PACIFIC POWER
A DIVISION OF PACIFICORP

825 NE Multnomah, Suite 2000
Portland, Oregon 97232

April 29, 2011

VIA ELECTRONIC FILING
AND OVERNIGHT DELIVERY

Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive SW
P.O. Box 47250
Olympia, WA 98504-7250

Attn: David W. Danner
Executive Director and Secretary

RE: Annual Service Quality Report per WAC 480-100-393 and WAC 480-100-398

Dear Mr. Danner:

Pursuant to WAC 480-100-393 and WAC 480-100-398, which were adopted by the Commission in Docket No. UE-991168, PacifiCorp (d.b.a. Pacific Power) hereby submits for filing its annual service quality report for the period January 1, 2010 through December 31, 2010. This report conforms to the modified electric reliability monitoring and reporting plan filed in Docket No. UE-110634, and accepted by the Commission in its letter dated April 28, 2011.

PacifiCorp respectfully requests that all data requests regarding this matter be addressed to:

By email (**preferred**): datarequest@pacificorp.com

By regular mail: Data Request Response Center
PacifiCorp
825 NE Multnomah Street, Suite 2000
Portland, OR 97232

If you have any informal questions regarding this matter, please contact me at (503) 813 6043.

Sincerely,

Andrea L. Kelly
Vice President, Regulation

Enclosures

cc: Deborah Reynolds, Washington Utilities and Transportation Commission

WASHINGTON

SERVICE QUALITY

REVIEW

January 1 – December 31, 2010

Annual Report

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EXECUTIVE SUMMARY

During January 1 through December 31, 2010, PacifiCorp delivered reliable service to its Washington customers. The level of performance met baselines as well as internal targets. Also, the Customer Guarantee program continued to deliver high quality results (in fact, well above 99%) consistent with the prior year's performance. As has been noted in the past, the company's service delivered ranks very high when compared across the industry.

The company's service reliability is impacted by uncontrollable interference events[1], such as car-hit-pole accidents, and by significant events that exceed the normal underlying level of interruptions but that do not reach the qualifying major event threshold for exclusion from the company's underlying performance metrics. To provide a perspective on their impact during the reporting period, the significant events experienced during 2010 are listed in Section 3.2. Consideration of the root causes of these significant days is important when evaluating year-on-year performance. When the Company develops reliability improvement projects it evaluates these root causes and prepares plans that reflect the certainty of repetition of certainty of these events. The outcomes are reflective of the plans outlined in the Areas of Great Concern, shown in Section 3.6.

1 Service Standards Program Summary

PacifiCorp has a Service Standards Program comprised of a number of Customer Guarantees[2] and Performance Standards. Regular status reports regarding the program's performance are provided both internally and externally. These reports detail measures of performance that are reflective of PacifiCorp's reliability in service delivery (of both personnel and the network) to its customers. The company developed these measures after evaluating company and industry standards and practices for delivering, collecting, and reporting performance data. In certain cases, the company chose to adopt a level of performance higher than the industry norm. In other cases, PacifiCorp developed metrics and targets based upon its history of delivery of these measures. The measures are useful in evaluating historical performance and in setting future targets for performance. In its entirety, these measures comply with WAC 480-100-393 and 398 requirements for routine reliability reporting.

In UE-042131, the company applied for, and received approval, to extend the core program through March 31, 2008. During the MidAmerican acquisition of PacifiCorp, in UE-051090, the program[3] was extended again through 2011.

[1] The Company previously proposed a minor modification to its Service Standards Program to recognize that many of the outages experienced are beyond the Company's control, except as to its response. Thus, the frequency of these types of outages may render year-to-year comparisons of service delivered by the Company beyond targets. The use of Controllable Distribution and Non-Controllable Distribution Outage Causes was intended to remedy this anomaly. After discussions with Commission Staff the Company rescinded this filing, but continues to analyze data to ensure that improvement projects developed are done so recognizing costs and probable benefits for the system changes proposed.

[2] Customer Service Standards address individual customer transaction performance, while Performance Standards address system-level performance for the average PacifiCorp Washington customer.

[3] Commitment 45 states that "MEHC and PacifiCorp commit to continue customer service guarantees and performance standards as established in each jurisdiction, provided that MEHC and PacifiCorp reserve the right to request modifications of the guarantees and standards after March 31, 2008, and the right to request termination (as well as modification) of one or more guarantees or standards after 2011. The guarantees and standards will not be eliminated or modified without Commission approval."

1.1 PacifiCorp Customer Guarantees

Customer Guarantee 1: Restoring Supply After an Outage	The company will restore supply after an outage within 24 hours of notification from the customer with certain exceptions as described in Rule 25.
Customer Guarantee 2: Appointments	The company will keep mutually agreed upon appointments which will be scheduled within a two-hour time window.
Customer Guarantee 3: Switching on Power	The company will switch on power within 24 hours of the customer or applicant's request, provided no construction is required, all government inspections are met and communicated to the company and required payments are made. Disconnections for nonpayment, subterfuge or theft/diversion of service are excluded.
Customer Guarantee 4: Estimates For New Supply	The company will provide an estimate for new supply to the applicant or customer within 15 working days after the initial meeting and all necessary information is provided to the company.
Customer Guarantee 5: Respond To Billing Inquiries	The company will respond to most billing inquiries at the time of the initial contact. For those that require further investigation, the company will investigate and respond to the Customer within 10 working days.
Customer Guarantee 6: Resolving Meter Problems	The company will investigate and respond to reported problems with a meter or conduct a meter test and report results to the customer within 10 working days.
Customer Guarantee 7: Notification of Planned Interruptions	The company will provide the customer with at least two days notice prior to turning off power for planned interruptions.

Note: See Rules for a complete description of terms and conditions for the Customer Guarantee Program.

1.2 PacifiCorp Performance Standards

Network Performance Standard 1: Improve System Average Interruption Duration Index (SAIDI)	The company will maintain SAIDI commitment target during the 3 year-9 month period through December 31, 2011.
Network Performance Standard 2: Improve System Average Interruption Frequency Index (SAIFI)	The company will maintain SAIFI commitment target during the 3 year-9 month period through December 31, 2011.
Network Performance Standard 3: Improve Under Performing Circuits	The company will reduce by 20% the circuit performance indicator (CPI) for a maximum of five under-performing circuits on an annual basis within five years after selection.
Network Performance Standard 4: Supply Restoration	The company will restore power outages due to loss of supply or damage to the distribution system within three hours to 80% of customers on average.
Customer Service Performance Standard 5: Telephone Service Level	The company will answer 80% of telephone calls within 30 seconds. The company will monitor customer satisfaction with the company's Customer Service Associates and quality of response received by customers through the company's eQuality monitoring system.
Customer Service Performance Standard 6: Commission Complaint Response/Resolution	The company will: a) respond to at least 95% of non-disconnect Commission complaints within three working days, b) respond to at least 95% of disconnect Commission complaints within four working hours, and c) resolve 95% of informal Commission complaints within 30 days.

Note: Performance Standards 1, 2 & 4 are for underlying performance days, excluding days classified as Major Events.

1.3 Reliability Definitions

This section will define the various terms[1] used when referring to interruption types, performance metrics and the internal measures developed to meet performance plans. A map of PacifiCorp's service territory is included.

Interruption Types

Sustained Outage
A sustained outage is defined as an outage of equal to or greater than 5 minutes in duration.

Momentary Outage
A momentary outage is defined as an outage of less than 5 minutes in duration. PacifiCorp has historically captured this data using substation breaker fault counts.

Reliability Indices

SAIDI
SAIDI (system average interruption duration index) is an industry-defined term to define the average duration summed for all sustained outages a customer experiences in a given period. It is calculated by summing all customer minutes lost for sustained outages (those exceeding 5 minutes) and dividing by all customers served within the study area. When not explicitly stated otherwise, this value can be assumed to be for a one-year period.

Daily SAIDI
In order to evaluate trends during a year and to establish Major Event Thresholds, a daily SAIDI value is often used as a measure. This concept was introduced in IEEE Standard P1366-2003. This is the day's total customer minutes out of service divided by the static customer count for the year. It is the total average outage duration customers experienced for that given day. When these daily values are accumulated through the year, it yields the year's SAIDI results.

SAIFI
SAIFI (system average interruption frequency index) is an industry-defined term that attempts to identify the frequency of all sustained outages that the average customer experiences during a given period. It is calculated by summing all customer interruptions for sustained outages (those exceeding 5 minutes in duration) and dividing by all customers served within the study area.

CAIDI
CAIDI (customer average interruption duration index) is an industry-defined term that is the result of dividing the duration of the average customer's sustained outages by the frequency of outages for that average customer. While the Company did not originally specify this metric under the umbrella of the Performance Standards Program within the context of the Service Standards Commitments, it has since been determined to be valuable for reporting purposes. It is derived by dividing PS1 (SAIDI) by PS2 (SAIFI).

CEMI
CEMI is an acronym for Customers Experiencing Multiple (Sustained and Momentary) Interruptions. This index depicts repetition of outages across the period being reported and can be an indicator of recent portions of the system that have experienced reliability challenges. This metric is used to evaluate customer-specific reliability in Section 4 Customer Reliability Communications.

