



UTAH

SERVICE QUALITY

REVIEW

January 1 – June 30, 2012

Report

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EXECUTIVE SUMMARY

Rocky Mountain Power has had 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 Summary¹

1.1 Rocky Mountain Power Customer Guarantees

| | |
|---|---|
| <u>Customer Guarantee 1:</u> 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> Appointments | The Company will keep mutually agreed upon appointments, which will be scheduled within a two-hour time window. |
| <u>Customer Guarantee 3:</u> 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> 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> 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> 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> 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 On May 15, 2012 the Public Service Commission of Utah filed proposed rules R746-313 with the Utah Division of Administrative Rules and opened Docket No. 11-999-05 to take comments on the proposed rule. The Company, Commission and other stakeholders have been working to develop rules that will supersede the Company's Service Standards Program.

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1.2 Rocky Mountain Power Performance Standards¹

| | |
|---|--|
| <u>Network Performance Standard 1:</u> Improve System Average Interruption Duration Index (SAIDI) | No goal at this time. Modification is pending rulemaking. |
| <u>Network Performance Standard 2:</u> Improve System Average Interruption Frequency Index (SAIFI) | No goal at this time. Modification is pending rulemaking. |
| <u>Network Performance Standard 3:</u> 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> 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> 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> 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.

¹On May 15, 2012 the Public Service Commission of Utah filed proposed rules R746-313 with the Utah Division of Administrative Rules and opened Docket No. 11-999-05 to take comments on the proposed rule. The Company, Commission and other stakeholders have been working to develop rules that will supersede the Company's Service Standards Program.

1.3 Reliability Definitions

Interruption Types

Below are the definitions for interruption events. For further details, refer to IEEE 1366-2003² Standard for Reliability Indices.

Sustained Outage

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

Momentary Outage Event

A momentary outage is defined as an outage equal to or less than 5 minutes in duration. Rocky Mountain Power has historically captured this data using substation breaker fault counts, but where SCADA (Supervisory Control and Data Acquisition Systems) exist, uses this data to calculate consistent with IEEE 1366-2003.

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).

MAIFI_E

MAIFI_E (momentary average interruption event frequency index) is an industry-defined term that attempts to identify the frequency of all momentary interruption events that the average customer experiences during a given time-frame. It is calculated by counting all momentary interruptions which occur within a 5 minute time period, as long as the interruption event did not result in a device experiencing a sustained interruptions. This sequence of events typically occurs when the system is

² 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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trying to re-establish energy flow after a faulted condition, and is associated with circuit breakers or other automatic reclosing devices.

Lockout

Lockout is the state of device when it attempts to re-establish energy flow after a faulted condition but is unable to do so; it systematically opens to de-energize the facilities downstream of the device then recloses until a lockout operation occurs. The device then requires manual intervention to re-energize downstream facilities. This is generally associated with substation circuit breakers and is one of the variables used in the company's calculation of blended metrics.

CEMI

CEMI is an acronym for Customers Experiencing Multiple (Momentary Event and Sustained) 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.

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:

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

Index: 10.645

SAIDI: Weighting Factor 0.30, Normalizing Factor 0.029

SAIFI: Weighting Factor 0.30, Normalizing Factor 2.439

MAIFI_E: Weighting Factor 0.20, Normalizing Factor 0.70

Lockouts: Weighting Factor 0.20, Normalizing Factor 2.00

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

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.

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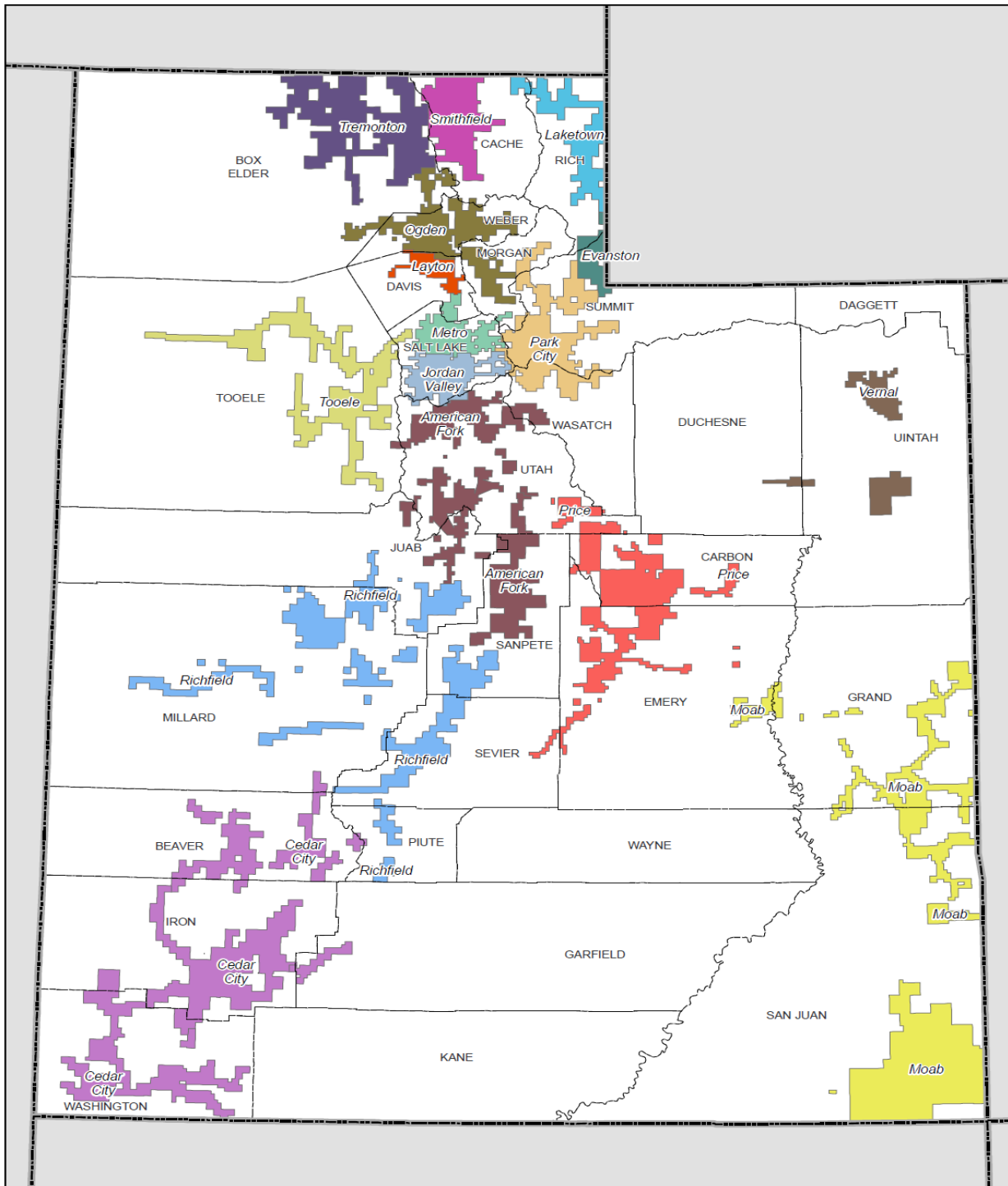
January 1 – June 30, 2012

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.) At the time that the Company established the determination of controllable and non-controllable distribution it undertook significant root cause analysis of each cause type and its proper categorization (either controllable or non-controllable). Thus, when outages are completed and evaluated, and if the outage cause designation is improperly identified as non-controllable, then it would result in correction to the outage’s cause to preserve the association between controllable and non-controllable based on the outage cause code.

1.4 Utah Service Territory Map with Operating Areas/Districts



2 RELIABILITY PERFORMANCE

As can be seen in the charts under subsections 2.1 and 2.2 below, the company's 2012 reliability results show steady performance through the period. While there is no plan to which comparisons are made, if the second half matches current performance, results at year-end would be at an all-time best for the state in both SAIDI and SAIFI.

During the period, two major events and two significant event days³ were recorded, all were related to weather. The major events excluded 13 minutes from total performance during the period, and the significant event days account for approximately 11 minutes (14%) of the period's underlying results.

| MAJOR EVENTS | | |
|---------------------|--------------------------|-------|
| Date | Cause | SAIDI |
| January 18-19, 2012 | Thunderstorms/Pole Fires | 6 |
| January 21, 2012 | Thunderstorms/Pole Fires | 7 |
| TOTAL | | 13 |

Major Event General Description

A Pacific storm system coming up through California into Utah from January 18-21, 2012 caused substantial damage to facilities and significant customer interruptions in Rocky Mountain Power service territories, particularly in the above-noted operating areas. The storm impacted operations in two waves with a temporary lull (January 20) having very little activity. The first wave of the storm resulted primarily in pole fires due to light rain or snow mixing with accumulated dust or salt contamination on facilities, and the second wave was snow-, wind- and tree-related outages with another round of pole fires. Several insulators from burned structures were collected by the company for study.

Interruptions occurred on 171 substations serving 239 circuits. The longest interruption of the event occurred on Jordan Valley's Herriman #11 circuit, affecting 5 customers for 1,628 minutes (27 hours) due to pole fire. Facilities damage in Utah included replacement of 33 distribution poles, 2 transmission poles, 53 crossarms, 11 transformers, and approximately 7,000 line feet of conductor.

Since the storm occurred in two waves, the company filed a single major event report for all three days, noting the normal day between them (January 20). In Docket No. 12-035-70, the Commission acknowledged the filing and recognized the Division's recommendation for approval of the filing but as separate major events, thereby designating the events as two Approved Major Events.

