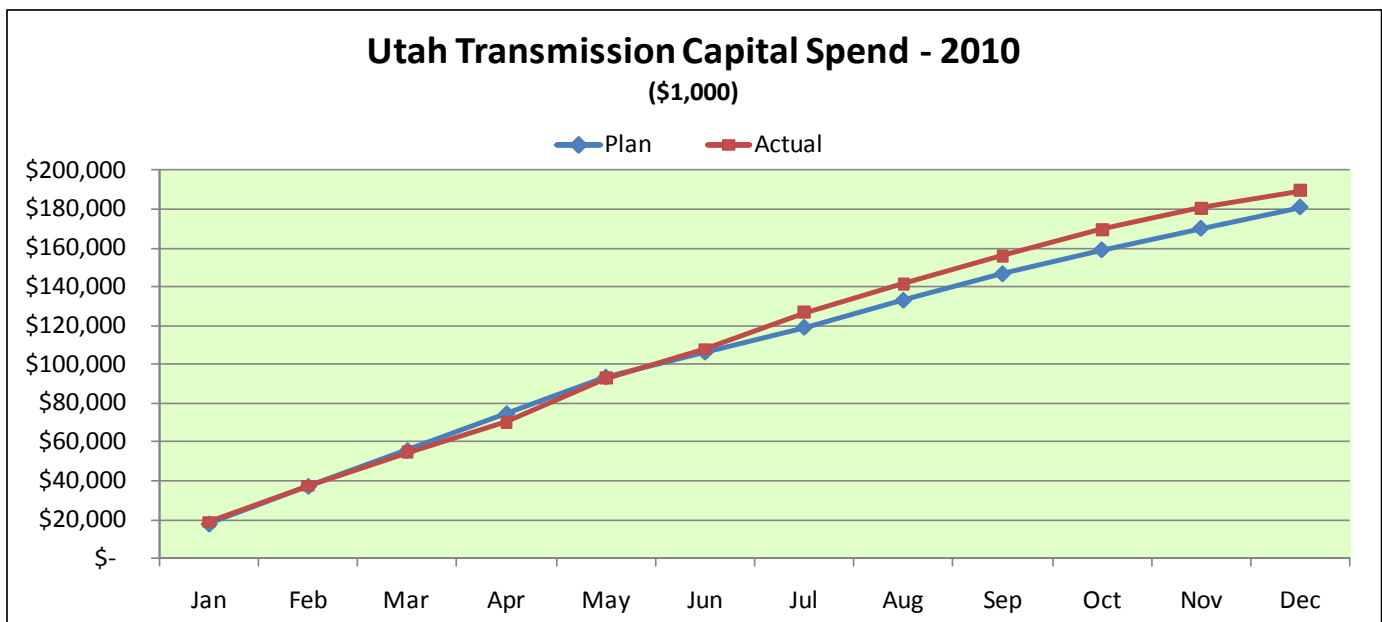


**UTAH**

January 1 – December 31, 2010

**3.2 Capital Spending - Transmission**

| Investment                                     | Actuals (\$M) | Plan (\$M)   | Variance Explanation  |
|--|---------------|--------------|---|
| 1. Mandated                                    | 17.2          | 4.8          | Line Clearance Issue Corrections \$13.5m over plan, Environmental/Avian Protection \$1.8m over plan; partially offset by Highway Relocations \$2.5m under plan and National & Regional Regulatory Mandates \$572k under plan. |
| 2. New Connects                                | 2.7           | 1.6          | Commercial \$704k over plan and Industrial \$644k over plan; partially offset by Other Utilities \$260k under plan.   |
| 3. System Reinforcement                        | 27.3          | 12.8         | Feeder \$981k over plan, substation \$4.5m over plan and subtransmission \$9m over plan.  |
| 4. Main Grid Reinforcements / Interconnections | 103.3         | 102.0        | Main Grid \$4m over plan; partially offset by Generation and Municipal Interconnections \$2.6m under plan.  |
| 5. Gateway Transmission                        | 29.3          | 53.0         | Mona Oquirrh Line \$27m under plan, Oquirrh Terminal 345 kV Line \$2.5m under plan, Sigurd Red Butte Crystal 345 kV Line \$5m under plan, partially offset by Clover Sub Install 345-138 kV Sub & Lines \$733k over plan.     |
| 6. Replacements                                | 9.6           | 7.0          | Substation \$794k over plan and Storms \$1.6m over plan.  |
| 7. Upgrade & Modernize                         | 0.1           | 0.0          |   |
| <b>Total</b>                                   | <b>189.5</b>  | <b>181.2</b> |   |