[1] IEEE 1366-2003 was adopted by the IEEE Commissioners on December 23, 2003. The definitions and methodology detailed therein are now industry standards.

CPI99

CPI99 is an acronym for Circuit Performance Indicator, which uses key reliability metrics of the circuit to identify underperforming circuits. It excludes Major Event and Loss of Supply or Transmission outages. The variables and equation for calculating CPI are:

CPI = Index * ((SAIDI * WF * NF) + (SAIFI * WF * NF) + (MAIFI * WF * NF) + (Lockouts * WF * NF))

Index: 10.645
SAIDI: Weighting Factor 0.30, Normalizing Factor 0.029
SAIFI: Weighting Factor 0.30, Normalizing Factor 2.439
MAIFI: Weighting Factor 0.20, Normalizing Factor 0.70
Lockouts: Weighting Factor 0.20, Normalizing Factor 2.00

Therefore, 10.645 * ((3-year SAIDI * 0.30 * 0.029) + (3-year SAIFI * 0.30 * 2.439) + (3-year MAIFI * 0.20 * 0.70) + (3-year breaker lockouts * 0.20 * 2.00)) = CPI Score

CPI05

CPI05 is an acronym for Circuit Performance Indicator, which uses key reliability metrics of the circuit to identify underperforming circuits. Unlike CPI99 it includes Major Event and Loss of Supply or Transmission outages. The calculation of CPI05 uses the same weighting and normalizing factors as CPI99.

Performance Types & Commitments

PacifiCorp recognizes two categories of performance: underlying performance and major events. Major events represent the atypical, with extraordinary numbers and durations for outages beyond the usual. Ordinary outages are incorporated within underlying performance. These types of events are further defined below.

Major Events

Pursuant WAC 480-100-393 Electric Reliability Annual Monitoring and Reporting Plan modified February 2011, the company recognizes two types of major events in Washington:

- A SAIDI-based Major Event is defined as a 24-hour period where SAIDI exceeds a statistically derived threshold value, as detailed in IEEE Distribution Reliability Standard 1366-2003[1].
- A SAIFI-Based Major Event is defined as an event in which more than 10% of an operating area's customers are simultaneously without service as a result of a sustained interruption.

Underlying Events

Within the industry, there has been a great need to develop methodologies to evaluate year-on-year performance. This has led to the development of methods for segregating outlier days. Those days which fall below the statistically derived threshold represent "underlying" performance, and are valid (with some minor considerations for changes in reporting practices) for establishing and evaluating meaningful performance trends over time.

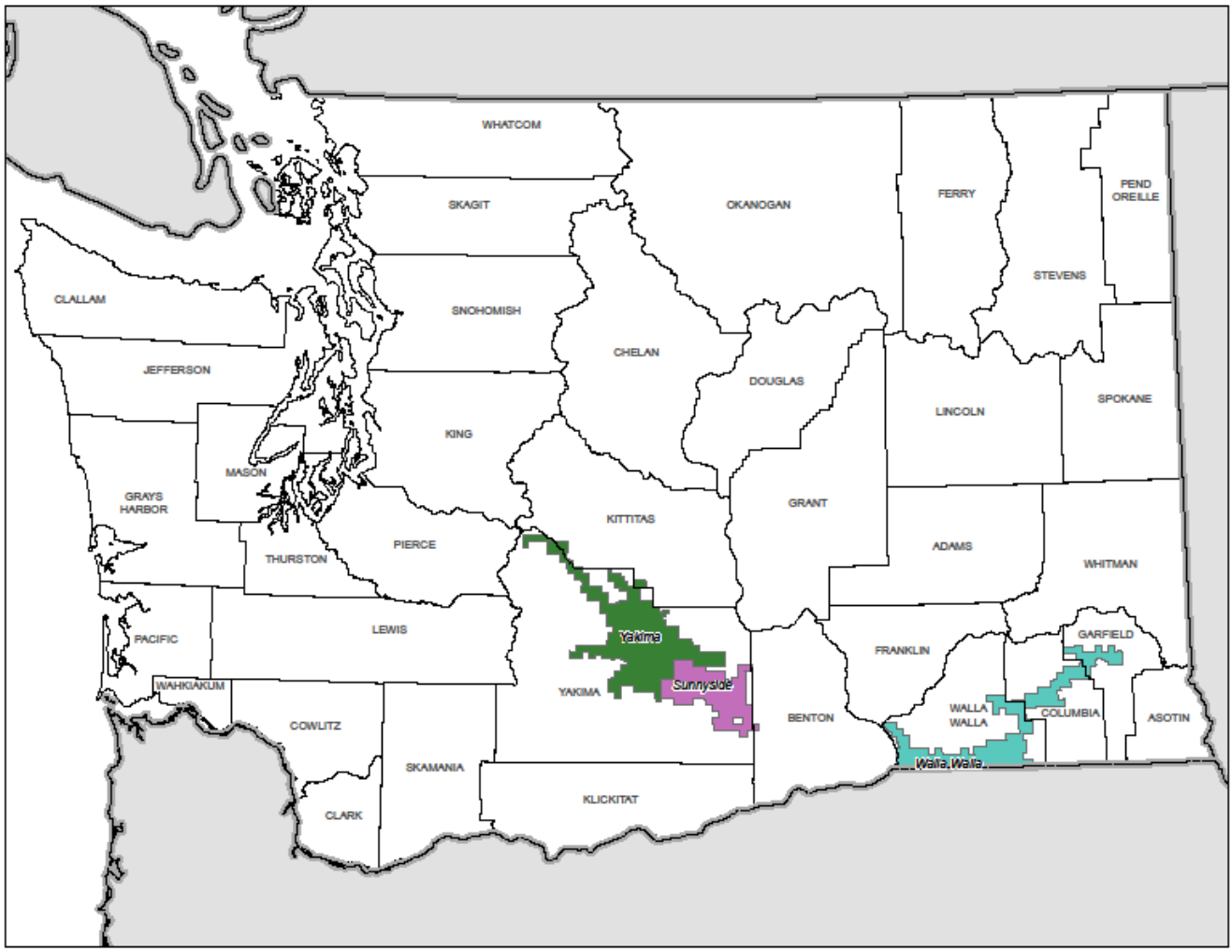
Performance Targets

The Company and Commission, in the MidAmerican transaction docket, UE05-01590, agreed to extend Service Standards through 12/31/2011. Within Washington, because performance delivered by the Company falls within industry second quartile performance levels, the Company committed that it will achieve performance by 12/31/2011 that maintains performance targets set in prior Merger Commitment Periods.

[1] During calendar 2010, the calculated threshold for a major event is 12.33 minutes.

1.4 Service Territory

Service Territory Map



2 CUSTOMER GUARANTEES SUMMARY

customer*guarantees*

January to December 2010

Washington

	Description	2010 Events	2010 Failures	2010 % Success	2010 Paid	2009 Events	2009 Failures	2009 % Success	2009 Paid
CG1	Restoring Supply	88,616	0	100%	$0	132,998	0	100%	$0
CG2	Appointments	1,940	6	99.7%	$300	2,136	2	99.9%	$100
CG3	Switching on Power	2,654	2	99.9%	$100	3,817	2	99.9%	$100
CG4	Estimates	271	3	98.9%	$150	329	5	98.5%	$250
CG5	Respond to Billing Inquiries	1,329	2	99.8%	$100	1,622	4	99.8%	$200
CG6	Respond to Meter Problems	226	1	99.6%	$50	263	3	98.9%	$150
CG7	Notification of Planned Interruptions	2,904	8	99.7%	$400	4,290	4	99.9%	$200
		97,940	**22**	**99.9%**	**$1,100**	**145,455**	**20**	**99.9%**	**$1,000**

Overall guarantee performance remains well above 99%, demonstrating PacifiCorp's continued commitment to customer satisfaction.

Customer Communications: The Customer Guarantee program was highlighted throughout the year in customer communications as follows:

Television advertisements promoting the Guarantees are on routine rotation in our television markets.

Performance reports are included in all billing statements.

Performance reports are highlighted in Voices, the company's newsletter.

The customer-facing website – pacificpower.net -- outlines the details of the program.

(Major Events are excluded from the Customer Guarantees program.)

3 RELIABILITY PERFORMANCE

During the reporting period, the company's reliability compared favorably to its baseline performance level as established in 2003. The year's "Major Events Excluded As Reported" SAIDI performance of 103 minutes was much better than the approved SAIDI baseline of 150 minutes, while the year's "Major Events Excluded As Reported" SAIFI performance of 0.688 events was also much better than the approved SAIFI baseline of 0.975 events. Various reliability metrics are shown below providing a historical perspective.