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

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| SIGNIFICANT EVENT DAYS | | | | | | |
|------------------------|------------------|--|-------------|------------------------------------|-------------------|----------------|
| Date | Underlying SAIDI | Percent of Total Underlying SAIDI (76 min) | CD SAIDI | Percent of Total CD SAIDI (20 min) | CD Percent of Day | Primary Cause |
| 1/7/2012 | 5.5 | 7% | 0.47 | 2.4% | 8.5% | Loss of Supply |
| 1/11/2012 | 5.5 | 7% | 0.04 | 0.2% | 0.7% | Loss of Supply |
| TOTAL | 11 | 14% | 0.51 | 2.6% | 4.6% | |

Significant Event General Descriptions

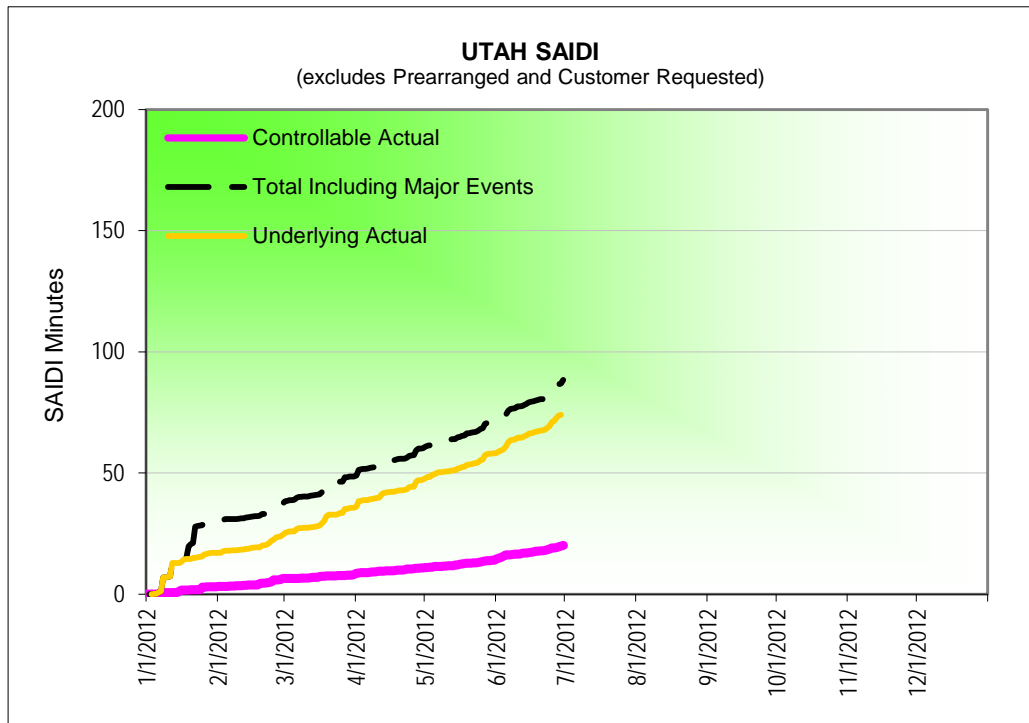
- On 1/7/12 – snowstorms and loss of Tooele to Terminal 138kV line
- On 1/11/12 – loss of 138kV due to conductor down between Praxair tap and Pine Canyon

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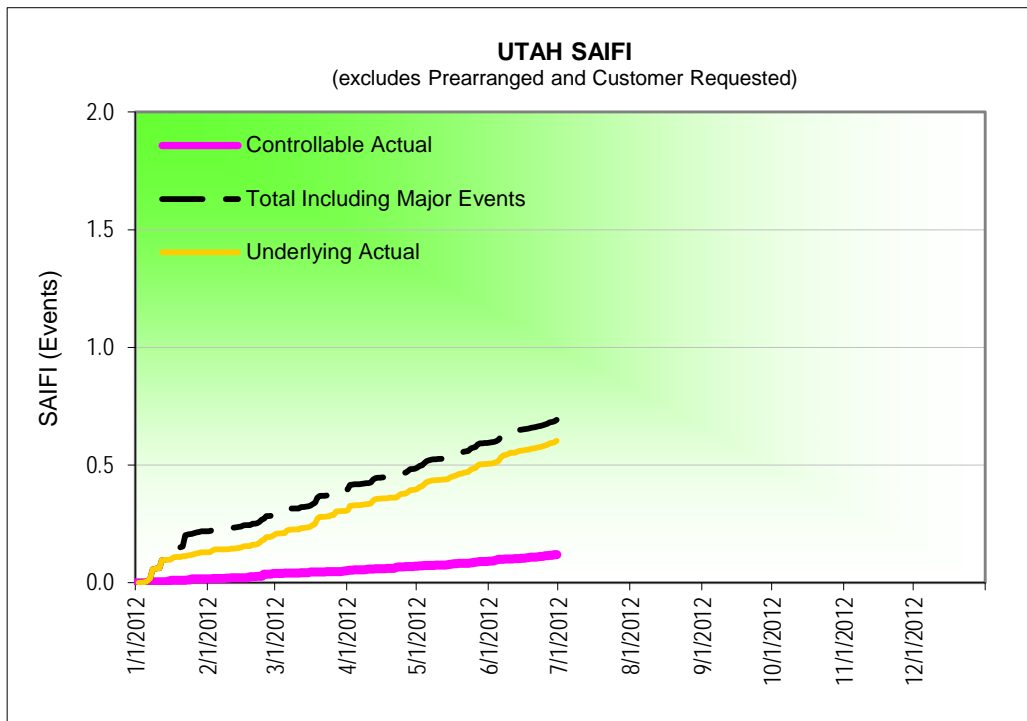
2.1 System Average Interruption Duration Index (SAIDI)

| UTAH | January 1 through June 30, 2012 |
|---------------------------|---------------------------------|
| | SAIDI Actual |
| Total | 89 |
| Underlying | 76 |
| Controllable Distribution | 20 |



2.2 System Average Interruption Frequency Index (SAIFI)

| UTAH | January 1 through June 30, 2012 |
|---------------------------|---------------------------------|
| | SAIFI Actual |
| Total | 0.69 |
| Underlying | 0.61 |
| Controllable Distribution | 0.12 |

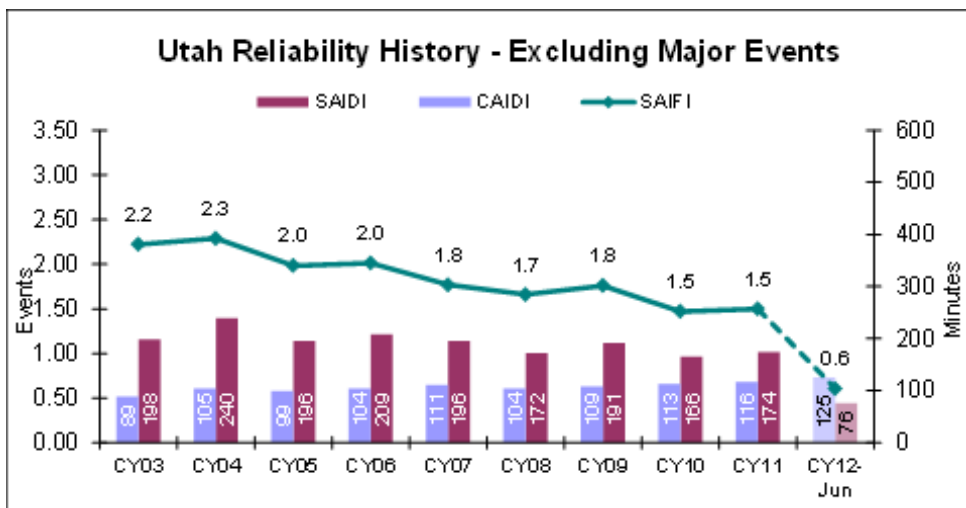
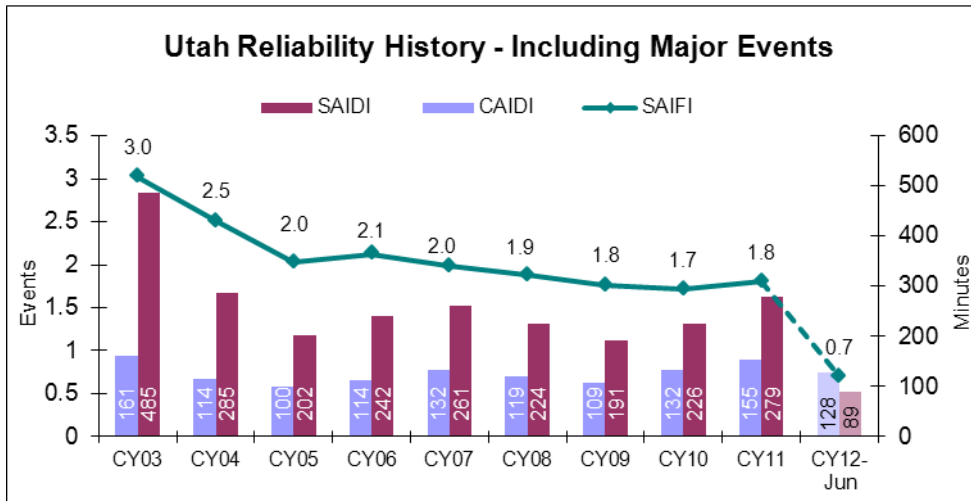


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2.3 Reliability History

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.



2.4 Controllable, Non-Controllable and Underlying Performance Review

In 2008 the Company introduced a further categorization of outage causes, which it subsequently used to develop improvement programs as deployed by engineering resources. This categorization was titled Controllable Distribution outages and recognizes that certain types of outages can be cost-effectively avoided. So, for example, animal-caused interruptions, as well as equipment failure interruptions have a less random nature than lightning caused interruptions; other causes have also been determined and are specified in Section 2.5. Engineers can implement plans to mitigate against controllable distribution outages and provide better future reliability at the lowest possible cost. At that time, there was concern that the Company would lose focus on non-controllable outages⁴.