Note: In previous *Service Quality Review* reporting on Capital Investments for Distribution and Transmission, the reported data may have included Idaho and/or Wyoming investments in the Utah totals. Effective with this report and for all future reports, all Capital Investment figures reflect Utah investments only.



### 3.3 New Connects

|                           | 2009           | 2010       |            |            |              |            |            |              |              |            |            |            |              |            |            | Jan - Dec 2010 |              |               |
|---------------------------|----------------|------------|------------|------------|--------------|------------|------------|--------------|--------------|------------|------------|------------|--------------|------------|------------|----------------|--------------|---------------|
|                           | Jan - Dec 2009 | Jan        | Feb        | Mar        | Q1 Total     | Apr        | May        | Jun          | Q2 Total     | Jul        | Aug        | Sep        | Q3 Total     | Oct        | Nov        |                | Dec          | Q4 Total      |
| <b>Residential</b>        |                |            |            |            |              |            |            |              |              |            |            |            |              |            |            |                |              |               |
| UT South                  | 642            | 32         | 25         | 60         | 117          | 35         | 41         | 63           | 139          | 40         | 67         | 69         | 176          | 64         | 50         | 40             | 154          | 586           |
| UT North/Metro            | 3,111          | 253        | 190        | 318        | 761          | 264        | 245        | 521          | 1,030        | 229        | 150        | 240        | 619          | 157        | 201        | 183            | 541          | 2,951         |
| UT Central                | 4,687          | 469        | 442        | 352        | 1,263        | 342        | 377        | 391          | 1,110        | 387        | 273        | 325        | 985          | 475        | 440        | 385            | 1,300        | 4,658         |
| <b>Total Residential</b>  | <b>8,440</b>   | <b>754</b> | <b>657</b> | <b>730</b> | <b>2,141</b> | <b>641</b> | <b>663</b> | <b>975</b>   | <b>2,279</b> | <b>656</b> | <b>490</b> | <b>634</b> | <b>1,780</b> | <b>696</b> | <b>691</b> | <b>608</b>     | <b>1,995</b> | <b>8,195</b>  |
| <b>Commercial</b>         |                |            |            |            |              |            |            |              |              |            |            |            |              |            |            |                |              |               |
| UT South                  | 320            | 12         | 16         | 16         | 44           | 28         | 16         | 17           | 61           | 14         | 27         | 21         | 62           | 27         | 14         | 23             | 64           | 231           |
| UT North/Metro            | 1,040          | 66         | 51         | 55         | 172          | 72         | 71         | 78           | 221          | 75         | 82         | 61         | 218          | 66         | 77         | 69             | 212          | 823           |
| UT Central                | 1,271          | 83         | 84         | 65         | 232          | 55         | 88         | 116          | 259          | 109        | 104        | 87         | 300          | 97         | 93         | 65             | 255          | 1,046         |
| <b>Total Commercial</b>   | <b>2,631</b>   | <b>161</b> | <b>151</b> | <b>136</b> | <b>448</b>   | <b>155</b> | <b>175</b> | <b>211</b>   | <b>541</b>   | <b>198</b> | <b>213</b> | <b>169</b> | <b>580</b>   | <b>190</b> | <b>184</b> | <b>157</b>     | <b>531</b>   | <b>2,100</b>  |
| <b>Industrial</b>         |                |            |            |            |              |            |            |              |              |            |            |            |              |            |            |                |              |               |