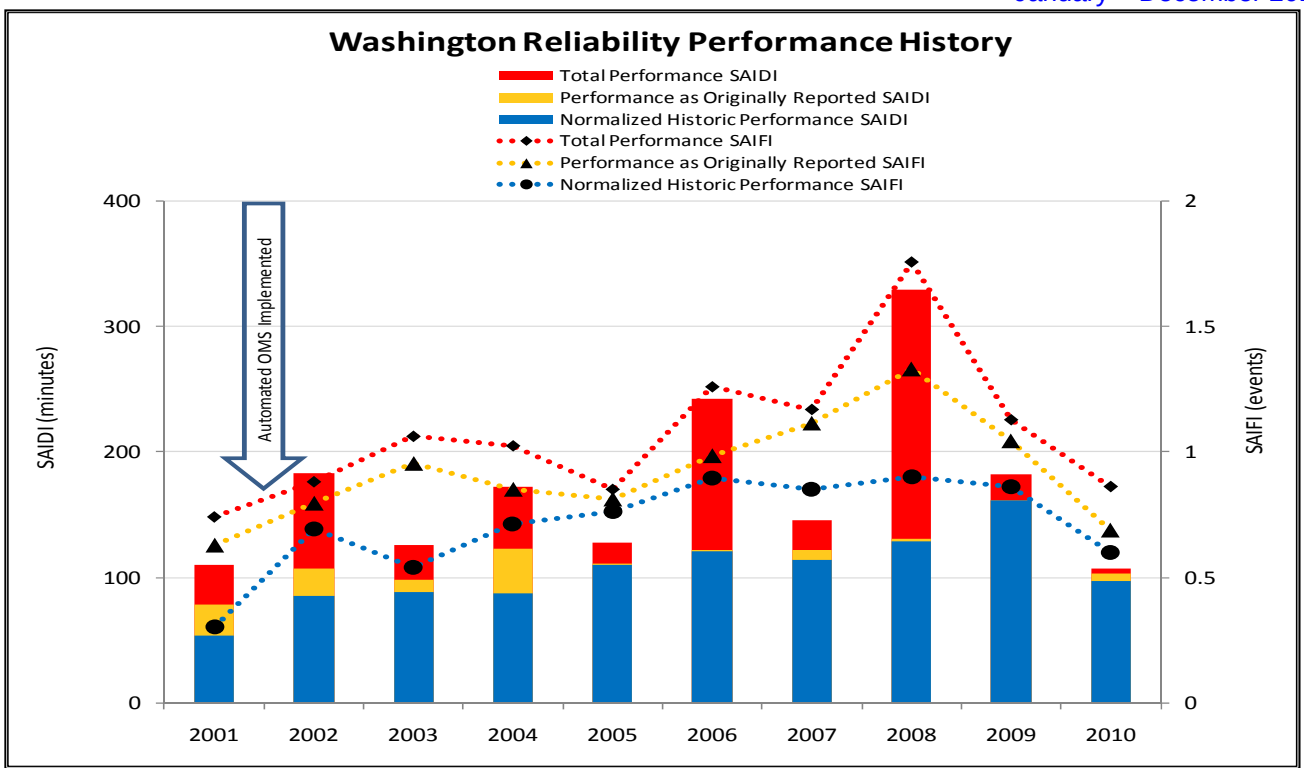
3.1 Historical Performance

	Major Events Included[1]		SAIDI Based Major Events Excluded 2.5 beta		SAIFI Based Major Events Excluded 10% Op Area		Major Events Excluded As Reported *(2.5 beta effective 2005)*		Normalized Historic Performance[2]	
Year	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI
2001	110	0.741	53	0.483	54	0.303	78	0.628	53	0.303
2002	183	0.881	86	0.691	109	0.726	107	0.795	86	0.691
2003	126	1.062	91	0.933	89	0.539	98	0.954	89	0.539
2004	172	1.024	87	0.712	119	0.726	123	0.851	87	0.712
2005	128	0.851	110	0.811	121	0.763	111	0.812	110	0.763
2006	242	1.259	121	0.982	187	0.894	122	0.985	121	0.894
2007	146	1.169	122	1.115	114	0.852	122	1.115	114	0.852
2008	329	1.756	131	1.332	129	0.899	131	1.331	129	0.899
2009	182	1.128	162	1.044	162	0.861	161	1.044	162	0.861
2010	107	0.862	107	0.862	97	0.601	103	0.688	97	0.601

[1]Customer requested and pre-arranged outages are not reported in these metrics

[2]Normalized performance is the result of applying both SAIDI and SAIFI-based major events to establish underlying performance

[3]Performance baselines were established in June 2003. See page 3 of Reporting Plan.
SAIDI performance baseline of 150 minutes and SAIFI performance baseline of 0.975 events.



3.2 System Average Interruption Duration Index (SAIDI)

During the reporting period, the company delivered reliability results better than plan and baseline for both outage duration (SAIDI) and outage frequency (SAIFI); the performance compared to baselines is identified in Section 3.1 above. While outage response (CAIDI) results are not part of the Company's baseline performance metrics, the Company reports on them annually. During 2010 these results were off plan, most significantly in Yakima area where terrain and access issues contributed to response time. Annual CAIDI statewide in Washington for 2010 was 149 minutes excluding major events and 124 minutes including major events. The annual CAIDI results for Washington operating areas are exhibited in a table under subsection 3.3 Operating Area Metrics.

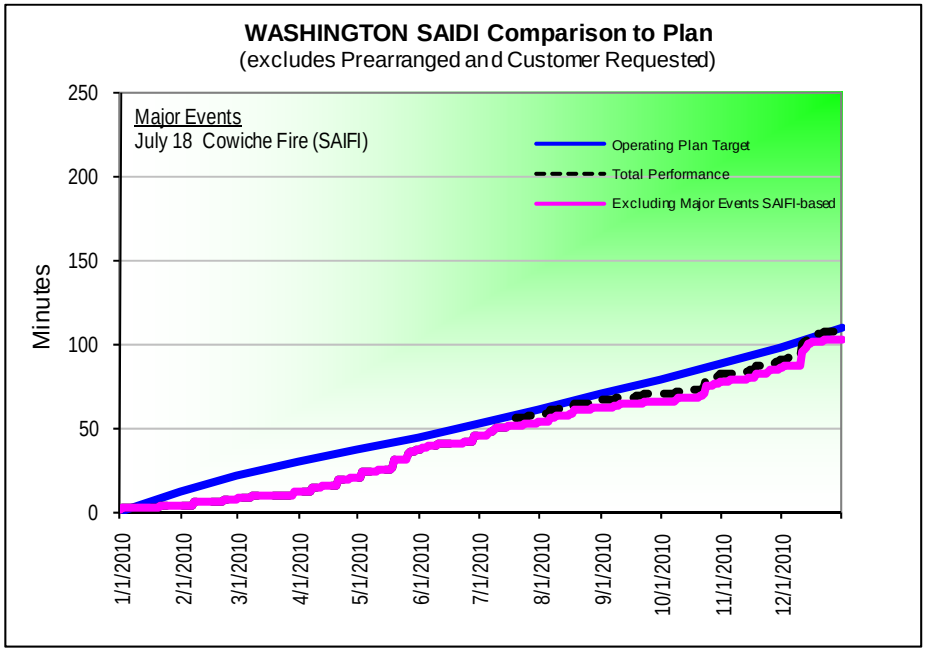
There were no SAIDI-based major events during the year; however, the company experienced a SAIFI-based major event on July 18, 2010 due to the Cowiche Fire event, a FEMA-declared emergency for which the company experienced significant interruption frequency, though less significant duration than would identify a major event under the IEEE 1366-2003 definition. (As noted in the Definitions section of this report, the company records two major event types and reports reliability metrics reflecting results under both methods.) The company excluded the SAIDI and SAIFI impacts of the fire emergency from its reliability results for the year (i.e., a reduction of 4.36 minutes and 0.174 events).

In contrast to the prior year, calendar year 2010 reliability results were less impacted by severe weather events and thus performed better than plan all throughout the year, and experienced fewer Significant Event[1] days for the year. During the period, there were eight dates with a daily underlying SAIDI of 3 minutes or more. These eight days account for 35 SAIDI minutes, representing about one third of the total underlying SAIDI results for the year.

[1] A Significant Event Day is 1.75 times the standard deviation of the company's natural log daily SAIDI results by state.

SIGNIFICANT EVENT DAYS		
Date	Primary Cause	SAIDI
4/21/2010	Pole Fire	3
5/3/2010	Weather - Wind	3
5/19/2010	Pole Fire	5
5/26/2010	Pole Fire	4
6/28/2010	Vehicle Interference	3
10/24/2010	Vehicle Interference	5
12/11/2010	Weather - Snow	9
12/14/2010	Weather - Snow	3
TOTAL		35

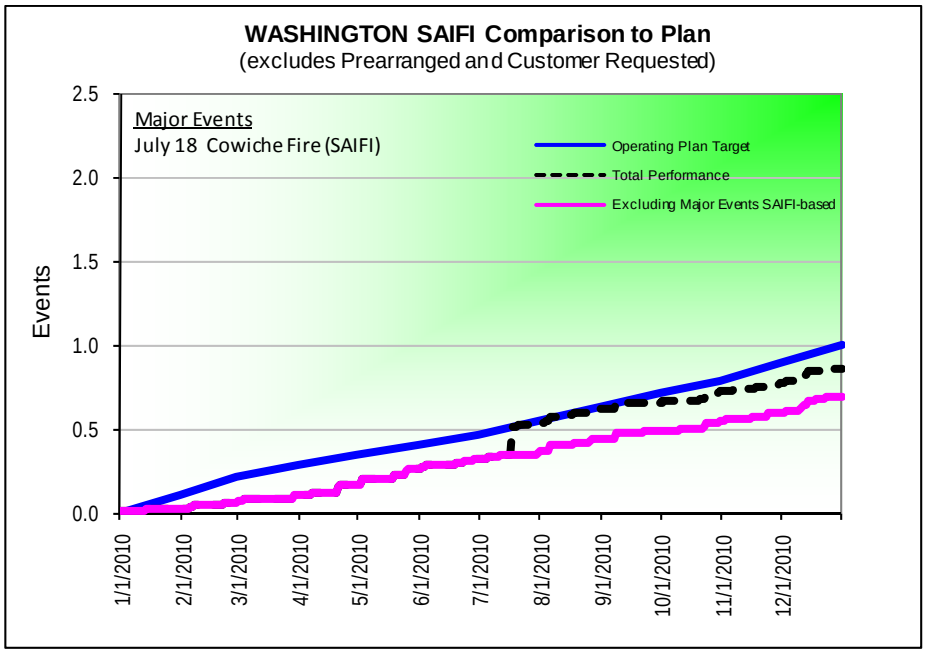
January 1 through December 31, 2010	
2010 SAIDI Goal = 111	SAIDI Actual
Total Performance	107
SAIDI-based Major Events Excluded	107
SAIFI-based Major Events Excluded	103



3.3 System Average Interruption Frequency Index (SAIFI)

Like outage duration, outage frequency performed better than baseline and plan in 2010.