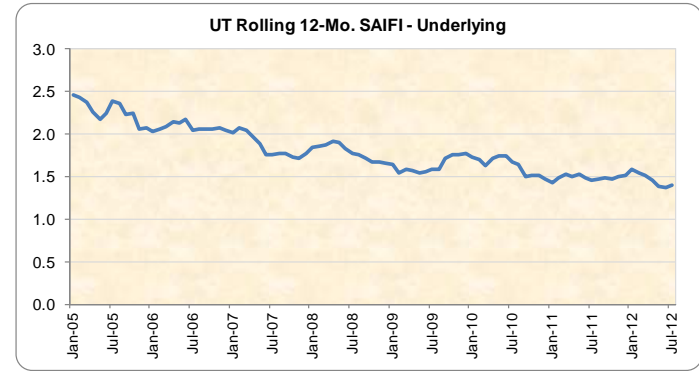
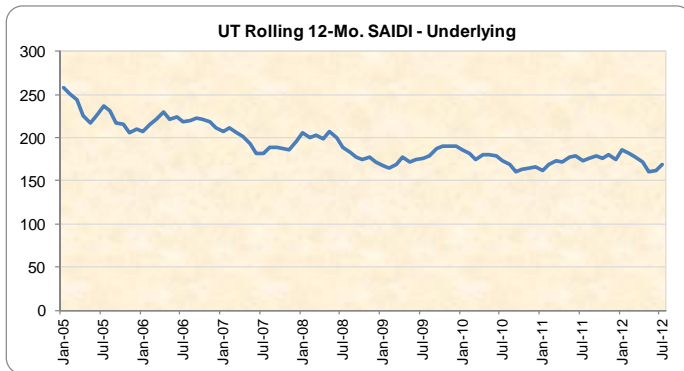
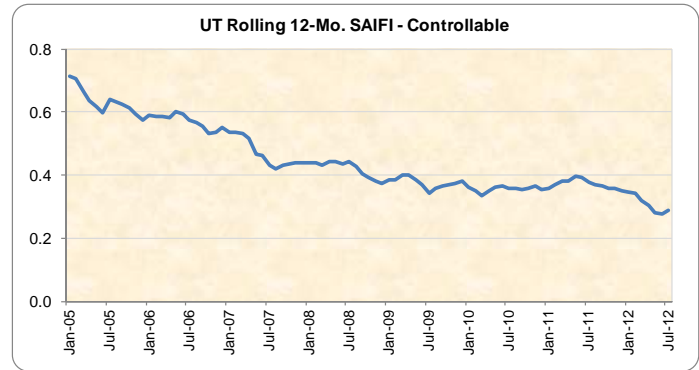
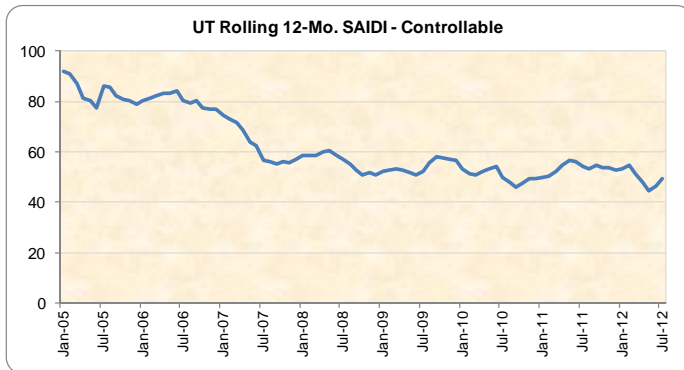
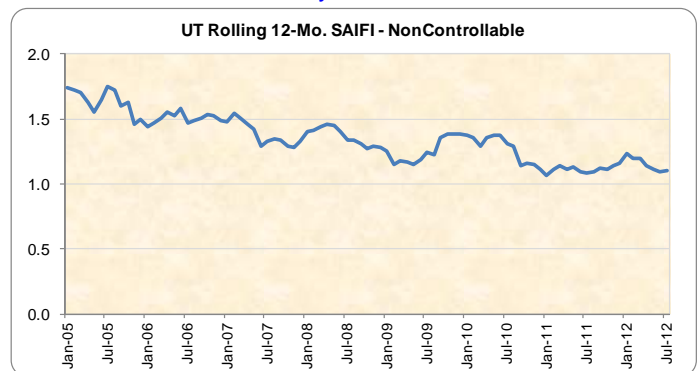
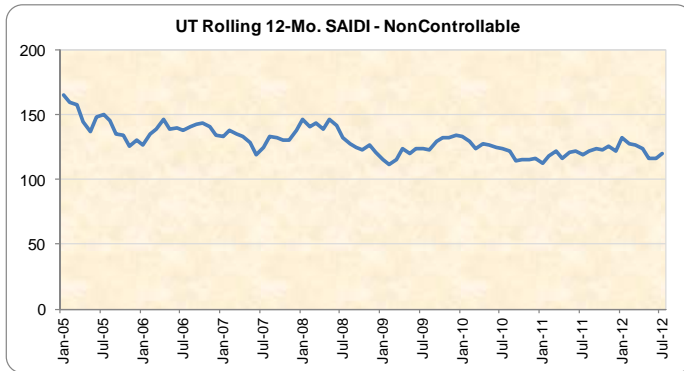
The graphic history demonstrates controllable, non-controllable and underlying performance on a rolling 12-month basis. Analysis of the trends displayed in the charts below shows a general improving trend for all charts. In order to also focus on non-controllable outages, the Company has continued to improve its resilience to extreme weather using such programs as its visual assurance program to evaluate facility condition. It also has undertaken efforts to establish impacts of loss of supply events on its customers and deliver appropriate improvements when identified. Further, it has recently deployed a new web-based notification tool for alerting field engineering and operational resources when devices have exceeded performance thresholds. These notifications are conducted regardless of whether the outage cause was controllable or non-controllable.

⁴ 3. The Company shall provide, as an appendix to its Service Quality Review reports, information regarding non-controllable outages, including, when applicable, descriptions of efforts made by the Company to improve service quality and reliability for causes the Company has identified as not controllable.

4. The Company shall provide a supplemental filing, within 90 days, consisting of a process for measuring performance and improvements for the non-controllable events.

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2.5 Cause Analysis

Certain types of outages typically result in a large amount of customer minutes lost, but are infrequent, such as Loss of Supply outages. Others tend to be more frequent, but result in few customer minutes lost.

The cause analysis tables below detail SAIDI⁵ 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.

⁵ 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 837,545 (2012 Utah frozen customer count).

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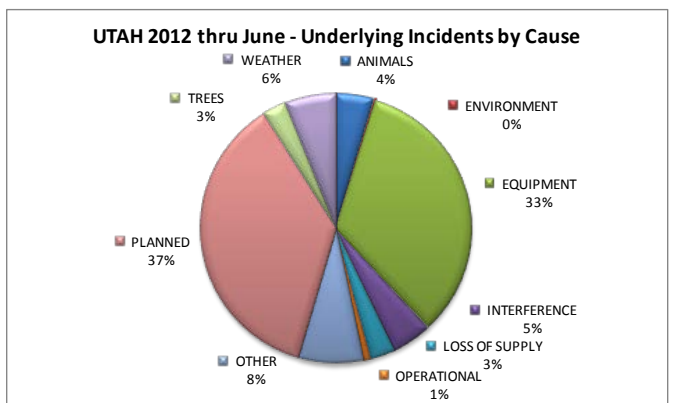
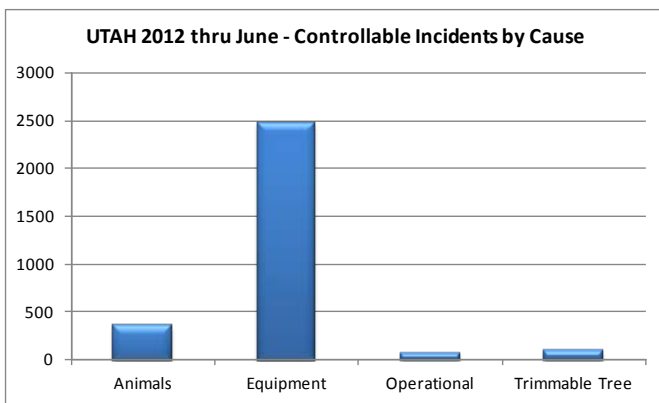
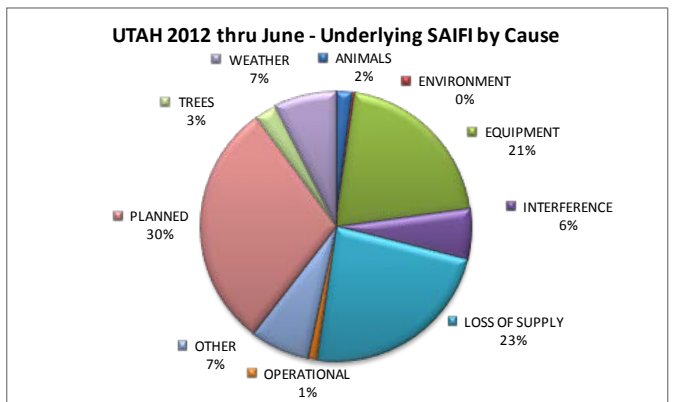
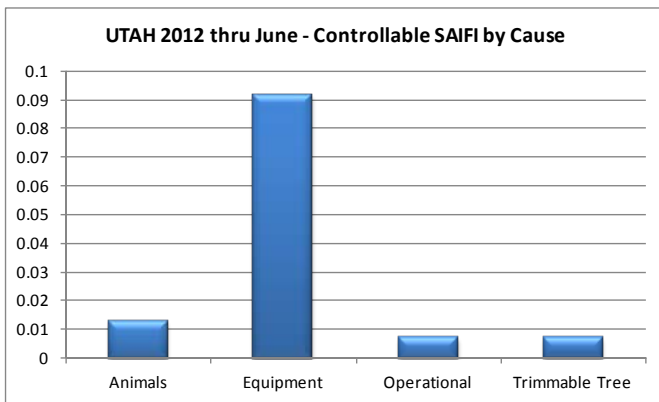
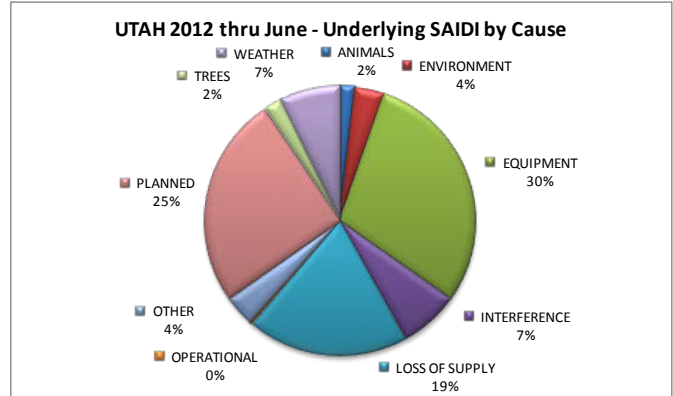
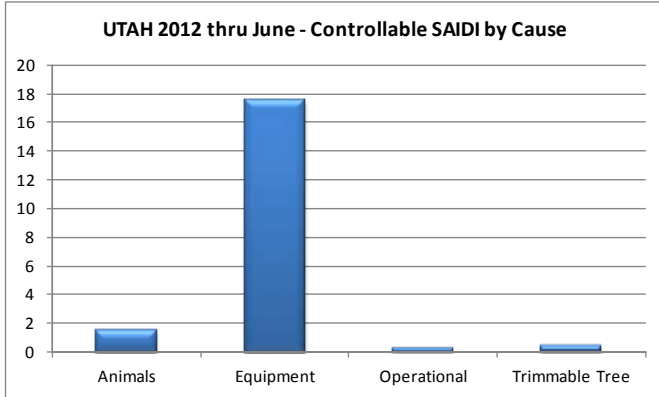
Note that the Underlying cause analysis table includes prearranged outages (*Customer Requested and Customer Notice Given* line items) with subtotals for their inclusion, while the grand totals in the table exclude these prearranged outages so that grand totals align with reported SAIDI and SAIFI metrics 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.