| UT South                  | 5              | 1          | -          | -          | 1            | -          | -          | -            | -            | -          | -          | 1          | 1            | 1          | 3          | -              | 4            | 6             |
| UT North/Metro            | 5              | -          | -          | -          | -            | -          | -          | 1            | 1            | -          | -          | -          | -            | -          | -          | 1              | 1            | 2             |
| UT Central                | 8              | -          | -          | -          | -            | -          | -          | -            | -            | -          | -          | -          | -            | 1          | -          | 1              | 2            | 2             |
| <b>Total Industrial</b>   | <b>18</b>      | <b>1</b>   | <b>-</b>   | <b>-</b>   | <b>1</b>     | <b>-</b>   | <b>-</b>   | <b>1</b>     | <b>1</b>     | <b>-</b>   | <b>-</b>   | <b>1</b>   | <b>1</b>     | <b>2</b>   | <b>3</b>   | <b>2</b>       | <b>7</b>     | <b>10</b>     |
| <b>Irrigation</b>         |                |            |            |            |              |            |            |              |              |            |            |            |              |            |            |                |              |               |
| UT South                  | 37             | 2          | 2          | -          | 4            | 7          | 9          | 6            | 22           | 4          | 3          | 3          | 10           | -          | 1          | 2              | 3            | 39            |
| UT North/Metro            | 4              | -          | -          | 1          | 1            | -          | -          | -            | -            | 1          | 1          | 2          | 4            | -          | -          | -              | -            | 5             |
| UT Central                | 16             | -          | 1          | 3          | 4            | 3          | 3          | 3            | 9            | 2          | 1          | 2          | 5            | -          | 1          | -              | 1            | 19            |
| <b>Total Irrigation</b>   | <b>57</b>      | <b>2</b>   | <b>3</b>   | <b>4</b>   | <b>9</b>     | <b>10</b>  | <b>12</b>  | <b>9</b>     | <b>31</b>    | <b>7</b>   | <b>5</b>   | <b>7</b>   | <b>19</b>    | <b>-</b>   | <b>2</b>   | <b>2</b>       | <b>4</b>     | <b>63</b>     |
| <b>TOTAL New Connects</b> |                |            |            |            |              |            |            |              |              |            |            |            |              |            |            |                |              |               |
| UT South                  | 1,004          | 47         | 43         | 76         | 166          | 70         | 66         | 86           | 222          | 58         | 97         | 94         | 249          | 92         | 68         | 65             | 225          | 862           |
| UT North/Metro            | 4,160          | 319        | 241        | 374        | 934          | 336        | 316        | 600          | 1,252        | 305        | 233        | 303        | 841          | 223        | 278        | 253            | 754          | 3,781         |
| UT Central                | 5,982          | 552        | 527        | 420        | 1,499        | 400        | 468        | 510          | 1,378        | 498        | 378        | 414        | 1,290        | 573        | 534        | 451            | 1,558        | 5,725         |
| <b>TOTAL New Connects</b> | <b>11,146</b>  | <b>918</b> | <b>811</b> | <b>870</b> | <b>2,599</b> | <b>806</b> | <b>850</b> | <b>1,196</b> | <b>2,852</b> | <b>861</b> | <b>708</b> | <b>811</b> | <b>2,380</b> | <b>888</b> | <b>880</b> | <b>769</b>     | <b>2,537</b> | <b>10,368</b> |

Utah South region includes Moab, Price, Cedar City and Richfield.

Utah North/Metro region includes SLC Metro, Ogden and Layton.

Utah Central region includes American Fork, Vernal, Tooele, Jordan Valley and Park City.

Region areas are subject to change for operational purposes and may differ from historical reporting.