January 1 through December 31, 2010	
2010 SAIFI Goal = 1.000	SAIFI Actual
Total Performance	0.862
SAIDI-based Major Events Excluded	0.862
SAIFI-based Major Events Excluded	0.688



3.4 Operating Area Metrics

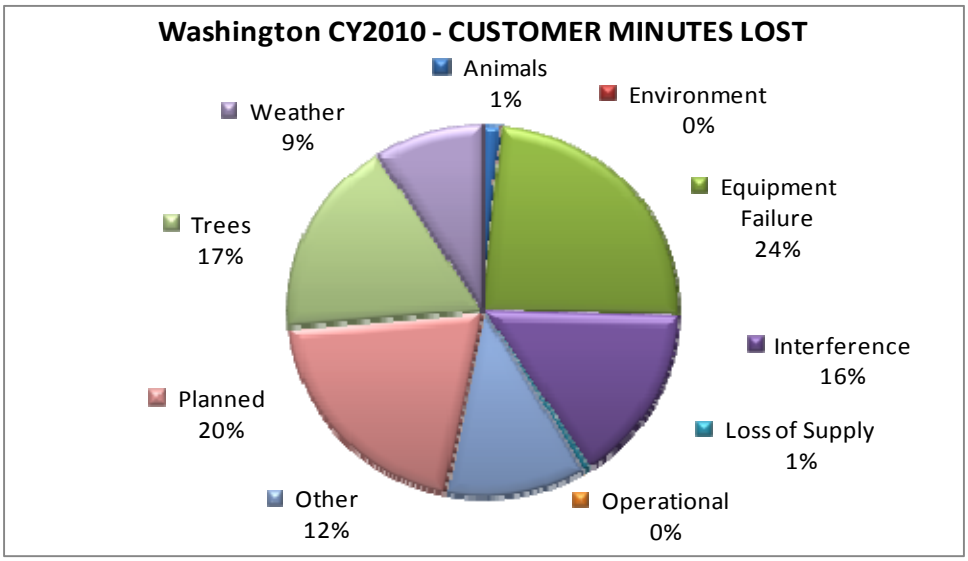
Washington operating area performance for the reporting period is listed in the table below.

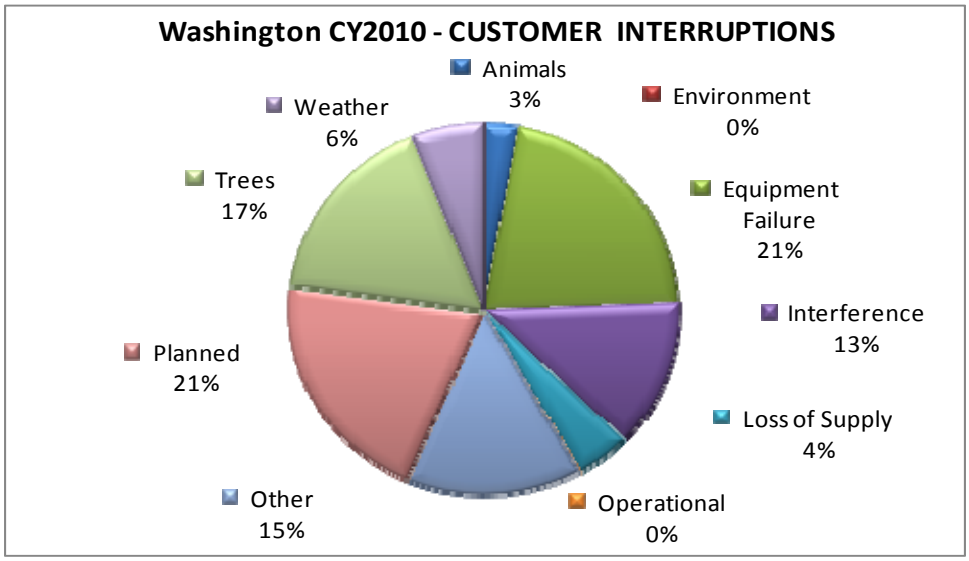
January 1 – December 31, 2010	Including Major Events			Excluding SAIDI-based Major Events			Excluding SAIFI-based Major Events		
	SAIDI	SAIFI	CAIDI	SAIDI	SAIFI	CAIDI	SAIDI	SAIFI	CAIDI
SUNNYSIDE	108	0.792	136	108	0.792	136	108	0.792	136
WALLA WALLA	96	0.828	116	96	0.828	116	96	0.828	116
YAKIMA	111	0.906	122	111	0.906	122	104	0.618	168

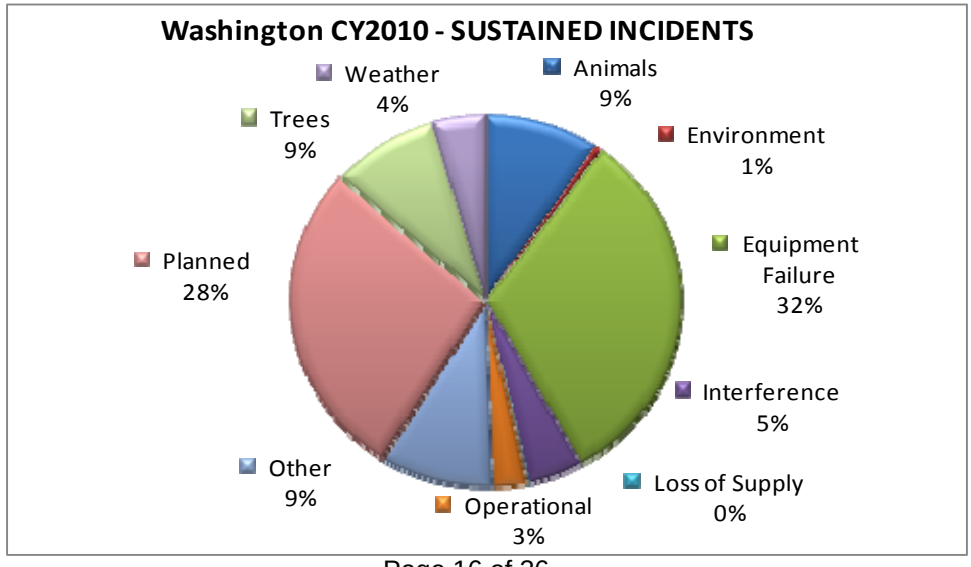
3.5 Cause Code Analysis

The table and charts below break out the number of incidents, customer hours lost, and sustained interruptions by cause code. Customer Minutes Lost is directly related to SAIDI (average outage duration); Sustained Interruptions is directly related to SAIFI (average outage frequency). Certain types of outages typically result in high duration, but are infrequent, such as Loss of Supply outages. Others tend to be more frequent, but are generally shorter duration. The pie charts depict the breakdown of performance results by percentage of each cause category. Following the pie charts, a cause category table lists the direct causes with definitions and examples.

