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STATE OF WASH
UTIL. AND TRANSP.
COMMISSION

VIA OVERNIGHT MAIL

May 31, 2006

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: Service Standards Report Submitted Pursuant to Docket No. UE-981627

Please find enclosed Pacific Power's annual report for the period April 2005 through March 2006 detailing Pacific Power's performance in meeting the service standards which were agreed to and approved in the above docket.

Future service standards results will be reported on a calendar year basis pursuant to the acquisition of Pacific Power by Mid American Energy Holdings Company which closed in March 2006. The next service standards report will cover the period January 1, 2006 through June 30, 2006 and will be submitted on July 31, 2006.

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: David Pratt - Washington Utilities and Transportation Commission
Graciela Etchart - Washington Utilities and Transportation Commission

Enclosures

Customer Service Commitments - Performance Standards

April 2005 - March 2006

Description	Baseline	Performance at		Goal
		Mar 2006	Mar 2005	
<ul style="list-style-type: none"> SAIDI (System availability in minutes per customer)¹ SAIFI (System reliability in interruptions per customer)¹ Worst Performing Circuits - Circuit Performance Indicator (CPI)^{1,2} 	138 0.975	100 0.76	118 0.82	SAIDI of 138 by end of FY2008 SAIFI of 0.975 by end of FY2008 Reduce CPI by 20% from baseline
Program Year 6: Nile Fomey Harrah Windward Fenndale Program Year 7: West Granger Country Club Tampico Gore	383 246 220 233 227 210 116 101 140 56			
<ul style="list-style-type: none"> Power supply restored within 3 hours Calls answered within 30 seconds Respond to commission complaints within 3 days Respond to commission complaints regarding service disconnects within 4 hours Commission complaints resolved within 30 days 	Not applicable Not applicable Not applicable Not applicable Not applicable	85% 80% 100% 100% 100%	75% 80% 97% 100% 100%	80% 80% 95% 95% 95%

¹ Performance Standards Program extended through 3/31/2008.

² Baseline CPI figures are based on 3 years data. 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.

customer guarantees

Year End FY2006

Washington

Description	Fiscal YTD 2006			Paid	Fiscal YTD 2005			Paid
	Events	Failures	% Success		Events	Failures	% Success	
CG1 Restoring Supply	94,912	0	100.0%	\$0	108,523	0	100.0%	\$0
CG2 Appointments	3,207	19	99.4%	\$950	2,833	11	99.6%	\$550
CG3 Switching on Power	5,055	18	99.6%	\$900	8,388	35	99.6%	\$3,025
CG4 Estimates	603	3	99.5%	\$150	1,586	7	99.6%	\$350
CG5 Respond to Billing Inquiries	1,619	8	99.5%	\$400	1,803	3	99.8%	\$150
CG6 Respond to Meter Problems	97	1	98.9%	\$50	111	0	100.0%	\$0
CG7 Notification of Planned Interruptions	4,231	1	99.9%	\$50	4,530	3	99.9%	\$150
	109,724	50	99.95%	\$2,500	127,774	59	99.9%	\$4,225

General Comments: Overall guarantee performance remains above 99%, demonstrating Pacific Power's continued commitment to customer satisfaction.

Customer Communications: The Customer Guarantee program was highlighted throughout the year in customer communications as follows: May and August's Voices newsletter, annual highlights printed on June's billing statement, annual report card printed on August's billing statement, Pacific Power's website featured the program during the month of March, and each new customer is sent a welcome aboard packet which features the program and how to file a claim.

Effective April 1, 2005, a modified customer guarantee program was implemented. The new program streamlines and simplifies the guarantees.