



STATE OF WASHINGTON

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • TTY (360) 586-8203

February 2, 2005

D. Douglas Larson
Vice President, Regulation
PacifiCorp
825 N.E. Multnomah, Suite 800
Portland, Oregon 97232

Subject: Docket UE-042131; Reporting for Customer Guarantee Program and Network Performance Standards

Dear Mr. Larson:

Pursuant to the Order Requiring Reporting in Docket UE-042131, this letter sets forth the schedule and form for filing periodic reports with the Commission on the Company's performance under the Customer Guarantee Program and Performance Standards.

For a three-year program period, commencing April 1, 2005, the Company shall file reports with the Commission in this docket on a semi-annual basis. An annual report detailing the company performance for the period of April through March will be due no later than May 31st of each year. A report detailing the company performance for the period of April through September will be due no later than November 15th of each year.

The reports shall provide, at a minimum, the following information:

1. Number of events, failures and amount of credits paid for each customer guarantee.
2. Company performance for each network performance standard.



D. Douglas Larson – PacifiCorp

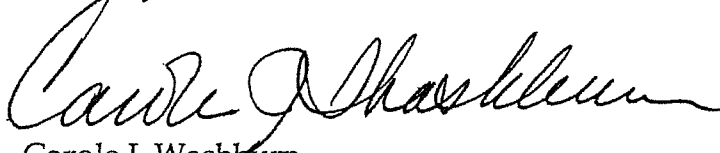
February 2, 2005

Page 2

3. Information on all forms of communication provided to customers informing them of the service standards.
4. List of the major event days occurring during the period.

Please direct any questions on these reporting requirements to Graciela Etchart, at 360-664-1310 or Joelle Steward, at 360-664-1308.

Sincerely,



Carole J. Washburn

Executive Secretary

cc: ✓ Carole Rockney, PacifiCorp
Steve Johnson, Public Counsel