| UTAH CAUSE ANALYSIS - CONTROLLABLE DISTRIBUTION | | | | | |
|---|------------------------------------|---------------------------------|--------------------------|-------------|--------------|
| Direct Cause | Customer Minutes Lost for Incident | Customers In Incident Sustained | Sustained Incident Count | SAIDI | SAIFI |
| ANIMALS | 407,066.72 | 3,947 | 182 | 0.5 | 0.005 |
| BIRD MORTALITY (NON-PROTECTED SPECIES) | 433,026.38 | 4,101 | 71 | 0.5 | 0.005 |
| BIRD MORTALITY (PROTECTED SPECIES) (BMTS) | 164,636.17 | 1,049 | 27 | 0.2 | 0.001 |
| BIRD NEST (BMTS) | 90,020.63 | 267 | 15 | 0.1 | 0.000 |
| BIRD SUSPECTED, NO MORTALITY | 135,567.18 | 1,172 | 57 | 0.2 | 0.001 |
| ANIMALS | 1,230,317.09 | 10,536 | 352 | 1.5 | 0.013 |
| B/O EQUIPMENT | 2,629,158.70 | 13,042 | 352 | 3.1 | 0.016 |
| DETERIORATION OR ROTTING | 11,672,504.65 | 60,788 | 2,037 | 13.9 | 0.073 |
| OVERLOAD | 414,831.94 | 2,805 | 49 | 0.5 | 0.003 |
| EQUIPMENT | 14,716,495.29 | 76,635 | 2,438 | 17.6 | 0.091 |
| FAULTY INSTALL | 30,434.08 | 1,012 | 15 | 0.0 | 0.001 |
| IMPROPER PROTECTIVE COORDINATION | 25,946.80 | 293 | 11 | 0.0 | 0.000 |
| INCORRECT RECORDS | 126,442.63 | 3,318 | 27 | 0.2 | 0.004 |
| INTERNAL CONTRACTOR | 40,972.09 | 312 | 6 | 0.0 | 0.000 |
| PACIFICORP EMPLOYEE - FIELD | 16,236.02 | 1,103 | 10 | 0.0 | 0.001 |
| PACIFICORP EMPLOYEE - SUB | 0.00 | 0 | 0 | 0.0 | 0.000 |
| OPERATIONAL | 240,031.62 | 6,038 | 69 | 0.3 | 0.007 |
| TREE - TRIMMABLE | 336,432.67 | 5,819 | 94 | 0.4 | 0.007 |
| TREES | 336,432.67 | 5,819 | 94 | 0.4 | 0.007 |
| UTAH CONTROLLABLE DISTRIBUTION | 16,523,276.67 | 99,028 | 2,953 | 19.7 | 0.118 |

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| UTAH CAUSE ANALYSIS - UNDERLYING | | | | | |
|---|------------------------------------|---------------------------------|--------------------------|-------------|--------------|
| Direct Cause | Customer Minutes Lost for Incident | Customers In Incident Sustained | Sustained Incident Count | SAIDI | SAIFI |
| ANIMALS | 407,066.72 | 3,947 | 182 | 0.5 | 0.005 |
| BIRD MORTALITY (NON-PROTECTED SPECIES) | 433,026.38 | 4,101 | 71 | 0.5 | 0.005 |
| BIRD MORTALITY (PROTECTED SPECIES) (BMTS) | 164,636.17 | 1,049 | 27 | 0.2 | 0.001 |
| BIRD NEST (BMTS) | 90,020.63 | 267 | 15 | 0.1 | 0.000 |
| BIRD SUSPECTED, NO MORTALITY | 135,567.18 | 1,172 | 57 | 0.2 | 0.001 |
| ANIMALS | 1,230,317.09 | 10,536 | 352 | 1.5 | 0.013 |
| FIRE/SMOKE (NOT DUE TO FAULTS) | 2,483,848.16 | 1,932 | 22 | 3.0 | 0.002 |
| ENVIRONMENT | 2,483,848.16 | 1,932 | 22 | 3.0 | 0.002 |
| B/O EQUIPMENT | 2,629,158.70 | 13,042 | 352 | 3.1 | 0.016 |
| DETERIORATION OR ROTTING | 11,672,504.65 | 60,788 | 2,037 | 13.9 | 0.073 |
| NEARBY FAULT | 136,772.32 | 601 | 5 | 0.2 | 0.001 |
| OVERLOAD | 414,831.94 | 2,805 | 49 | 0.5 | 0.003 |
| POLE FIRE | 5,806,779.87 | 33,724 | 163 | 6.9 | 0.040 |
| TRANS STRUCTURES, INSULATORS, CONDUCTOR | 344.98 | 4 | 33 | 0.0 | 0.000 |
| EQUIPMENT | 20,660,392.46 | 110,964 | 2,639 | 24.7 | 0.132 |
| DIG-IN (NON-PACIFICORP PERSONNEL) | 712,820.94 | 3,936 | 128 | 0.9 | 0.005 |
| OTHER INTERFERING OBJECT | 142,002.17 | 1,325 | 37 | 0.2 | 0.002 |
| OTHER UTILITY/CONTRACTOR | 245,127.35 | 1,388 | 49 | 0.3 | 0.002 |
| VANDALISM OR THEFT | 68,489.70 | 3,804 | 24 | 0.1 | 0.005 |
| VEHICLE ACCIDENT | 3,823,056.32 | 22,533 | 145 | 4.6 | 0.027 |
| INTERFERENCE | 4,991,496.48 | 32,986 | 383 | 6.0 | 0.039 |
| FAILURE ON OTHER LINE OR STATION | 0.00 | 0 | 5 | 0.0 | 0.000 |
| LOSS OF FEED FROM SUPPLIER | 5,886.85 | 141 | 2 | 0.0 | 0.000 |
| LOSS OF SUBSTATION | 960,114.73 | 12,797 | 16 | 1.1 | 0.015 |
| LOSS OF TRANSMISSION LINE | 12,523,502.34 | 112,666 | 207 | 15.0 | 0.135 |
| SYSTEM PROTECTION | 62.13 | 1 | 1 | 0.0 | 0.000 |
| LOSS OF SUPPLY | 13,489,566.05 | 125,605 | 231 | 16.1 | 0.150 |
| FAULTY INSTALL | 30,434.08 | 1,012 | 15 | 0.0 | 0.001 |
| IMPROPER PROTECTIVE COORDINATION | 25,946.80 | 293 | 11 | 0.0 | 0.000 |
| INCORRECT RECORDS | 126,442.63 | 3,318 | 27 | 0.2 | 0.004 |
| INTERNAL CONTRACTOR | 40,972.09 | 312 | 6 | 0.0 | 0.000 |
| PACIFICORP EMPLOYEE - FIELD | 16,236.02 | 1,103 | 10 | 0.0 | 0.001 |
| PACIFICORP EMPLOYEE - SUB | 0.00 | 0 | 0 | 0.0 | 0.000 |
| UNSAFE SITUATION | 681.30 | 18 | 1 | 0.0 | 0.000 |
| OPERATIONAL | 240,712.92 | 6,056 | 70 | 0.3 | 0.007 |
| OTHER, KNOWN CAUSE | 286,267.99 | 4,622 | 69 | 0.3 | 0.006 |
| UNKNOWN | 2,317,922.68 | 33,880 | 547 | 2.8 | 0.040 |
| OTHER | 2,604,190.66 | 38,502 | 616 | 3.1 | 0.046 |
| CONSTRUCTION | 392,099.44 | 3,913 | 415 | 0.5 | 0.005 |
| CUSTOMER NOTICE GIVEN | 6,308,831.23 | 33,463 | 1,286 | 7.5 | 0.040 |
| CUSTOMER REQUESTED | 560,917.15 | 1,774 | 364 | 0.7 | 0.002 |
| EMERGENCY DAMAGE REPAIR | 8,698,860.79 | 101,574 | 768 | 10.4 | 0.121 |
| INTENTIONAL TO CLEAR TROUBLE | 1,287,563.57 | 10,491 | 32 | 1.5 | 0.013 |
| TRANSMISSION REQUESTED | 519,059.77 | 8,376 | 30 | 0.6 | 0.010 |
| PLANNED | 17,767,331.93 | 159,591 | 2,895 | 21.2 | 0.191 |
| TREE - NON-PREVENTABLE | 1,145,204.21 | 8,507 | 132 | 1.4 | 0.010 |
| TREE - TRIMMABLE | 336,432.67 | 5,819 | 94 | 0.4 | 0.007 |
| TREES | 1,481,636.88 | 14,326 | 226 | 1.8 | 0.017 |
| ICE | 27,344.85 | 230 | 4 | 0.0 | 0.000 |
| LIGHTNING | 655,254.70 | 5,073 | 49 | 0.8 | 0.006 |
| SNOW, SLEET AND BLIZZARD | 1,254,739.13 | 9,535 | 142 | 1.5 | 0.011 |
| WIND | 3,189,159.36 | 24,982 | 282 | 3.8 | 0.030 |
| WEATHER | 5,126,498.04 | 39,820 | 477 | 6.1 | 0.048 |
| UTAH including Prearranged | 70,075,990.67 | 540,318 | 7,911 | 83.7 | 0.645 |
| UTAH excluding Prearranged | 63,206,242.30 | 505,081 | 6,261 | 75.5 | 0.603 |



