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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

VIA OVERNIGHT MAIL

October 30, 2003

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

Attention: Carole Washburn
Executive Secretary

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

Please find enclosed PacifiCorp's report for the period July 2003 through September 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. Year-to-date information is provided along with Performance Standard results for the first six months.

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

Sincerely,

A handwritten signature in cursive script, appearing to read "Carole Rockney".

Carole Rockney, Director
Customer and Regulatory Liaison

Enclosures

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

customer guarantees

July-September 2003 (FY2004)



Washington

Description	July-September 2003 (FY2004)			Fiscal YTD 2004			July-September 2002 (FY2003)			Paid
	Events	Failures	% Success	Events	Failures	% Success	Events	Failures	% Success	
CG1 Restoring Supply	51,137	1	100.0%	80,834	1	100.0%	25,952	0	100.0%	\$0
CG2 Appointments	772	4	99.5%	1,548	8	99.5%	716	3	99.6%	\$150
CG3 Switching on Power	1,727	4	99.8%	4,045	7	99.8%	1,464	10	99.3%	\$900
CG4 Estimates	361	1	99.7%	771	3	99.6%	415	4	99.0%	\$200
CG5 Respond to Billing Inquiries	389	3	99.2%	824	4	99.5%	227	2	99.1%	\$100
CG6 Respond to Meter Problems	25	1	96.0%	52	1	98.1%	7	0	100.0%	\$0
CG7 Notification of Planned Interruptions	296	0	100.0%	429	1	99.8%	93	0	100.0%	\$0
CG8 Power Quality Complaints	16	0	100.0%	22	0	100.0%	20	0	100.0%	\$0
	54,723	14	99.97%	88,525	25	99.97%	28,894	19	99.93%	\$1,350

General Comments: Excellent performance continues despite a rise in guaranteed events. PacifiCorp's overall success rate remains high.

CG1 - Restoring Power - A significant increase in reported CG1 events is a result of storms and equipment failures. In July 17,067 events were recorded in the Walla Walla area and 11,050 events in September for the Yakima area.

Description	Performance at		Goal
	Baseline	Sept 2003	
<ul style="list-style-type: none"> SAIDI (System availability in minutes per customer) SAIFI (System reliability in interruptions per customer) MAIFI (Momentary interruptions per customer) Worst Performing Circuits - Circuit Performance Indicator (CPI)² 	150 1.06 under WUTC review ¹	65.1 0.6 0.1	Reduce SAIDI by 10% from underlying baseline to 138 Reduce SAIFI by 10% from underlying baseline to 0.872 Reduce MAIFI by 5% from revised baseline Reduce CPI's by 20% from revised baseline
<u>Fiscal Year 2001:</u> Donald Nile Pantoe Tampico Zillah	135 397 187 284 172	<div style="border: 1px solid black; padding: 2px;">New CPI will be reported in May 2005</div>	
<u>Fiscal Year 2002:</u> Highland Parker South Fomey 10th Street	158 197 122 142 122	<div style="border: 1px solid black; padding: 2px;">New CPI will be reported in May 2006</div>	
<u>Fiscal Year 2003:</u> Tauntonson Hillside 18th Avenue Pine St Bonnevieu	91 110 25 90 143	<div style="border: 1px solid black; padding: 2px;">New CPI will be reported in May 2007</div>	
<u>Fiscal Year 2004:</u> Euclid Waneta Harrah Pomeroy Windward	195 113 109 100 92	<div style="border: 1px solid black; padding: 2px;">New CPI will be reported in May 2008</div>	
<ul style="list-style-type: none"> Power supply restored within 3 hours Calls answered <ul style="list-style-type: none"> Within 20 seconds Respond to commission complaints within 3 days Respond to commission complaints regarding service disconnects within 4 hours Commission complaints resolved within 30 days 	Not applicable Not applicable Not applicable	86% 79% 100%	80% 80% 100%
	Not applicable Not applicable	100% 100%	100% 95%

1 SAIDI and SAIFI baselines and targets have been agreed upon. MAIFI baseline and target is currently awaiting Staff/Public Counsel recommendation and Commission action.
 2 Baseline CPI figures are based on 3-years ended data as of December 31, 1998 for FY 2001 circuits; 3-years ended data as of December 31, 2000 for FY 2002 circuits; 3-years ended December 31, 2001 for FY 2003 circuits. Improvement period is 2 years after identification year, followed by a 3-year period to recalculate CPI.

Note: Performance figures exclude impacts of major events.