

1900 S.W. Fourth Avenue  
Portland, Oregon 97201



VIA OVERNIGHT MAIL

May 31, 2005

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 2004 through March 2005 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,

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

RECEIVED  
05 JUN - 1 AM 9:38  
OFFICE OF THE  
DIRECTOR



**Customer Service Commitments - Performance Standards**

April 2004 - March 2005

Description	Baseline		Performance at Performance at		Goal
	Original	Modified	Mar 2005	Mar 2004	
<ul style="list-style-type: none"> <li>SAIDI (System availability in minutes per customer)<sup>1,4</sup></li> <li>SAIFI (System reliability in interruptions per customer)<sup>1</sup></li> <li>MAIFI (Momentary interruptions per customer)<sup>1,2,4</sup></li> <li>Worst Performing Circuits - Circuit Performance Indicator (CPI)<sup>1,3,4</sup></li> </ul>	150		118.3	126.3	Reduce SAIDI by 10% from underlying baseline to 138 Reduce SAIFI by 10% from underlying baseline to 0.872 Reduce MAIFI by 5% from revised baseline Reduce CPI's by 20% from revised baseline
Fiscal Year 2001:					
Donald	135	211	40	98	
Nile	397	732	356	271	
Pahtoe	187	263	85	107	
Tampico	284	578	106	147	
Zillah	172	473	9	78	
Fiscal Year 2002:					
Highland	158	262	102	53	
Parker	197	331	54	62	
South	122	210	76	86	
Fomey	142	238	175	106	
10th Street	122	225	96	85	
Fiscal Year 2003:					
Taumarson	91	152	32	108	
Hillside	110	80	93	147	
18th Avenue	25	35	10	35	
Pine St	90	243	130	155	
Bonneview	143	229	105	177	
Fiscal Year 2004:					
Euclid	195	198	93	153	
Waneta	113	140	64	124	
Hamath	109	145	199	220	
Pomeroy	100	192	30	92	
Windward	92	74	202	175	
Fiscal Year 2005:					
Reser Road	N/A	258	31	N/A	
East Valley	N/A	258	271	N/A	
Wright	N/A	258	85	N/A	
Jefferson	N/A	190	40	N/A	
Touchet	N/A	203	34	N/A	
<ul style="list-style-type: none"> <li>Power supply restored within 3 hours<sup>5</sup></li> <li>Calls answered within 20 seconds</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		75%	83%	80% 80% 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> MAIFI reflects incomplete measurement of momentary breaker operations. MAIFI plan is being developed.

<sup>3</sup> 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.

<sup>4</sup> Merger commitment target met and filed previously.