

1900 S.W. Fourth Avenue  
Portland, Oregon 97201

RECEIVED  
RECORDS MANAGEMENT

05 FEB -1 AM 9:09

STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

**VIA OVERNIGHT MAIL**



January 31, 2005

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 third quarter report for the period October, 2004 through December, 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 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

# customer guarantees



April-December 2004 (FY2005)

Washington

Description	April - Dec 2004 (FY2005)			April - Dec 2003 (FY2004)			
	Events	Failures	% Success	Events	Failures	% Success	
CG1 Restoring Supply*	82,481	0	100.0%	119,105	2	99.9%	\$200
CG2 Appointments	2,103	9	99.6%	2,160	10	99.5%	\$500
CG3 Switching on Power	5,868	30	99.5%	5,748	11	99.8%	\$900
CG4 Estimates	1,132	4	99.6%	1,100	6	99.5%	\$300
CG5 Respond to Billing Inquiries	1,074	3	99.7%	1,318	5	99.6%	\$250
CG6 Respond to Meter Problems	80	0	100.0%	84	1	98.8%	\$50
CG7 Notification of Planned Interruptions	2,908	2	99.9%	820	1	99.9%	\$50
CG8 Power Quality Complaints	85	0	100.0%	44	0	100.0%	\$0
	<b>95,731</b>	<b>48</b>	<b>99.95%</b>	<b>130,379</b>	<b>36</b>	<b>99.97%</b>	<b>\$2,250</b>

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

Excludes major events