

1900 S.W. Fourth Avenue  
Portland, Oregon 97201



RECEIVED  
RECORDS MANAGEMENT  
04 JUN -1 AM 9:10

STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

VIA OVERNIGHT MAIL

May 28, 2004

Washington Utilities & Transportation Commission  
1300 S. Evergreen Park Drive SW, Mail Stop: FY-11/7250  
Olympia, WA 98504-7250

Attention: Carole Washburn, Executive Secretary

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

Please find enclosed PacifiCorp's annual report for the period April 2003 through March 2004 detailing the Company's performance in meeting the Customer Guarantees which were agreed to as a result of the merger between ScottishPower and PacifiCorp.

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



Washington

Customer Service Commitments - Performance Standards

April 2003 - March 2004

Description	Baseline		Performance at Performance at		Goal
	Mar 2003	Mar 2004	Mar 2003	Mar 2004	
<ul style="list-style-type: none"> <li>SAIDI (System availability in minutes per customer)</li> <li>SAIFI (System reliability in interruptions per customer)</li> <li>MAIFI (Momentary interruptions per customer)</li> <li>Worst Performing Circuits - Circuit Performance Indicator (CPI)<sup>2</sup></li> </ul>	150	126.3	114.4	126.3	Reduce SAIDI by 10% from underlying baseline to 138
	1.06	1.2	0.8	1.2	Reduce SAIFI by 10% from underlying baseline to 0.872
	under WUTC review <sup>1</sup>	0.2	0.1	0.2	Reduce MAIFI by 5% from revised baseline
					Reduce CPI's by 20% from revised baseline
Fiscal Year 2001:	Original	Modified			
Donald	135	211		98	
Nile	397	732		271	
Pahtoe	187	263		107	
Tampico	284	578		147	
Zillah	172	473		78	
Fiscal Year 2002:					
Highland	158	262		53	
Parker	197	331		62	
South	122	210		86	
Forney	142	238		106	
10th Street	122	225		85	
Fiscal Year 2003:					
Taumanson	91	152		108	
Hillside	110	80		147	
18th Avenue	25	35		35	
Pine St	90	243		155	
Bonneview	143	229		177	
Fiscal Year 2004:					
Euclid	195	198		153	
Waneta	113	140		124	
Harrath	109	145		220	
Pomeroy	100	192		92	
Windward	92	74		175	
Fiscal Year 2005:					
Resser Road	N/A	258			
East Valley	N/A	258			
Wright	N/A	258			
Jefferson	N/A	190			
Touchet	N/A	203			
			Not applicable		
<ul style="list-style-type: none"> <li>Power supply restored within 3 hours</li> <li>Calls answered               <ul style="list-style-type: none"> <li>Within 20 seconds</li> </ul> </li> <li>Respond to commission complaints within 3 days</li> <li>Respond to commission complaints regarding service disconnects within 4 hours</li> <li>Commission complaints resolved within 30 days</li> </ul>			73%	83%	80%
			Not applicable		80%
			Not applicable		100%
			Not applicable		100%
			Not applicable		95%

New CPI will be reported in May 2005

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 March 31, 2001 for FY 2002 circuits; 3-years ended March 31, 2002 for FY 2003 circuits; 3-years ended March 31, 2003 for FY 2004 circuits; 3-years ended March 31, 2004 for FY 2005 circuits. For FY2001 through FY2004 circuits, baseline CPI has been modified since originally reported to reflect uplift consistent with baseline methodology of other performance metrics. Modified baseline CPI are shown above. 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.