Cause Category	Direct Cause	Customers Hours Lost	Customers in Incident Sustained	Number of Sustained Incidents
Animals	Animals	2,028	1,532	141
	Bird Mortality (Non-protected species)	645	399	86
	Bird Mortality (Protected species) (BMTS)	89	78	6
	Bird Nest (BMTS)	13	5	3
	Bird Suspected, No Mortality	616	640	30
Environment	Fire/Smoke (not due to faults)	216	50	14
	Flooding	8	1	1
Equipment Failure	B/O Equipment	22,159	10,237	367
	Deterioration or Rotting	16,711	4,154	456
	Overload	24	8	7
	Pole Fire	17,526	5,900	64
Interference	Dig-in (Non-PacifiCorp Personnel)	91	35	11
	Other Interfering Object	324	139	4
	Other Utility/Contractor	1,420	1,084	20
	Vandalism or Theft	1	1	1
	Vehicle Accident	34,681	10,909	94
Loss of Supply	Loss of Transmission Line	1,245	4,292	5
Operational	Faulty Install	6	6	6
	Improper Protective Coordination	2	3	1
	Incorrect Records	13	6	4
	Internal Contractor	129	63	63
	Unsafe Situation	27	7	2
Other	Other, Known Cause	5,685	3,898	25
	Unknown	21,815	9,845	239
Planned	Construction	128	151	27
	Customer Notice Given	8,680	2,904	436
	Customer Requested	252	224	58
	Emergency Damage Repair	26,427	10,894	221
	Intentional to Clear Trouble	4,468	1,783	33
	Transmission Requested	8,316	3,546	4
Trees	Tree - Non-preventable	40,705	15,846	244
	Tree - Trimmable	80	25	6
Weather	Ice	197	40	1
	Lightning	631	156	35
	Snow, Sleet and Blizzard	15,239	2,589	39
	Wind	5,471	2,869	48


Washington CY2010 - CUSTOMER MINUTES LOST
Animals 1%
Environment 0%
Equipment Failure 24%
Interference 16%
Loss of Supply 1%
Operational 0%
Other 12%
Planned 20%
Trees 17%
Weather 9%


Washington CY2010 - CUSTOMER INTERRUPTIONS
Animals 3%
Environment 0%
Equipment Failure 21%
Interference 13%
Loss of Supply 4%
Operational 0%
Other 15%
Planned 21%
Trees 17%
Weather 6%


Washington CY2010 - SUSTAINED INCIDENTS
Animals 9%
Environment 1%
Equipment Failure 32%
Interference 5%
Loss of Supply 0%
Operational 3%
Other 9%
Planned 28%
Trees 9%
Weather 4%

Cause Category	Description and Examples
Environment	Contamination or Airborne Deposit (i.e., salt, trona ash, other chemical dust, sawdust, etc.); corrosive environment; flooding due to rivers, broken water main, etc.; fire/smoke related to forest, brush or building fires (not including fires due to faults or lightning).
Weather	Wind (excluding windborne material); snow, sleet or blizzard; ice; freezing fog; frost; lightning.
Equipment Failure	Structural deterioration due to age (incl. pole rot); electrical load above limits; failure for no apparent reason; conditions resulting in a pole/cross arm fire due to reduced insulation qualities; equipment affected by fault on nearby equipment (i.e. broken conductor hits another line).
Interference	Willful damage, interference or theft; such as gun shots, rock throwing, etc; customer, contractor or other utility dig-in; contact by outside utility, contractor or other third-party individual; vehicle accident, including car, truck, tractor, aircraft, manned balloon; other interfering object such as straw, shoes, string, balloon.
Animals and Birds	Any problem nest that requires removal, relocation, trimming, etc; any birds, squirrels or other animals, whether or not remains found.
Operational	Accidental Contact by PacifiCorp or PacifiCorp's Contractors (including live-line work); switching error; testing or commissioning error; relay setting error, including wrong fuse size, equipment by-passed; incorrect circuit records or identification; faulty installation or construction; operational or safety restriction.
Loss of Supply	Failure of supply from Generator or Transmission system; failure of distribution substation equipment.
Planned	Transmission requested, affects distribution sub and distribution circuits; company outage taken to make repairs after storm damage, car hit pole, etc.; construction work, regardless if notice is given; rolling blackouts.
Trees	Growing or falling trees.
Other	Cause Unknown.

3.6 Areas of Greatest Concern

During 2010, reliability continues to focus on improved system hardening and protection, including replacement of hydraulic reclosers, upgrades of substation breakers and/or relays and coordination of circuit protection devices, such as fuses and reclosers. The company has found substantial improvements in performance by focusing on circuits that do not appear to be well coordinated. Additionally, it has continued its circuit hardening efforts by strategic deployment of circuit inspection, pole and/or crossarm replacement and vegetation hot-spotting. Along with circuit hardening and protection efforts, it has reviewed opportunities for localized activities such as feeder ties and cable replacement activities. Poorer performing feeders identified from 2010 have generally been identified as requiring targeted local modifications (such as re-sagging) and circuit protection coordination.

The table below lists reliability projects identified and currently underway for Washington's Areas of Greatest Concern; these circuits will be subsequently reported as Program Year 12 circuits in Section 3.7.

Circuit	Actions	Status	Target Date
5Y356 Freeway Feeder	Coordinate circuit protection	Coordination plan prepared; coordination not yet started	12/31/2011
5Y184 Campbell Feeder	Coordinate circuit protection	Coordination plan prepared; coordination in progress	12/31/2011
5Y314 Sheller Feeder	Infrared (Chaffee and Scoon Rd) and correct conditions found; analyze recloser data and correct any found fault-prone locations	Not Started	12/31/2011
5W306 Park Feeder	Replace recloser and coordinate	Not Started	12/31/2011
5W342 Pomeroy Feeder	Add fuses to 6 locations and coordinate; re-sag conductors as necessary.	Not Started	12/31/2011

3.7 Reduce CPI for Worst Performing Circuits by 20%

On a routine basis, the company reviews circuits for performance. One of the measures that it uses is called circuit performance indicator (CPI), which is a blended weighting of key reliability metrics covering a three-year time frame. The higher the number, the poorer the blended performance the circuit is delivering. As part of the company's Performance Standards Program, it annually selects a set of Worst Performing Circuits for target improvement. The improvements are to be completed within two years of selection. Within five years of selection, the average performance is to be improved by at least 20% (as measured by comparing current performance against baseline performance). Program Years 1-5 met their targets (as filed and approved) and no longer appear in the table below.

WASHINGTON WORST PERFORMING CIRCUITS	BASELINE	Performance 12/31/2010
PROGRAM YEAR 11:		
Ferndale 5W106	650	612
Mabton Expr 5Y174	128	114
Draper 5Y156	211	243
Washington 5Y141	102	74
Dazet 5Y434	125	108
TARGET SCORE = 195	243	230
PROGRAM YEAR 10:		
Boyer 5W118	38	164
Mount View 5W4	89	138
Occidental 5Y382	44	81
Memorial 5W2	61	42
13th Street 5W102	55	182
TARGET SCORE = 46	57	121
PROGRAM YEAR 9:		
Garden 5W154	109	164
Hay 5Y131	166	130
Rivard 5Y148	81	69
Franklin 5Y448	82	55
Boulevard 5Y610	41	52
TARGET SCORE = 77	96	94
PROGRAM YEAR 8:		
Zillah 5Y245	114	22
Gurley 5Y358	87	80
Stone Creek 5W19	135	227
Nile 4Y1	760	905
Highland 5Y93	247	111
TARGET SCORE = 215	269	268

WASHINGTON WORST PERFORMING CIRCUITS	BASELINE	Performance 12/31/2010
PROGRAM YEAR 7:		
West 5Y149	210	138
Granger 5Y357	116	251
Russell Creek 5W121	149	66
Tampico 5Y380	140	316
Gore 5Y100	56	95
TARGET SCORE = 107	134	173
PROGRAM YEAR 6:		
Nile 4Y1	383	905
Forney 5Y94	246	227
Harrah 5Y202	220	108
Windward 4W22	233	28
Ferndale 5W106	227	612
TARGET SCORE = 210	262	376

3.8 Restore Service to 80% of Customers within 3 Hours

WASHINGTON RESTORATIONS WITHIN 3 HOURS					
3-Year Program to Date				84%	
January 1 through December 31, 2010				82%	
January	February	March	April	May	June
83%	78%	91%	82%	74%	82%
July	August	September	October	November	December
92%	84%	85%	61%	65%	73%

