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Portland, Oregon 97201



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WASHINGTON
UTIL. AND TRANSP.
COMMISSION

VIA OVERNIGHT MAIL

July 30, 2004

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

Attn: Carole Washburn, Executive Secretary

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

Please find enclosed PacifiCorp's quarterly report for the period April, 2004 through June, 2004 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,

A handwritten signature in cursive script that reads "Carole Rockney" followed by a small mark.

Carole Rockney, Director,
Customer and Regulatory Liaison

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

Enclosures

customer guarantees



April-June 2004 (FY2005)
Washington

Description	Fiscal YTD 2005			April-June 2003 (FY2004)			
	Events	Failures	% Success	Events	Failures	% Success	Paid
CG1 Restoring Supply	34,219	0	100.0%	29,697	0	100.0%	\$0
CG2 Appointments	779	3	99.6%	776	4	99.5%	\$200
CG3 Switching on Power	2,125	14	99.3%	2,318	3	99.9%	\$175
CG4 Estimates	386	1	99.7%	410	2	99.5%	\$100
CG5 Respond to Billing Inquiries	362	0	100.0%	435	1	99.8%	\$50
CG6 Respond to Meter Problems	20	0	100.0%	27	0	100.0%	\$0
CG7 Notification of Planned Interruptions	639	0	100.0%	133	1	99.2%	\$50
CG8 Power Quality Complaints	20	0	100.0%	6	0	100.0%	\$0
	38,550	18	99.9%	33,802	11	99.9%	\$575

General Comments: Overall Guarantee performance remains above 99%, demonstrating PacifiCorp's continued commitment to customer satisfaction.

Excludes Major Events

Excludes major events