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Portland, Oregon 97232



VIA OVERNIGHT MAIL

October 28, 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: Semi-Annual Performance Report  
PacifiCorp Service Standards**

RECEIVED  
RECORDS MANAGEMENT  
05 NOV - 1 AM 9:14  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

Please find enclosed PacifiCorp's semi-annual report for the period April 2005 through September 2005 detailing the Company's performance in meeting the service standards which were extended by the Company through March 31, 2008.

If you have any questions or require further information, please call me at (503) 331-4390.

Sincerely,

Carole Rockney, Director,  
Customer and Regulatory Liaison

- c: Vicki Elliott - Washington Utilities and Transportation Commission
- Graciela Etchart - Washington Utilities and Transportation Commission

Enclosures

**Customer Service Commitments - Performance Standards**  
April 2005 - September 2005

Description	Baseline		Performance at Sept 2005		Goal
	Original	Modified	62.1	0.48	
<ul style="list-style-type: none"> <li>SAIDI (System availability in minutes per customer)<sup>1,3</sup></li> <li>SAIFI (System reliability in interruptions per customer)<sup>1</sup></li> <li>Worst Performing Circuits - Circuit Performance Indicator (CPI)<sup>1,2,3</sup></li> </ul>	135	138	SAIDI of 138 by end of FY2008	SAIFI of 0.975 by end of FY2008	Reduce CPI's by 20% from modified baseline
<u>Fiscal Year 2001:</u>					
Donald	211				
Nile	397				
Pahioe	187				
Tampico	284				
Zillah	172				
<u>Fiscal Year 2002:</u>					
Highland	158				
Parker	197				
South	122				
Forney	142				
10th Street	122				
<u>Fiscal Year 2003:</u>					
Taunmarson	91				
Hillside	110				
18th Avenue	25				
Pine St	90				
Bonneview	143				
<u>Fiscal Year 2004:</u>					
Euclid	185				
Waneta	113				
Harrah	109				
Pomeroy	100				
Windward	92				
<u>Fiscal Year 2005:</u>					
Reser Road	N/A				
East Valley	N/A				
Wright	258				
Jefferson	N/A				
Touchet	190				
<u>Fiscal Year 2006:</u>					
Nile	N/A				
Forney	383				
Harrah	246				
Windward	N/A				
Ferndale	233				
	227				
<ul style="list-style-type: none"> <li>Power supply restored within 3 hours</li> <li>Calls answered within 30 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<sup>4</sup></li> </ul>	Not applicable	Not applicable	77%	80%	
	Not applicable	Not applicable	79%	80%	
	Not applicable	Not applicable	100%	95%	
	Not applicable	Not applicable	100%	95%	
	Not applicable	Not applicable	92%	95%	

<sup>1</sup> Performance Standards Program extended through 3/31/2008.

<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 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>3</sup> Merger commitment target met and filed previously.

# Customer Guarantees



April-September 2005 (FY2006)

Washington

Description	Fiscal YTD 2006		
	Events	Failures	% Success
CG1 Restoring Supply	61,078	0	100.00%
CG2 Appointments	1,736	12	99.31%
CG3 Switching on Power	2,666	6	99.77%
CG4 Estimates	738	1	99.86%
CG5 Respond to Billing Inquiries	663	1	99.85%
CG6 Respond to Meter Problems	33	1	96.97%
CG7 Notification of Planned Interruptions	1,245	0	100.00%
	<b>68,159</b>	<b>21</b>	<b>99.97%</b>
			<b>\$1,050</b>

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

## Excludes Major Events

Excludes major events