3.9 Telephone Service and Response to Commission Complaints

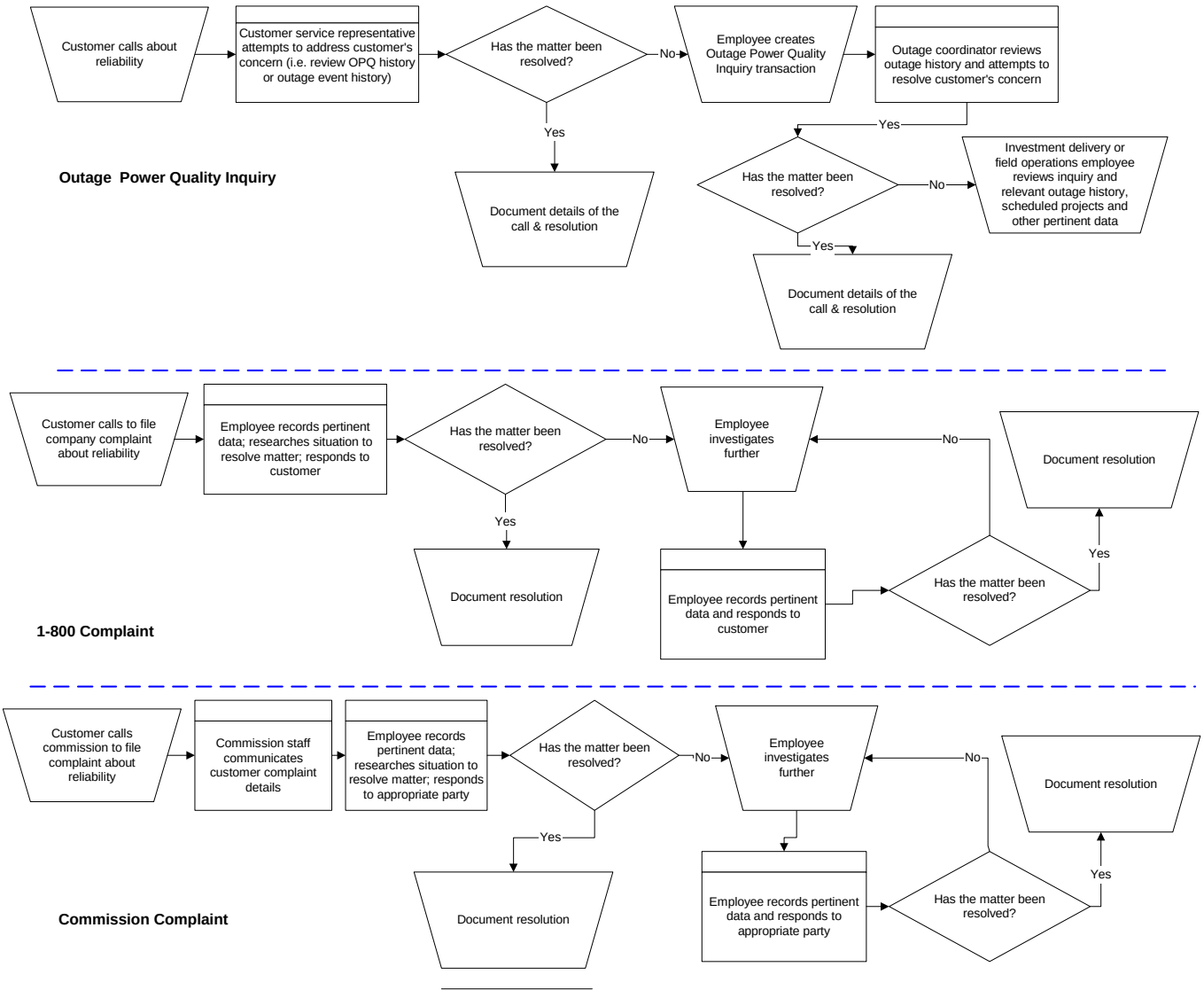
COMMITMENT	GOAL	PERFORMANCE
PS5-Answer calls within 30 seconds	80%	80%
PS6a) Respond to commission complaints within 3 days	95%	100%
PS6b) Respond to commission complaints regarding service disconnects within 4 hours	95%	100%
PS6c) Resolve commission complaints within 30 days	95%	100%

4 CUSTOMER RELIABILITY COMMUNICATIONS

4.1 Reliability Complaint Process Overview

The company's process for managing customers' concerns about reliability are to provide opportunities to hear customer concerns, respond to those concerns, and where necessary, provide customers an opportunity to elevate those concerns.

Customer Reliability Communications



4.2 Customer Complaint Tracking

Listed below are the various avenues available to a customer to resolve concerns about reliability performance.

- **Customer Reliability Inquiry**
  The company records customer inquiries about reliability as Outage Power Quality transactions in its customer service system, referred to as "OPQ" transactions.
- **Customer Complaint**
  If a customer's reliability concerns are not met through the process associated with the OPQ transaction, a customer can register a 1-800 complaint with the company. This is recorded in a complaint repository from which regular reports are prepared and circulated for resolution.
- **Commission Complaint**
  If a customer's reliability concerns are not met through the process associated with a 1-800 complaint, a customer can register a complaint with the Commission. This is recorded by the Commission staff and also by the company in a complaint repository. Regular reports are prepared and circulated for resolution of these items.

4.3 Customer Complaints Recorded During the Period

Listed below, by the recording source, are reliability-related customer complaints received for Washington services during the reporting period.

- **Informal Complaints (800 Customer Assistance Line - CAL)**

There was one Informal Complaint in the reporting period.

Date	City	Revenue Class	Inquiry	Source	Circuit	Complaint
11/1/2010	Yakima	commercial	no	800	5Y610	Customer contacted CAL regarding power outages in the area.

- **Commission Complaints**

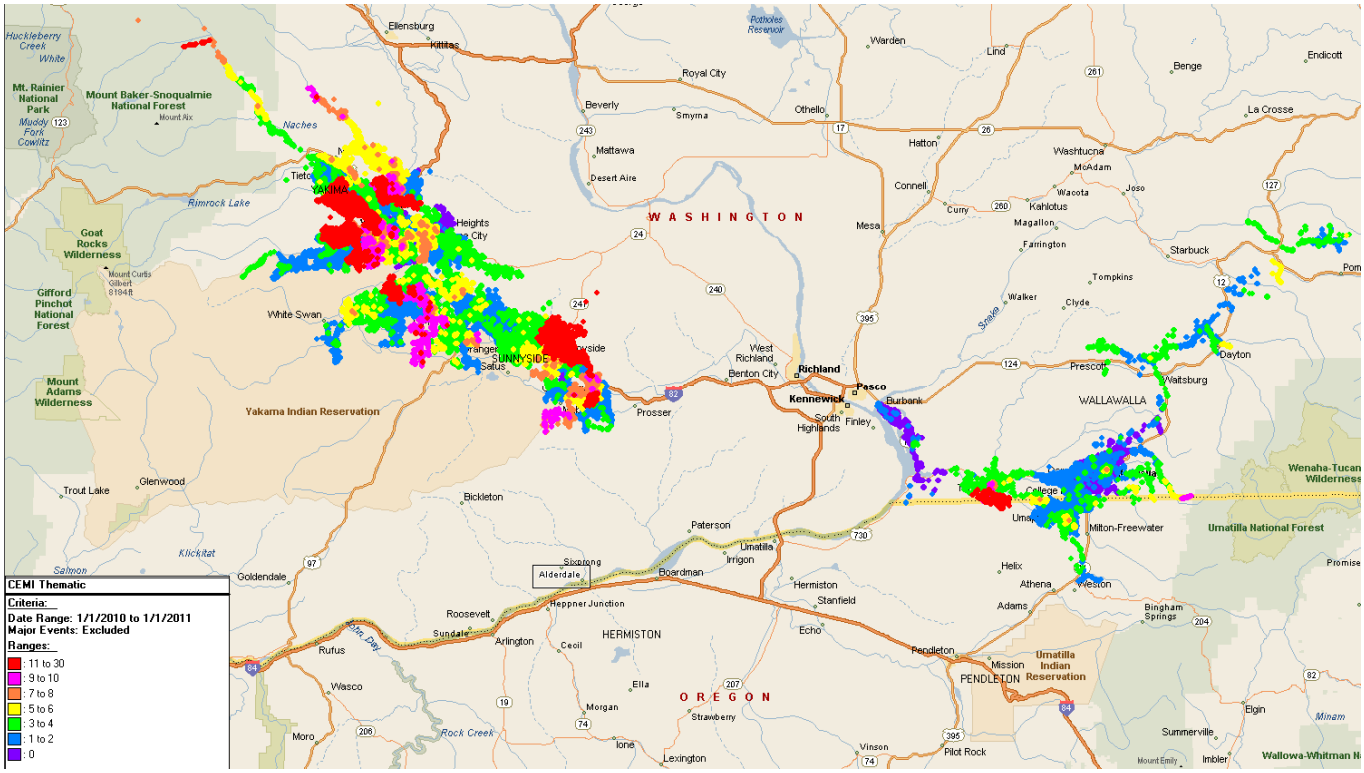
There was one Commission Complaint in the reporting period.

