

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND)	
TRANSPORTATION COMMISSION,)	DOCKET UE-161204
)	
Complainant,)	
)	
v.)	
)	
PACIFIC POWER & LIGHT COMPANY,)	
)	
Respondent.)	
)	
)	

**EXHIBIT NO. MPG-5
PP'S RESPONSES TO BOISE DATA REQUESTS 0039 AND 0040
AND CREA DATA REQUEST 007**

April 21, 2017

UE-161204 / Pacific Power & Light Company
March 3, 2017
Boise 3rd Set Data Request 0039

Boise Data Request 0039

Has the Company conducted any customer satisfaction or similar type of surveys for customers in Washington? If yes, please provide copies of, and underlying data collected from, all such surveys conducted between calendar years 2013 and 2016 (inclusive – please also consider all subsequent date ranges to be inclusive).

Response to Boise Data Request 0039

The Company objects to this request as not reasonably calculated to lead to the discovery of admissible evidence. Further, it calls for the production of proprietary and otherwise confidential customer data. Subject to and without waiving these objections, Pacific Power provides the following.

The Company conducts customer satisfaction research among its residential customers, small / mid-size business customers, and large industrial and commercial key accounts. Three independent market research firms are hired to conduct the customer satisfaction research: J.D. Power, Market Strategies International, and TQS Research.

PREPARER: N/A

SPONSOR: N/A

UE-161204 / Pacific Power & Light Company
March 3, 2017
Boise 3rd Set Data Request 0040

Boise Data Request 0040

Please identify all instances where an employee of the Company, with a position of Vice President or higher, has made an in-person visit to a Washington Schedule 48 customer between calendar years 2012 and 2016.

Response to Boise Data Request 0040

The Company objects to this request as not reasonably calculated to lead to the discovery of admissible evidence.

PREPARER: N/A

SPONSOR: N/A

UE-161204 / Pacific Power & Light Company
March 13, 2017
CREA Data Request 007

CREA Data Request 007

Please provide the following with respect to Pacific Power's Washington service territory for each of the last five years:

- a. SAIDI;
- b. SAIFI;
- c. CAIDI.

Response to CREA Data Request 007

The Company objects to this response as not reasonably calculated to lead to the discovery of admissible evidence.

PREPARER: N/A

SPONSOR: N/A

Despite PacifiCorp's diligent efforts, certain information protected from disclosure by attorney-client privilege or other applicable privileges or law may have been included in response to these data requests. Accordingly, PacifiCorp reserves its right to seek the return of any privileged or protected materials that may have been inadvertently disclosed, and respectfully advise that any inadvertent disclosure should not be considered a waiver of any applicable privileges or rights. PacifiCorp respectfully requests that you inform PacifiCorp immediately if you become aware of any such materials in these responses.