New Connects report reflects the volume of all new connections in the system in the reporting period, which may include temporary connections that are subsequently removed in future periods; therefore, it is not necessarily an auditable count of new permanent connections for the reporting period.

**UTAH**

January 1 – December 31, 2010

**4 VEGETATION MANAGEMENT**

**4.1 Production**

**UTAH**  
**Tree Program Reporting**  
**January 1, 2010 through December 31, 2010**  
**Distribution**

|               | 3 Year<br>Program/Total<br>Line Miles<br><i>column a</i> | 1/1/2010-<br>12/31/2010<br>Miles<br>Planned<br><i>column b</i> | 1/1/2010-<br>12/31/2010<br>Actual Miles<br><i>column c</i> | 01/01/2010-<br>12/31/2010<br>Ahead/Behind<br><i>column d</i> | 1/1/2010-<br>12/31/2010<br>% Completion<br>to Plan<br><i>column e</i> | 1/1/2008-<br>12/31/2010<br>Miles<br>Planned<br><i>column f</i> | 1/1/2008-<br>12/31/2010<br>Actual Miles<br><i>column g</i> | 01/01/2008-<br>12/31/2010<br>Ahead/Behind<br><i>column h</i> | 1/1/2008-<br>12/31/2010<br>% Completion<br>to Plan<br><i>column i</i> |
|---------------|--|--|--|--|---|--|--|--|---|
| <b>UTAH</b>   | 10,923   | 3,640  | 3,514  | -126   | 96.5%   | 10,923   | 10,907   | -16  | 99.9%   |
| AMERICAN FORK | 848  | 283  | 339  | 56   | 119.8%  | 848  | 848  | 0  | 100.0%  |
| CEDAR CITY    | 1,357  | 451  | 527  | 76   | 116.9%  | 1,357  | 1322   | -35  | 97.4%   |
| JORDAN VALLEY | 817  | 272  | 247  | -25  | 90.8%   | 817  | 815  | -2   | 99.8%   |
| LAYTON        | 413  | 138  | 99   | -39  | 71.7%   | 413  | 404  | -9   | 97.8%   |
| MOAB          | 922  | 307  | 103  | -204   | 33.6%   | 922  | 922  | 0  | 100.0%  |
| OGDEN         | 882  | 294  | 422  | 128  | 143.5%  | 882  | 868  | -14  | 98.4%   |
| PARK CITY     | 527  | 176  | 142  | -34  | 80.7%   | 527  | 527  | 0  | 100.1%  |
| PRICE         | 571  | 190  | 102  | -88  | 53.7%   | 571  | 571  | 0  | 100.0%  |
| RICHFIELD     | 1,311  | 437  | 517  | 80   | 118.3%  | 1,311  | 1302   | -9   | 99.3%   |
| SL METRO      | 1,206  | 402  | 330  | -72  | 82.1%   | 1,206  | 1172   | -34  | 97.2%   |
| SMITHFIELD    | 637  | 212  | 268  | 56   | 126.4%  | 637  | 742  | 105  | 116.5%  |
| TOOELE        | 462  | 154  | 228  | 74   | 148.1%  | 462  | 458  | -4   | 99.1%   |
| TREMONTON     | 725  | 242  | 115  | -127   | 47.5%   | 725  | 711  | -14  | 98.1%   |
| VERNAL        | 245  | 82   | 75   | -7   | 91.5%   | 245  | 245  | 0  | 100.0%  |

Distribution cycle \$/tree: \$49.12  
 Distribution cycle \$/mile: \$3,188  
 Distribution cycle removal % 42.9%

**Transmission**

| Total<br>Line<br>Miles | Line<br>Miles<br>Scheduled | Line<br>Miles<br>Worked | Miles<br>Ahead(behind)<br>Schedule | Miles<br>on<br>Schedule | % of miles<br>on/behind<br>Schedule |
|------------------------|----------------------------|-------------------------|------------------------------------|-------------------------|-------------------------------------|
| 5,960                  | 3113                       | 5341                    | 2228                               | 8,188                   | 137%                                |

