

1900 S.W. Fourth Avenue  
Portland, Oregon 97201



VIA OVERNIGHT MAIL

October 29, 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**

RECEIVED  
RECORDS MANAGEMENT  
04 NOV - 1 AM 8:57  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

Please find enclosed PacifiCorp's semi-annual report for the period April, 2004 through September, 2004 detailing the Company's performance in meeting the Customer Guarantees and Performance Standards which were agreed upon as a result of the merger between ScottishPower and PacifiCorp. A comparison of performance to 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".

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

# customerguarantees

April-September 2004 (FY2005)



Washington

Description	Fiscal YTD 2005			April - Sept. 2003 (FY2004)			
	Events	Failures	% Success	Events	Failures	% Success	Paid
CG1 Restoring Supply	62,785	0	100.0%	80,834	1	100.0%	\$100
CG2 Appointments	1,469	4	99.7%	1,548	8	99.5%	\$400
CG3 Switching on Power	4,162	26	99.4%	4,045	7	99.8%	\$550
CG4 Estimates	803	4	99.5%	771	3	99.6%	\$150
CG5 Respond to Billing Inquiries	634	1	99.8%	824	4	99.5%	\$200
CG6 Respond to Meter Problems	46	0	100.0%	52	1	98.1%	\$50
CG7 Notification of Planned Interruptions	2,184	2	99.9%	429	1	99.8%	\$50
CG8 Power Quality Complaints	55	0	100.0%	22	0	100.0%	\$0
	<b>72,138</b>	<b>37</b>	<b>99.95%</b>	<b>88,525</b>	<b>25</b>	<b>99.97%</b>	<b>\$1,500</b>

CG3: The company implemented a new work management system resulting in increased failure levels. Employees are more familiar with the system and safeguards have been developed. These factors are expected to reduce failure rates.

Excludes major events

**Customer Service Commitments - Performance Standards**

April 2004 - Sept 2004

Description	Baseline		Performance at Sept 2003	Performance at Sept 2004	Goal
	Original	Modified			
<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)<sup>1</sup></li> <li>Worst Performing Circuits - Circuit Performance Indicator (CPI)<sup>2</sup></li> </ul>	135	150	65.1	72.5	Reduce SAIDI by 10% from underlying baseline to 138 Reduce SAIFI by 10% from underlying baseline to 0.975 Reduce MAIFI by 5% from underlying baseline to 3.29 Reduce CPI's by 20% from underlying baseline
<u>Fiscal Year 2001:</u>					
Donald	135	211		49	
Nile	397	732		343	
Pahioe	187	263		116	
Tampico	284	578		105	
Zillah	172	473		10	
<u>Fiscal Year 2002:</u>					
Highland	158	262		103	
Parker	197	331		58	
South	122	210		72	
Forney	142	238		144	
10th Street	122	225		79	
<u>Fiscal Year 2003:</u>					
Taumarison	91	152		34	
Hillside	110	80		175	
18th Avenue	25	35		34	
Pine St	90	243		128	
Bonneview	143	229		154	
<u>Fiscal Year 2004:</u>					
Euclid	195	188		105	
Waneta	113	140		71	
Harrah	109	145		191	
Pomeroy	100	192		37	
Windward	92	74		174	
<u>Fiscal Year 2005:</u>					
Reser Road	N/A	258		93	
East Valley	N/A	258		256	
Wright	N/A	258		143	
Jefferson	N/A	190		186	
Touchet	N/A	203		152	
<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>		Not applicable	80%	79%	80%
		Not applicable	79%	80%	80%
		Not applicable	100%	95%	100%
		Not applicable	100%	100%	100%
		Not applicable	100%	100%	95%

<sup>1</sup> SAIDI and SAIFI baselines and targets have been agreed upon. MAIFI baseline and target is currently awaiting Staff/Public Counsel recommendation and Commission action.

<sup>2</sup> Baseline CPI figures are based on 3-years ended data as of December 31, 1998 for FY 2001 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.