| 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 |

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2.6 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 6/30/2012 |
|---------------------------|-------------|------------|--------------------------|
| Program Year 12: (CY2011) | | | |
| Lincoln 15 | IN PROGRESS | 192 | 146 |
| Huntington City 12 | IN PROGRESS | 371 | 513 |
| Magna 15 | IN PROGRESS | 233 | 258 |
| Gunnison 12 | IN PROGRESS | 246 | 348 |
| Capitol 11 | IN PROGRESS | 143 | 126 |
| TARGET SCORE = 190 | | 237 | 278 |
| Program Year 11: (CY2010) | | | |
| Decker Lake 12 | IN PROGRESS | 112 | 194 |
| North Bench 13 | IN PROGRESS | 105 | 285 |
| Newgate 14 | IN PROGRESS | 178 | 128 |
| Newton 12 | IN PROGRESS | 194 | 108 |
| St Johns 11 | IN PROGRESS | 755 | 817 |
| TARGET SCORE = 215 | | 269 | 306 |

Note: Goals were met for Program Years 1 through 10 and filed in prior reporting periods.

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2.7 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 January 1 – June 30, 2012 | | | | | 79% |
| January | February | March | April | May | June |
| 70% | 84% | 85% | 82% | 86% | 72% |
| July | August | September | October | November | December |
| | | | | | |

2.8 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% | 100% |
| PS6b) Respond to commission complaints regarding service disconnects within 4 hours | 95% | 100% |
| PS6c) Address commission ⁶ complaints within 30 days | 100% | 100% |

⁶ 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).

2.9 Utah State Customer Guarantee Summary Status

customer *guarantees*

January to June 2012

Utah

| Description | 2012 | | | | 2011 | | | |
|---|----------------|-----------|--------------|----------------|----------------|-----------|--------------|----------------|
| | Events | Failures | %Success | Paid | Events | Failures | %Success | Paid |
| CG1 Restoring Supply | 503,078 | 0 | 100% | \$0 | 609,167 | 1 | 99.9% | \$50 |
| CG2 Appointments | 3,381 | 9 | 99.7% | \$450 | 3,272 | 4 | 99.9% | \$200 |
| CG3 Switching on Power | 5,318 | 4 | 99.9% | \$200 | 4,930 | 2 | 99.9% | \$100 |
| CG4 Estimates | 806 | 0 | 100% | \$0 | 758 | 2 | 99.7% | \$100 |
| CG5 Respond to Billing Inquiries | 803 | 0 | 100% | \$0 | 1,017 | 0 | 100% | \$0 |
| CG6 Respond to Meter Problems | 272 | 0 | 100% | \$0 | 360 | 0 | 100% | \$0 |
| CG7 Notification of Planned Interruptions | 31,598 | 30 | 99.9% | \$1,500 | 41,840 | 33 | 99.9% | \$1,650 |
| | 545,256 | 43 | 99.9% | \$2,150 | 642,868 | 40 | 99.9% | \$2,000 |

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

One reconnect for credit that had been disconnect for non-payment was not reconnected within twenty-four hours and is not included in the above numbers. (Credit customers are exempt from Customer Guarantee 3; however, the company attempts to connect these customers 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.

3 MAINTENANCE COMPLIANCE TO ANNUAL PLAN

3.1 T&D Preventive and Corrective Maintenance Programs

Preventive Maintenance

The primary focus of the preventive maintenance plan is to inspect facilities, identify abnormal conditions⁷, 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.⁸
- 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.

⁷ 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.

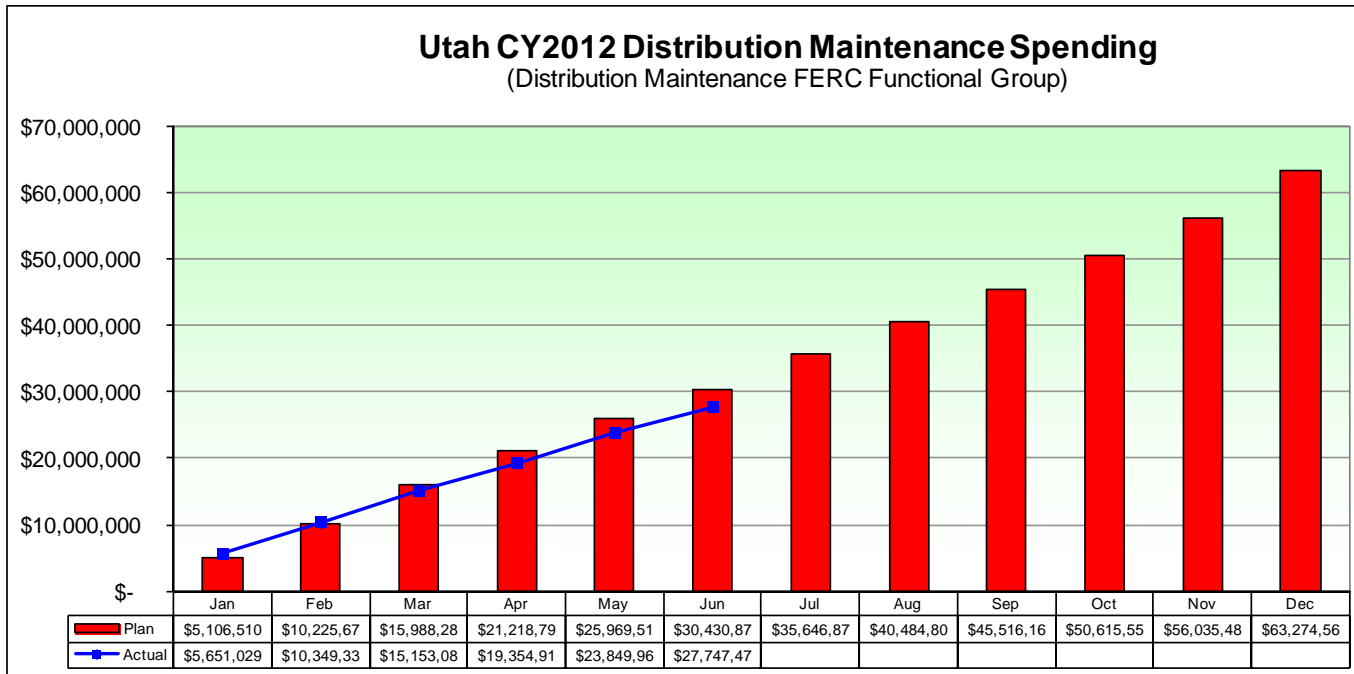
Priority C: Conditions that are nonconforming, but that in the opinion of the inspector do not need to be corrected until the next scheduled work is performed on that facility point.

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.