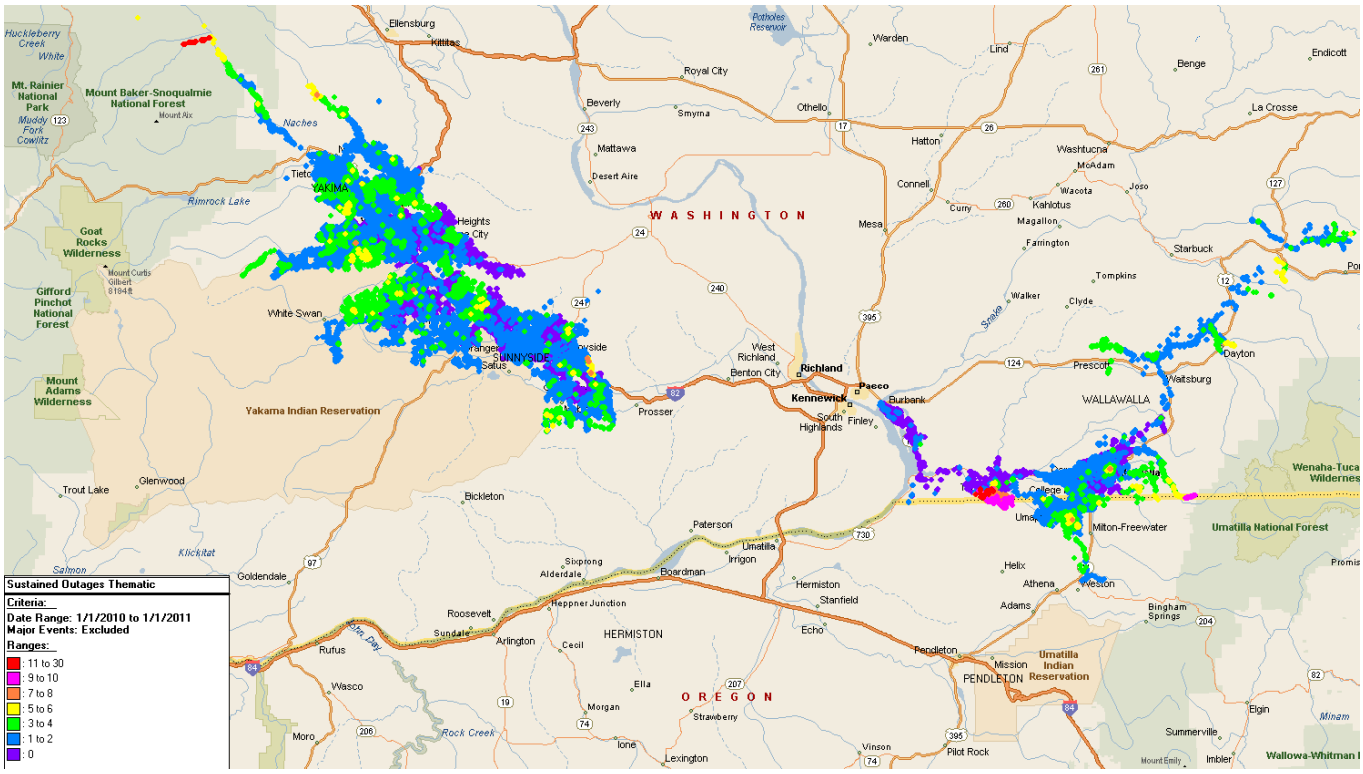
Date	City	Revenue Class	Inquiry	Source	Circuit	Complaint
7/23/2010	Yakima	residential	no	WUTC	5Y444	Customer contacted WUTC regarding frequency of power outages.

5 WASHINGTON RELIABILITY RESULTS DURING 2010

To geospatially display reliability results, the Company has developed its GREAT tool which blends circuit topology with outage history and uses a variety of industry metrics (differentiated by color) to indicate areas where reliability analysis should be targeted. In the subsequent plots, two important reliability indicators are depicted. First, plots with customers experiencing multiple interruptions (CEMI) are shown. This measure shows how many sustained and momentary outages a given service transformer has experienced. The greater the color intensity, with red as the most severe, the more interruptions the transformer has had. Second sustained interruptions are shown. This measure shows how many sustained outages a service transformer has experienced. Third, service transformer-level SAIDI is shown. While technically SAIDI is a "system-level" metric, the local application of this metric can be revealing in determining service transformers that have had long cumulative durations of outages during the period. As explained previously, the greater the color intensity, the longer the outage duration during the period. (Major events, customer requested and prearranged outages are excluded from underlying results.)

5.1 State Reliability





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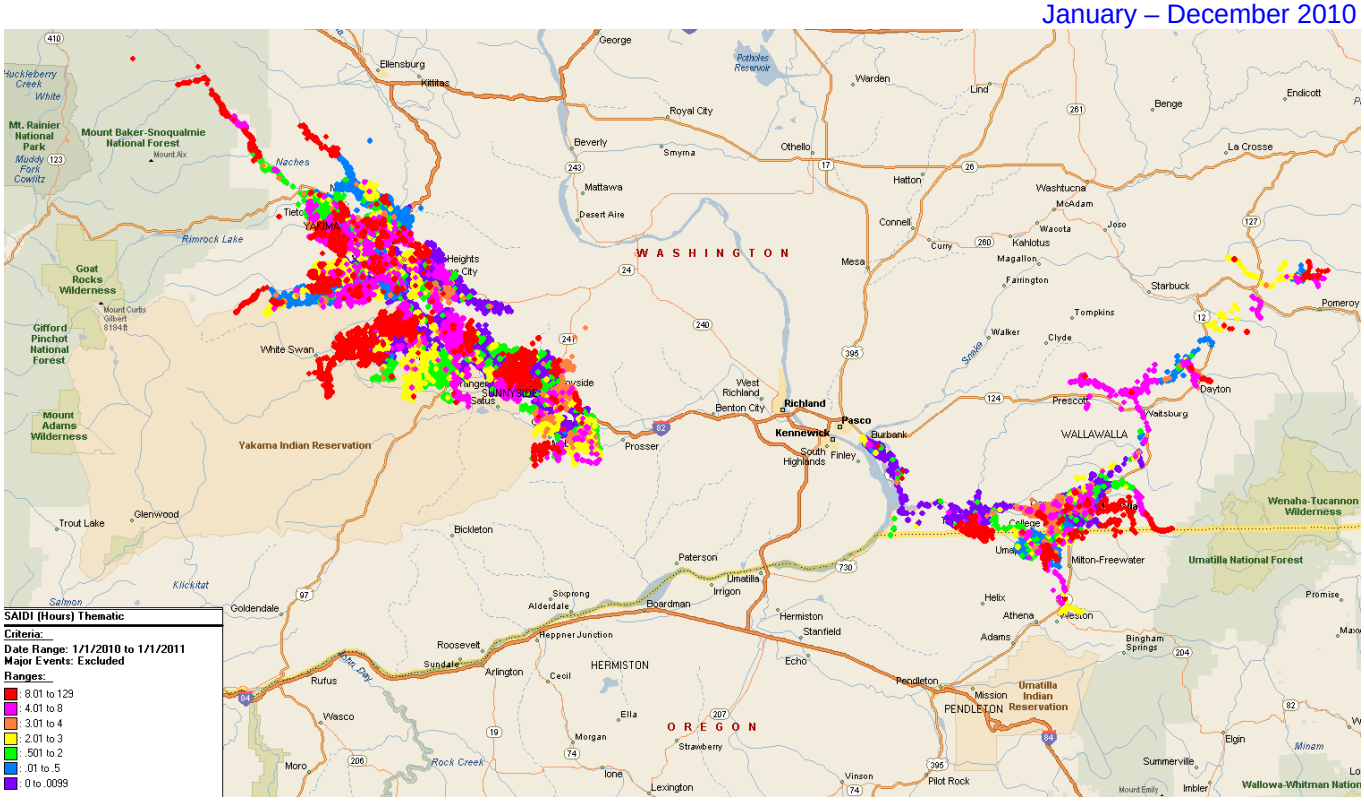
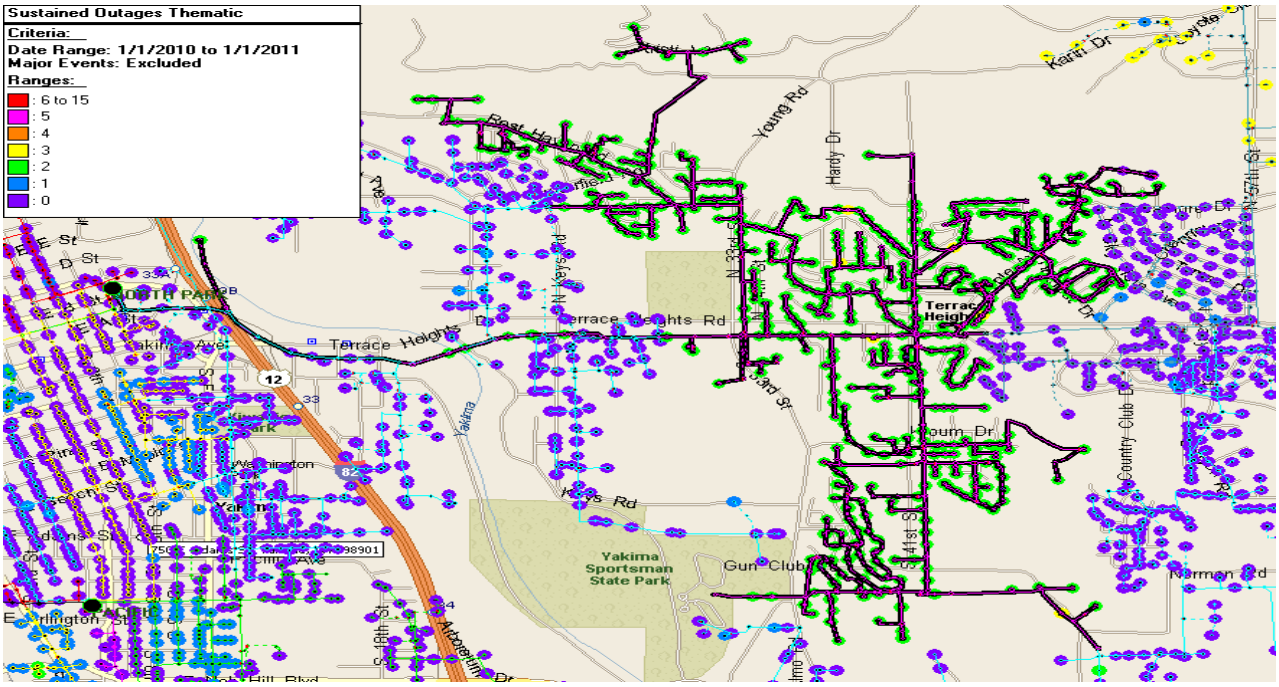
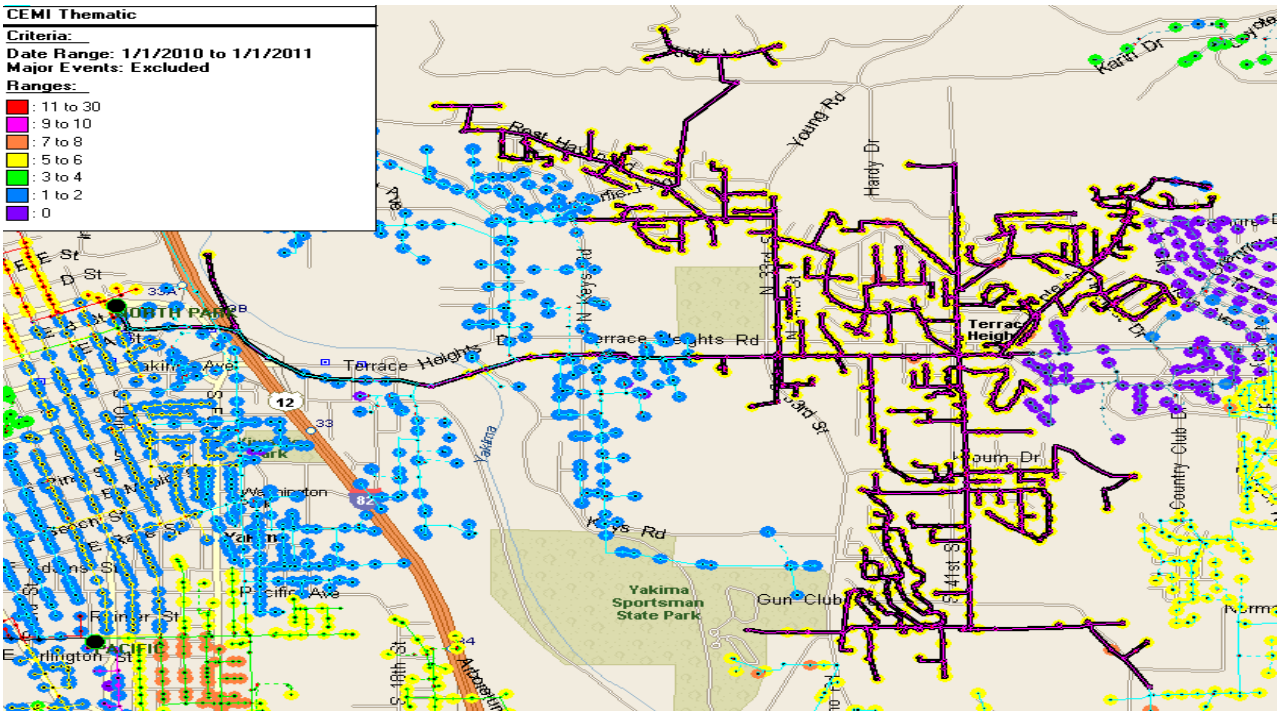
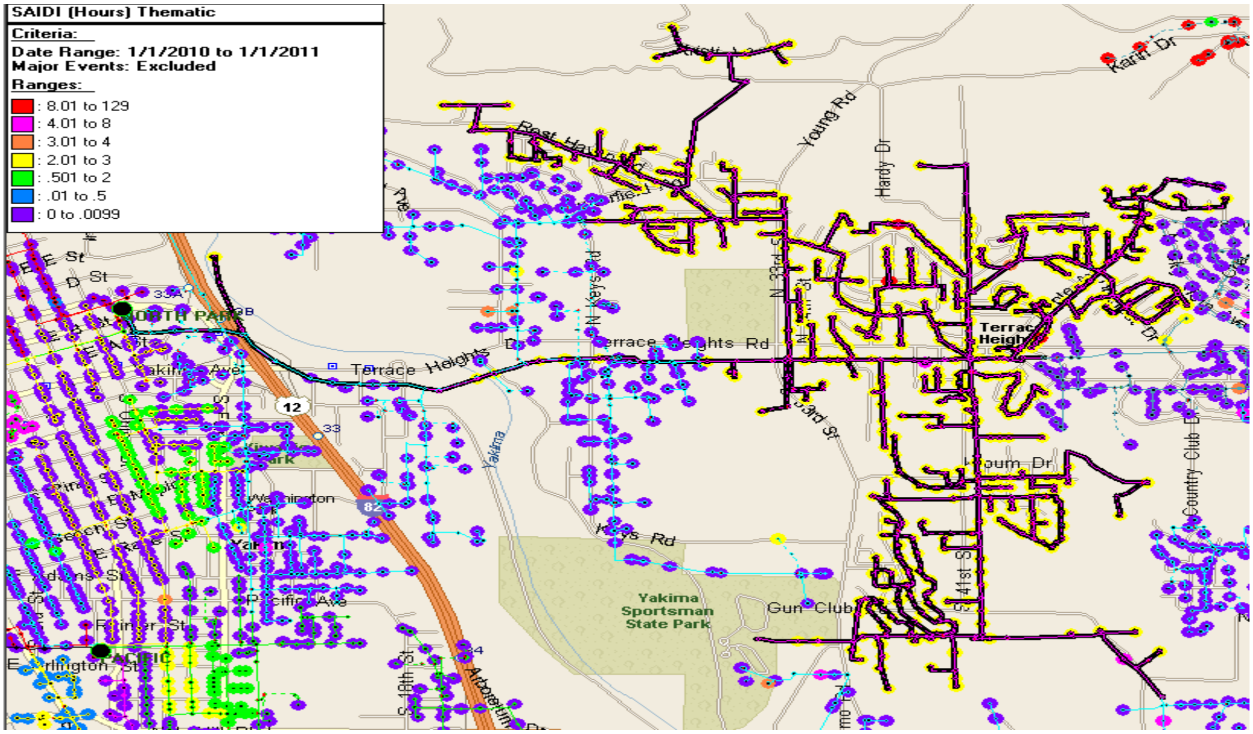
January – December 2010



