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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

VIA OVERNIGHT MAIL

September 3, 2003

 **PACIFICORP**
Pacific Power Utah Power

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

Attention: Carole Washburn
Executive Secretary

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

Please find enclosed PacifiCorp's updated quarterly report for the period April 2003 through June 2003 detailing the Company's performance in meeting the Customer Guarantees which were agreed upon as a result of the merger between ScottishPower and PacifiCorp. A comparison of performance for this quarter compared to performance for last year is included 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
Matthew Wright - Executive Vice President, Power Delivery

Enclosures

customerguarantees

April-June 2003 (FY2004)



Washington

Description	April-June 2003 (FY2004)				April-June 2002 (FY2003)			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	29,697	0	100.0%	\$0	44,230	0	100.0%	\$0
CG2 Appointments	776	4	99.5%	\$200	689	4	99.4%	\$200
CG3 Switching on Power	2,318	3	99.9%	\$175	1,767	6	99.7%	\$650
CG4 Estimates	410	2	99.5%	\$100	432	11	97.5%	\$550
CG5 Respond to Billing Inquiries	435	1	99.8%	\$50	268	2	99.3%	\$100
CG6 Respond to Meter Problems	27	0	100.0%	\$0	13	0	100.0%	\$0
CG7 Notification of Planned Interruptions	133	1	99.2%	\$50	246	5	98.0%	\$350
CG8 Power Quality Complaints	6	0	100.0%	\$0	21	0	100.0%	\$0
	33,802	11	99.9%	\$575	47,666	28	99.9%	\$1,850

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

Note: Excludes major events.

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