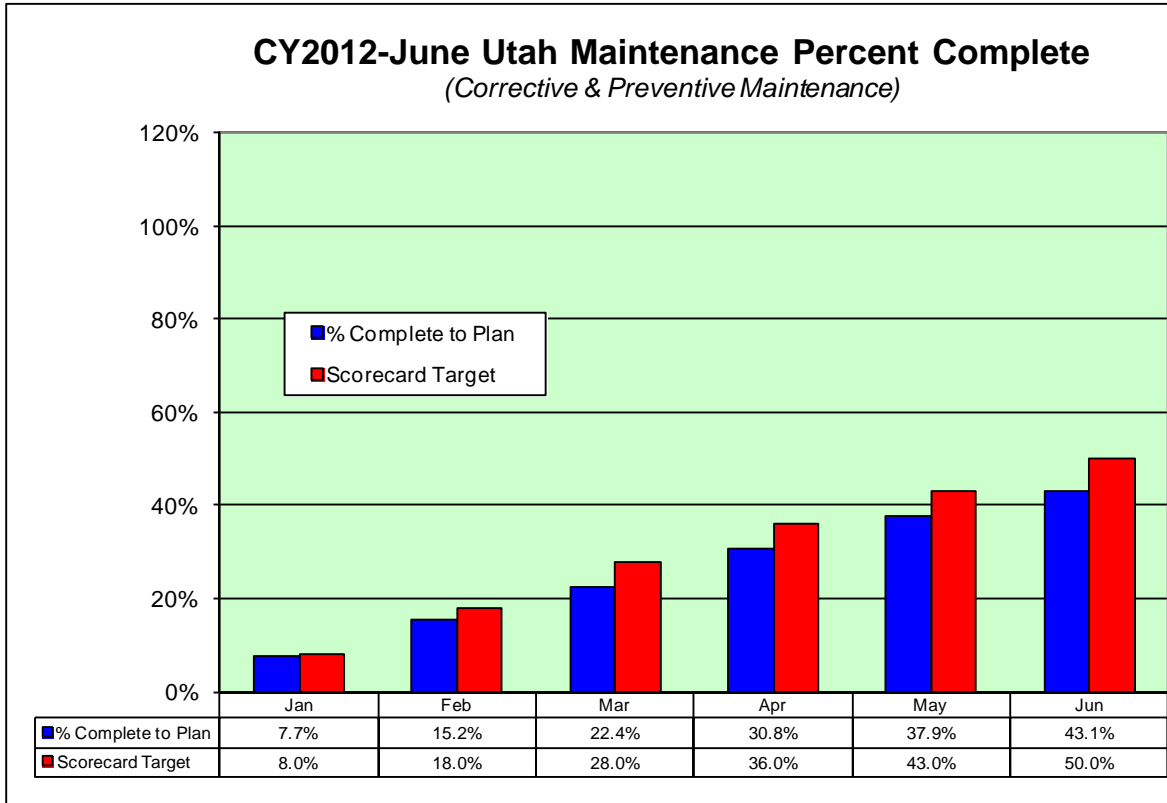
⁸ Effective 1/1/2007, Rocky Mountain Power modified its reliability & preventive planning methods to utilize repeated reliability events to prioritize localized preventive maintenance activities, using its Reliability Work Planning methodology. At this time, repeated outage events experienced by customers will result in localized inspection and correction activities, rather than being programmatically performed at either the entire circuit or map section level.

3.2 Maintenance Spending

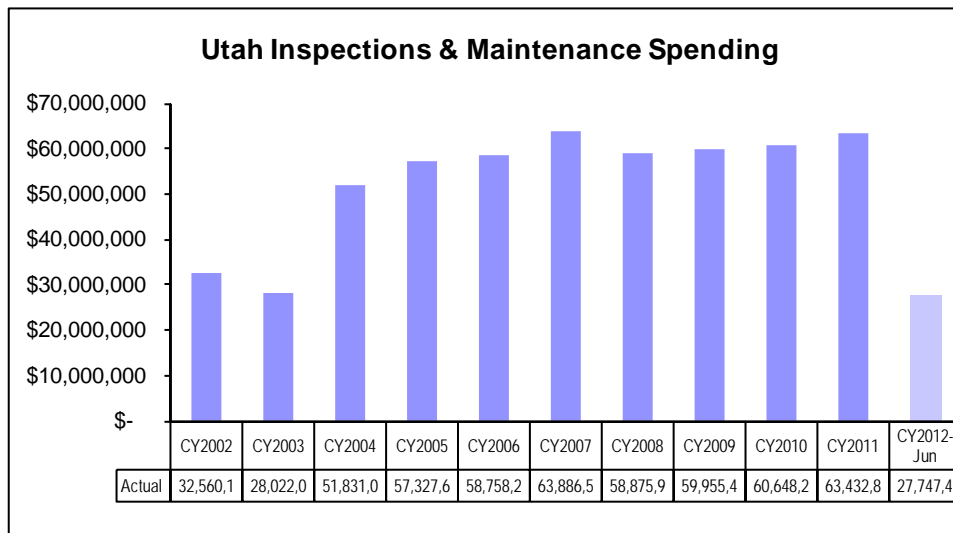


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3.2.1 Maintenance Historical Spending