Transmission \$/mile: \$596

**Notes:**

- Column a: Total overhead distribution pole miles by district
- Column b: Total overhead distribution pole miles planned for the period January 1, 2010 through December 31, 2010
- Column c: Actual overhead distribution pole miles worked during the period January 1 2010 through December 31, 2010
- Column d: Miles ahead or behind for the period January 1, 2010 through June 10, 2010 (column c-column b)
- Column e: Percent of actual compared to planned for the period January 1, 2010 through December 31, 2010 ((column c÷b)×100)
- Column f: Total overhead distribution pole miles planned for the period January 1, 2008 through December 31, 2010
- Column g: Actual overhead distribution pole miles worked during the period January 1 2008 through December 31, 2010
- Column h: Miles ahead or behind for the period January 1, 2008 through December 31, 2010 (column g-column f)
- Column i: Percent of actual compared to planned for the period January 1, 2008 through December 31, 2010 ((column g÷f)×100)

**UTAH**

January 1 – December 31, 2010

**4.2 Budget**

**UTAH  
Tree Program Reporting**

|                          | CY2011             | CY2012             | CY2013             |
|--------------------------|--------------------|--------------------|--------------------|
| <b>Distribution</b>      |                    |                    |                    |
| Tree Budget              | \$12,695,374       | \$12,695,374       | \$12,695,374       |
| <b>Transmission</b>      |                    |                    |                    |
| Tree Budget              | <u>\$3,692,291</u> | <u>\$3,692,291</u> | <u>\$3,692,291</u> |
| <b>Total Tree Budget</b> | \$16,387,665       | \$16,387,665       | \$16,387,665       |

| Calendar year 2010 | Distribution       |                  |                  | Transmission     |                  |                 |
|--------------------|--------------------|------------------|------------------|------------------|------------------|-----------------|
|                    | Actuals            | Budget           | Variance         | Actuals          | Budget           | Variance        |
| Jan                | \$1,022,904        | \$903,829        | \$119,075        | \$260,351        | \$257,814        | \$2,537         |
| Feb                | \$1,867,830        | \$1,554,286      | \$313,544        | \$265,714        | \$271,384        | -\$5,670        |
| Mar                | \$1,184,633        | \$1,094,108      | \$90,525         | \$253,442        | \$312,091        | -\$58,649       |
| Apr                | \$1,196,091        | \$1,046,539      | \$149,552        | \$260,578        | \$298,522        | -\$37,944       |
| May                | \$777,402          | \$951,399        | -\$173,997       | \$287,579        | \$271,384        | \$16,195        |
| Jun                | \$1,095,848        | \$998,969        | \$96,880         | \$271,162        | \$284,953        | -\$13,791       |
| Jul                | \$825,993          | \$951,399        | -\$125,406       | \$218,267        | \$271,384        | -\$53,117       |
| Aug                | \$988,727          | \$1,046,539      | -\$57,812        | \$345,740        | \$298,522        | \$47,218        |
| Sep                | \$783,956          | \$998,969        | -\$215,013       | \$281,340        | \$284,953        | -\$3,613        |
| Oct                | \$1,019,022        | \$998,969        | \$20,053         | \$199,857        | \$284,953        | -\$85,096       |
| Nov                | \$862,578          | \$951,399        | -\$88,821        | \$221,106        | \$271,384        | -\$50,278       |
| Dec                | <u>\$1,241,278</u> | <u>\$998,969</u> | <u>\$242,309</u> | <u>\$315,819</u> | <u>\$284,953</u> | <u>\$30,866</u> |
| <b>Total</b>       | \$12,866,264       | \$12,495,374     | \$370,890        | \$3,180,955      | \$3,392,297      | -\$211,342      |

Average # Tree Crews on Property (YTD) 64

**4.2.1 Vegetation Historical Spending**

