

**BEFORE THE WASHINGTON STATE
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of the Application of)	DOCKET NO. UE-042131
)	
PACIFICORP, d/b/a PACIFIC)	ORDER NO. 01
POWER & LIGHT,)	
)	
For Changes to and Continuation of)	ORDER REQUIRING REPORTING OF
Customer Guarantee Program and)	CUSTOMER GUARANTEES AND
Network Performance Standards)	NETWORK PERFORMANCE
.....)	

I. BACKGROUND

- 1 On December 2, 2004, PacifiCorp filed tariff revisions to Rule 25, General Rules and Regulations – Customer Guarantees, and to Schedule 300, Charges as defined by the Rules and Regulations. The Company filed substitute pages on January 20, 2005.
- 2 PacifiCorp’s customer guarantee program and network performance standards were originally approved in the 5th Supplemental Order in Docket No. UE-981627, for a period of five years. The current filing makes changes to, and extends for three years, the Company’s customer guarantee program and network performance standards commitment. The filing includes an agreement by PacifiCorp to file semi-annual reports on the customer guarantees and network performance.
- 3 This matter came before the Commission at its regularly scheduled meeting of January 26, 2005.

II. FINDINGS AND CONCLUSIONS

- 4 (1) The Washington Utilities and Transportation Commission is an agency of the State of Washington vested by statute with the authority to regulate rates, regulations, practices, accounts, securities, and transfers of public

service companies, including electric companies. *RCW 80.01.040; Chapter 80.04 RCW; and Chapter 80.28 RCW.*

- 5 (2) PacifiCorp is an electric company and a public service company subject to the Commission's jurisdiction.
- 6 (3) On December 2, 2004, PacifiCorp filed tariff revisions to Rule 25, General Rules and Regulations – Customer Guarantees, and to Schedule 300, Charges as defined by the Rules and Regulations. The Company filed substitute pages on January 20, 2005. The filing makes changes to, and extends for three years, the Company's customer guarantee program and network performance standards commitment.
- 7 (4) The filing was brought before the Commission at its regularly scheduled meeting of January 26, 2005.

III. O R D E R

THE COMMISSION ORDERS:

- 8 PacifiCorp must file semi-annual reports on customer guarantees and network performance with the Commission in a form and on a schedule to be established by letter from the Secretary.

The Commissioners, having determined this filing to be consistent with the public interest, allowed the revisions to become effective on April 1, 2005, and directed the Secretary to enter this Order.

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DATED at Olympia, Washington and effective this 26th day of January, 2005.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

CAROLE J. WASHBURN, Secretary