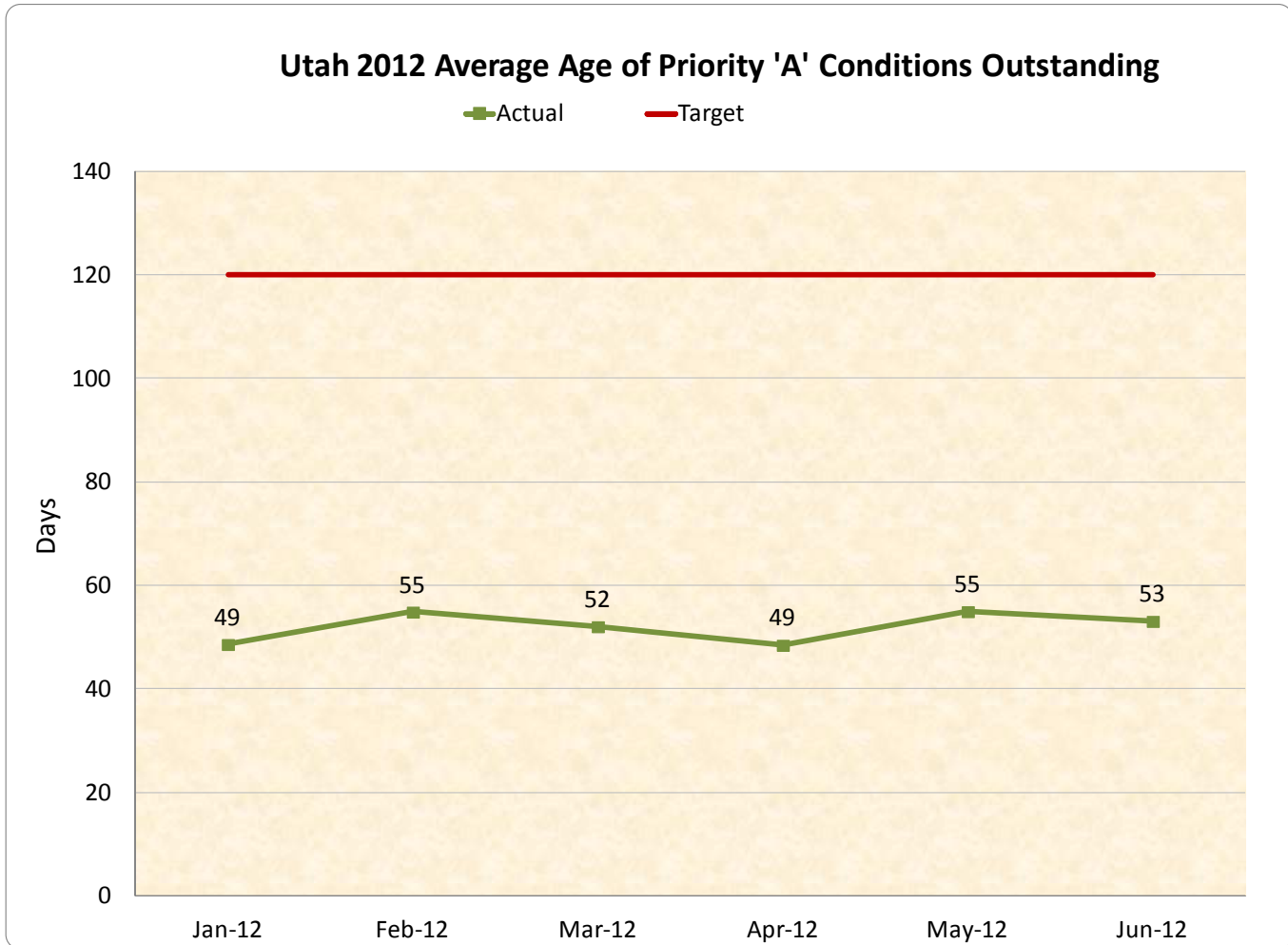


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January 1 – June 30, 2012

3.3 T&D Priority “A” Conditions Correction History & Compliance

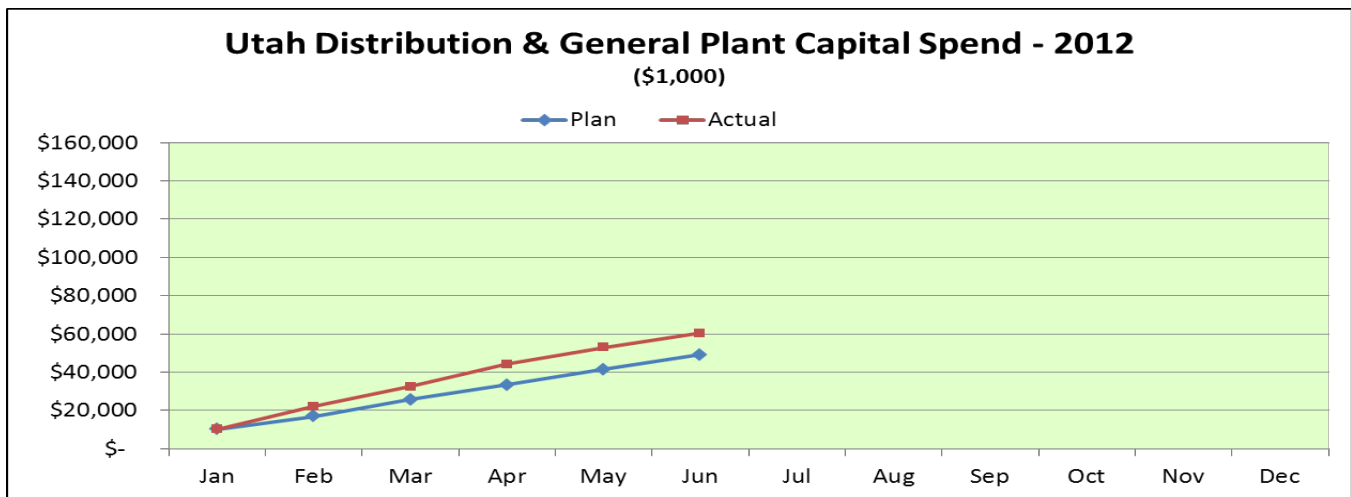
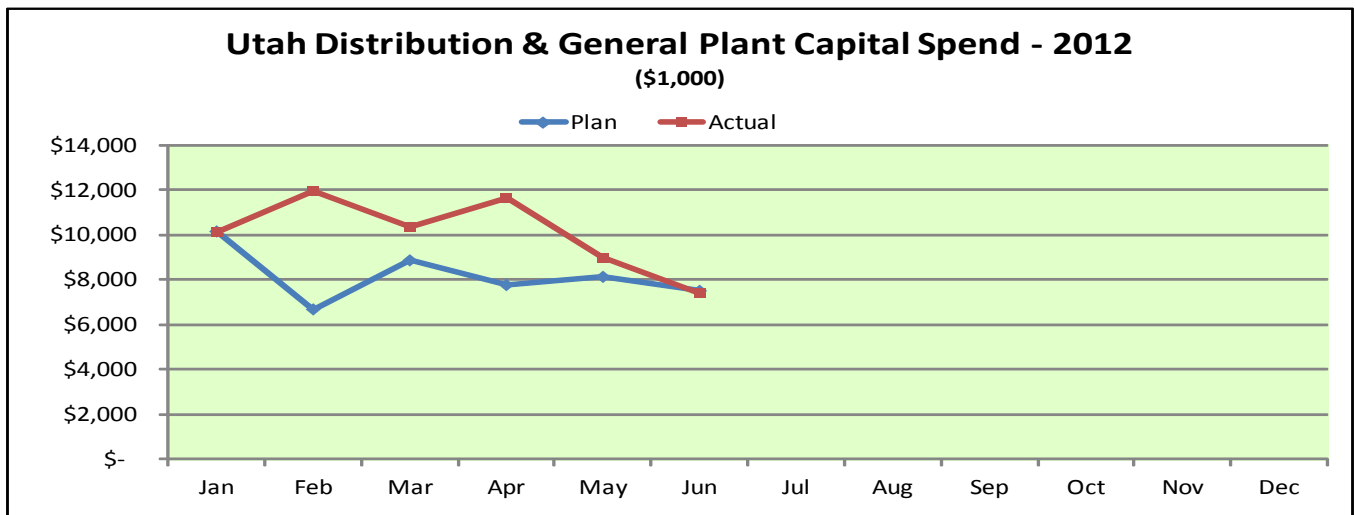
The company reports its compliance for the average age of “A” priority corrections. As can be seen in the chart below, compliance to the target has been consistently delivered.



4 CAPITAL INVESTMENT

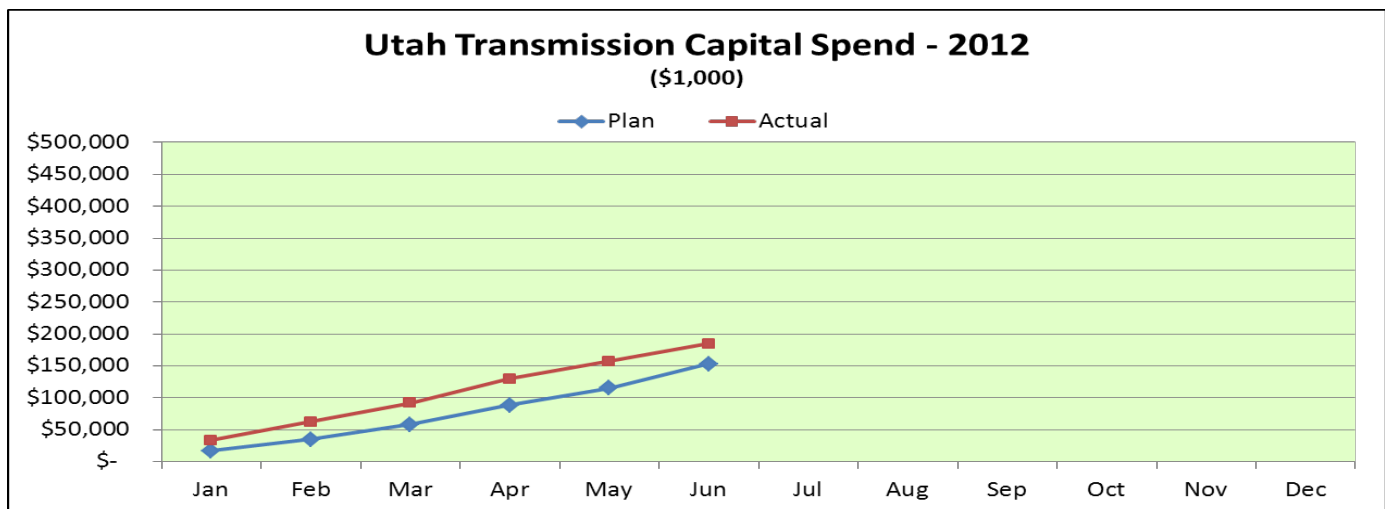
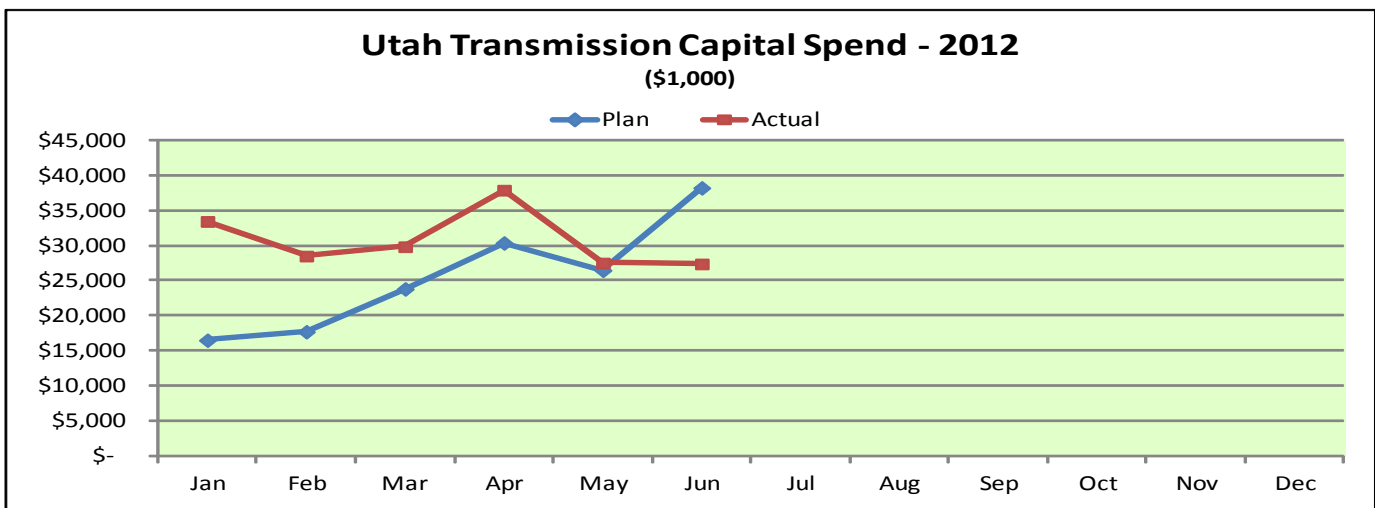
4.1 Capital Spending - Distribution and General Plant

| Investment | Actuals (\$M) | Plan (\$M) | Variance Explanation |
|-------------------------|---------------|---------------|---|
| 1. Mandated | \$7.9 | \$6.7 | Road relocations, environmental/avian protection and public accommodations over plan; partially offset by regional & national regulatory. |
| 2. New Connects | \$30.5 | \$25.0 | Residential, commercial and irrigation over plan; partially offset by industrial. |
| 3. System Reinforcement | \$8.7 | \$6.5 | Feeder and subtransmission over plan; partially offset by substation. |
| 4. Replacements | \$12.0 | \$9.0 | Underground vaults & equipment, storm & casualty, meters, substation bushings & glass, and abandoned facilities removal over plan; partially offset by substation transformers and tools. |
| 5. Upgrade & Modernize | \$1.3 | \$1.9 | Economically justified (automated meter reading) under plan; partially offset by feeder and substation improvements. |
| Total | \$60.5 | \$49.1 | |



4.2 Capital Spending - Transmission

| Investment | Actuals (\$M) | Plan (\$M) | Variance Explanation |
|--|---------------|--------------|---|
| 1. Mandated | 7.4 | 6.8 | Road relocations, right-of-way renewals and environmental/avian protection over plan; partially offset by non-conforming code issues. |
| 2. New Connects | 0.5 | 0.0 | Commercial over plan; partially offset by industrial. |
| 3. Local Transmission System Reinforcements | 9.4 | 7.2 | Subtransmission, substation and feeder over plan. |
| 4. Main Grid Reinforcements / Interconnections | 22.2 | 30.7 | Main grid and generation/municipal interconnections under plan. |
| 5. Energy Gateway Transmission | 135.6 | 101.4 | Mona-Oquirrh line and Sigurd Red Butte-Crystal line over plan; partially offset by Oquirrh-Terminal line, Clover sub and Populus-Terminal line. |
| 6. Replacements | 8.2 | 6.5 | Substation meters & relays, storm & casualty and overhead transmission poles and equipment over plan; partially offset by substation transformers, substation switchgear/breakers/reclosers and abandoned facilities removal. |
| 7. Upgrade & Modernize | 1.3 | 0.6 | Substation and transmission over plan. |
| Total | 184.6 | 153.1 | |



