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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

VIA OVERNIGHT MAIL

January 30, 2004

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 third quarter report for the period October 2003 through December 2003 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.

The number of events for Customer Guarantee 1 and 7 are currently unavailable. We will be submitting updated reports at the end of February which will include the number of events for the quarter October 2003 through December 2003.

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

Sincerely,

A handwritten signature in cursive script that reads "Carole Rockney".

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 2003 (FY2004)

Washington

Description	Fiscal YTD 2004			Fiscal YTD 2003		
	Events	Failures	% Success	Events	Failures	% Success
CG1 Restoring Supply	*	2	*	92,944	0	100.0%
CG2 Appointments	2,160	10	99.5%	2,071	10	99.5%
CG3 Switching on Power	5,748	11	99.8%	5,069	24	99.5%
CG4 Estimates	1,100	6	99.5%	1,199	18	98.5%
CG5 Respond to Billing Inquiries	1,318	5	99.6%	913	4	99.6%
CG6 Respond to Meter Problems	84	1	98.8%	31	0	100.0%
CG7 Notification of Planned Interruptions	*	1	*	558	5	99.1%
CG8 Power Quality Complaints	44	0	100.0%	55	0	100.0%
	10,454	36	*	102,840	61	99.9%
						\$4,200
						\$2,250
						\$0

General Comments: PacifiCorp's overall success rate remains high. CG1 and CG7 events were not available at the time of this reporting. A second filing will be provided by February 29, 2004, which will include these events.