

1900 S.W. Fourth Avenue
Portland, Oregon 97201



VIA OVERNIGHT MAIL

February 28, 2003

Washington Utilities & Transportation Commission
1300 S. Evergreen Park Drive SW
Olympia, WA 98504-7250

Attention: Carole Washburn
Executive Secretary

RECEIVED
RECORDS MANAGEMENT
03 MAR -3 AM 9:10
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

RE: Docket No. UE-981627 ScottishPower/PacifiCorp Merger Commitments

Please find enclosed PacifiCorp's addition to our third quarter report for the period October 2002 through December 2002 detailing the Company's performance in meeting the Customer Guarantees which were agreed to as a result of the merger between ScottishPower and PacifiCorp. Year-to-date information is provided as well.

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

Sincerely,

Carole Rockney, Director,
Customer and Regulatory Liaison

c: Vicki Elliott - Washington Utilities and Transportation Commission
Graciela Etchart - Washington Utilities and Transportation Commission
Matthew Wright - Executive Vice President, Power Delivery

Enclosures

customer guarantees

October-December 2002 (FY2003)



Washington

Description	October-December 2002 (FY2003)			Fiscal YTD 2003			Fiscal YTD 2002					
	Events	Failures	% Success	Events	Failures	% Success	Events	Failures	% Success	Events	Failures	% Success
CG1 Restoring Supply	22,761	0	100.0%	92,944	0	100.0%	77,606	0	100.0%	\$0	\$0	\$0
CG2 Appointments	666	3	99.5%	2,071	10	99.5%	1,604	11	99.3%	\$500	\$500	\$550
CG3 Switching on Power	1,838	8	99.6%	5,069	24	99.5%	6,820	9	99.9%	\$2,250	\$2,250	\$875
CG4 Estimates	352	3	99.1%	1,199	18	98.5%	1,324	19	98.6%	\$900	\$900	\$950
CG5 Respond to Billing Inquiries	418	0	100.0%	913	4	99.6%	1,016	5	99.5%	\$200	\$200	\$250
CG6 Respond to Meter Problems	11	0	100.0%	31	0	100.0%	31	0	100.0%	\$0	\$0	\$0
CG7 Notification of Planned Interruptions	219	0	100.0%	558	5	99.1%	1,016	1	99.9%	\$350	\$350	\$50
CG8 Power Quality Complaints	14	0	100.0%	55	0	100.0%	22	0	100.0%	\$0	\$0	\$0
	26,279	14	99.9%	102,840	61	99.9%	89,439	45	99.9%	\$4,200	\$4,200	\$2,675

General Comments: PacifiCorp's success rate continues to portray the Company's high level of performance under the Customers Guarantees Program.

CG3 - Switching on Power: Events have decreased significantly due to efforts to gain efficiencies in the collections process. Failures have increased compared to last year due to increased program oversight and understanding on what constitutes a failure. The FY 2003 failure rate is more typical of what we would expect in terms of number of CG3 failures under the program.

Note: Event figures for CG1 and CG7 were delayed to allow for additional review and compilation of detail outage data. Updated CG1 and CG7 figures are included above.