UTAH

January 1 – June 30, 2012

4.3 New Connects

| UTAH | Jan - Dec 2011 | Jan | Feb | Mar | Q1 Total | Apr | May | Jun | Q2 Total | Jan - Jun 2012 |
|---------------------------|----------------|------------|------------|------------|--------------|------------|--------------|--------------|--------------|----------------|
| <i>Residential</i> | | | | | | | | | | |
| UT South | 539 | 21 | 32 | 112 | 165 | 51 | 57 | 58 | 166 | 331 |
| UT North/Metro | 2,138 | 178 | 277 | 260 | 715 | 189 | 385 | 293 | 867 | 1,582 |
| UT Central | 4,077 | 478 | 307 | 323 | 1,108 | 390 | 450 | 457 | 1,297 | 2,405 |
| Total Residential | 6,754 | 677 | 616 | 695 | 1,988 | 630 | 892 | 808 | 2,330 | 4,318 |
| <i>Commercial</i> | | | | | | | | | | |
| UT South | 180 | 22 | 13 | 19 | 54 | 15 | 14 | 22 | 51 | 105 |
| UT North/Metro | 608 | 86 | 111 | 86 | 283 | 67 | 45 | 108 | 220 | 503 |
| UT Central | 795 | 63 | 72 | 97 | 232 | 88 | 107 | 136 | 331 | 563 |
| Total Commercial | 1,583 | 171 | 196 | 202 | 569 | 170 | 166 | 266 | 602 | 1,171 |
| <i>Industrial</i> | | | | | | | | | | |
| UT South | 14 | - | - | 1 | 1 | - | - | - | - | 1 |
| UT North/Metro | 3 | 2 | 1 | - | 3 | 1 | - | - | 1 | 4 |
| UT Central | 6 | - | - | - | - | - | - | - | - | - |
| Total Industrial | 23 | 2 | 1 | 1 | 4 | 1 | - | - | 1 | 5 |
| <i>Irrigation</i> | | | | | | | | | | |
| UT South | 46 | 1 | 1 | 8 | 10 | 14 | 11 | 5 | 30 | 40 |
| UT North/Metro | 6 | - | - | - | - | - | 1 | 1 | 2 | 2 |
| UT Central | 20 | 2 | 3 | 1 | 6 | 3 | 11 | 3 | 17 | 23 |
| Total Irrigation | 72 | 3 | 4 | 9 | 16 | 17 | 23 | 9 | 49 | 65 |
| <i>TOTAL New Connects</i> | | | | | | | | | | |
| UT South | 779 | - | - | - | 230 | - | - | - | 247 | 477 |
| UT North/Metro | 2,755 | - | - | - | 1,001 | - | - | - | 1,090 | 2,091 |
| UT Central | 4,898 | - | - | - | 1,346 | - | - | - | 1,645 | 2,991 |
| TOTAL New Connects | 8,432 | 853 | 817 | 907 | 2,577 | 818 | 1,081 | 1,083 | 2,982 | 5,559 |

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 – June 30, 2012

5 VEGETATION MANAGEMENT

5.1 Production

| UTAH | | | | | | | | | | |
|---|--|---|---|---|---|---|---|--|---|--|
| Tree Program Reporting | | | | | | | | | | |
| January 1, 2012 through June 30, 2012 | | | | | | | | | | |
| Distribution: Three Year Cycle 1/1/2011-12/31/2013 | | | | | | | | | | |
| | 3 Year Program/Total Line Miles <i>column a</i> | 1/1/2012- 6/30/2012 Miles Planned <i>column b</i> | 1/1/2012- 6/30/2012 Actual Miles <i>column c</i> | 1/1/2012- 6/30/2012 Ahead/Behind <i>column d</i> | 1/1/2012- 6/30/2012 % Ahead/Behind <i>column e</i> | 1/1/2011- 6/30/2012 Miles Planned <i>column f</i> | 1/1/2011- 6/30/2012 Actual Miles <i>column g</i> | 1/1/2011- 6/30/2012 Ahead/Behind <i>2</i> | 1/1/2011- 6/30/2012 % Ahead/Behind <i>column i</i> | |
| UTAH | 11,491 | 1,915 | 2,150 | 235 | 112.3% | 5,691 | 5,976 | 285 | 105.0% | |
| AMERICAN FORK | 858 | 143 | 175 | 32 | 122.4% | 426 | 357 | -69 | 83.8% | |
| CEDAR CITY | 1,338 | 223 | 108 | -115 | 48.4% | 671 | 764 | 93 | 113.9% | |
| JORDAN VALLEY | 846 | 141 | 152 | 11 | 107.8% | 410 | 518 | 108 | 126.3% | |
| LAYTON | 386 | 64 | 88 | 24 | 137.5% | 195 | 152 | -43 | 77.9% | |
| MOAB | 963 | 161 | 538 | 377 | 334.2% | 481 | 703 | 222 | 146.2% | |
| OGDEN | 1,051 | 175 | 123 | -52 | 70.3% | 525 | 392 | -133 | 74.7% | |
| PARK CITY | 541 | 90 | 55 | -35 | 61.1% | 272 | 275 | 3 | 101.1% | |
| PRICE | 641 | 107 | 90 | -17 | 84.1% | 321 | 350 | 29 | 109.0% | |
| RICHFIELD | 1,418 | 236 | 229 | -7 | 97.0% | 703 | 381 | -322 | 54.2% | |
| SL METRO | 1,133 | 189 | 143 | -46 | 75.7% | 528 | 692 | 164 | 131.1% | |
| SMITHFIELD | 848 | 141 | 81 | -60 | 57.4% | 424 | 440 | 16 | 103.8% | |
| TOOELE | 480 | 80 | 73 | -7 | 91.3% | 238 | 164 | -74 | 68.9% | |
| TREMONTON | 705 | 118 | 220 | 102 | 186.4% | 355 | 635 | 280 | 178.9% | |
| VERNAL | 283 | 47 | 75 | 28 | 159.6% | 142 | 153 | 11 | 107.7% | |

Distribution cycle \$/tree: \$65.20
 Distribution cycle \$/mile: \$2,652
 Distribution cycle removal %: 28.13%

Transmission

| Total Line Miles | Line Miles Scheduled | Line Miles Worked | Miles Ahead(behind) Schedule | Miles on Schedule | % of miles on/behind Schedule |
|------------------------|----------------------------|-------------------------|------------------------------------|-------------------------|-------------------------------------|
| 6,295 | 1,107 | 501 | (606) | 5,689 | 90% |

Transmission \$/mile: \$4,696

Notes:

- Column a: Total overhead distribution pole miles by district
- Column b: Total overhead distribution pole miles planned for the period January 1, 2012 through June 30, 2012
- Column c: Actual overhead distribution pole miles worked during the period January 1 2012 through June 30, 2012
- Column d: Miles ahead or behind for the period January 1, 2012 through June 30, 2012 (column c-column b)
- Column e: Percent of actual compared to planned for the period January 1, 2012 through June 30, 2012 ((column c÷b)×100)
- Column f: Total overhead distribution pole miles planned for the period January 1, 2011 through June 30, 2012
- Column g: Actual overhead distribution pole miles worked during the period January 1 2011 through June 30, 2012
- Column h: Miles ahead or behind for the period January 1, 2011 through June 30, 2012 (column g-column f)
- Column i: Percent of actual compared to planned for the period January 1, 2011 through June 30, 2012 ((column g÷f)×100).

UTAH

January 1 – June 30, 2012

5.2 Budget

**UTAH
Tree Program Reporting**

| | CY2013 | CY2014 | CY2015 |
|--------------------------|--------------------|--------------------|--------------------|
| Distribution | | | |
| Tree Budget | \$12,396,709 | \$12,396,709 | \$12,396,709 |
| Transmission | | | |
| Tree Budget | <u>\$3,642,292</u> | <u>\$3,642,292</u> | <u>\$3,642,292</u> |
| Total Tree Budget | \$16,039,001 | \$16,039,001 | \$16,039,001 |

| Calendar year 2012 | Distribution | | | Transmission | | |
|--------------------|---------------------|---------------|-----------------|---------------------|---------------|-----------------|
| | Actuals | Budget | Variance | Actuals | Budget | Variance |
| Jan | \$1,132,018 | \$1,032,948 | \$99,070 | \$393,385 | \$270,455 | \$122,929 |
| Feb | \$1,042,051 | \$983,759 | \$58,291 | \$365,245 | \$270,734 | \$94,510 |
| Mar | \$1,131,420 | \$1,082,136 | \$49,284 | \$460,356 | \$306,349 | \$154,006 |
| Apr | \$935,990 | \$1,032,948 | -\$96,958 | \$393,679 | \$316,640 | \$77,039 |
| May | \$1,176,148 | \$1,082,136 | \$94,012 | \$379,183 | \$333,156 | \$46,026 |
| Jun | \$724,190 | \$1,032,948 | -\$308,758 | \$360,846 | \$293,763 | \$67,083 |
| Jul | | | \$0 | | | \$0 |
| Aug | | | \$0 | | | \$0 |
| Sep | | | \$0 | | | \$0 |
| Oct | | | \$0 | | | \$0 |
| Nov | | | \$0 | | | \$0 |
| Dec | | | \$0 | | | \$0 |
| Total | \$6,141,816 | \$6,246,875 | -\$105,059 | \$2,352,693 | \$1,791,099 | \$561,594 |

Average # Tree Crews on Property (YTD) 71

5.2.1 Vegetation Historical Spending