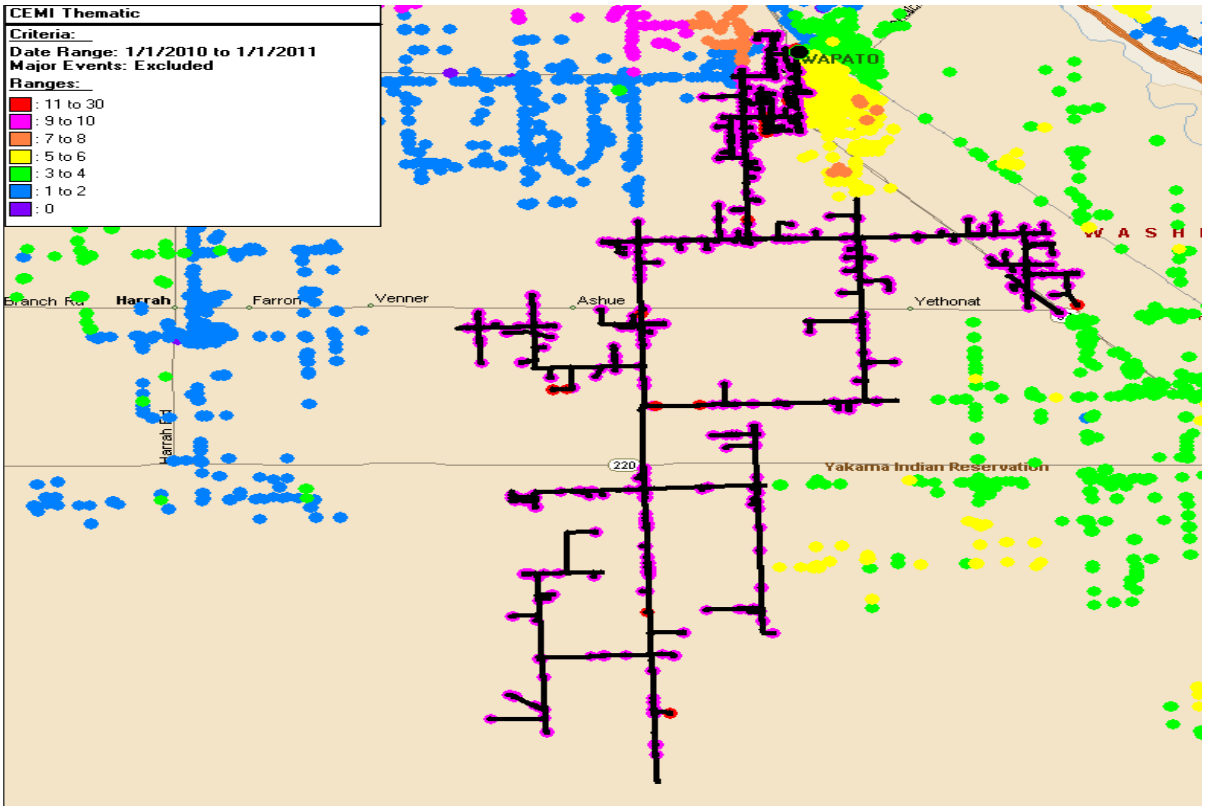
5.2 5Y356 Freeway Feeder

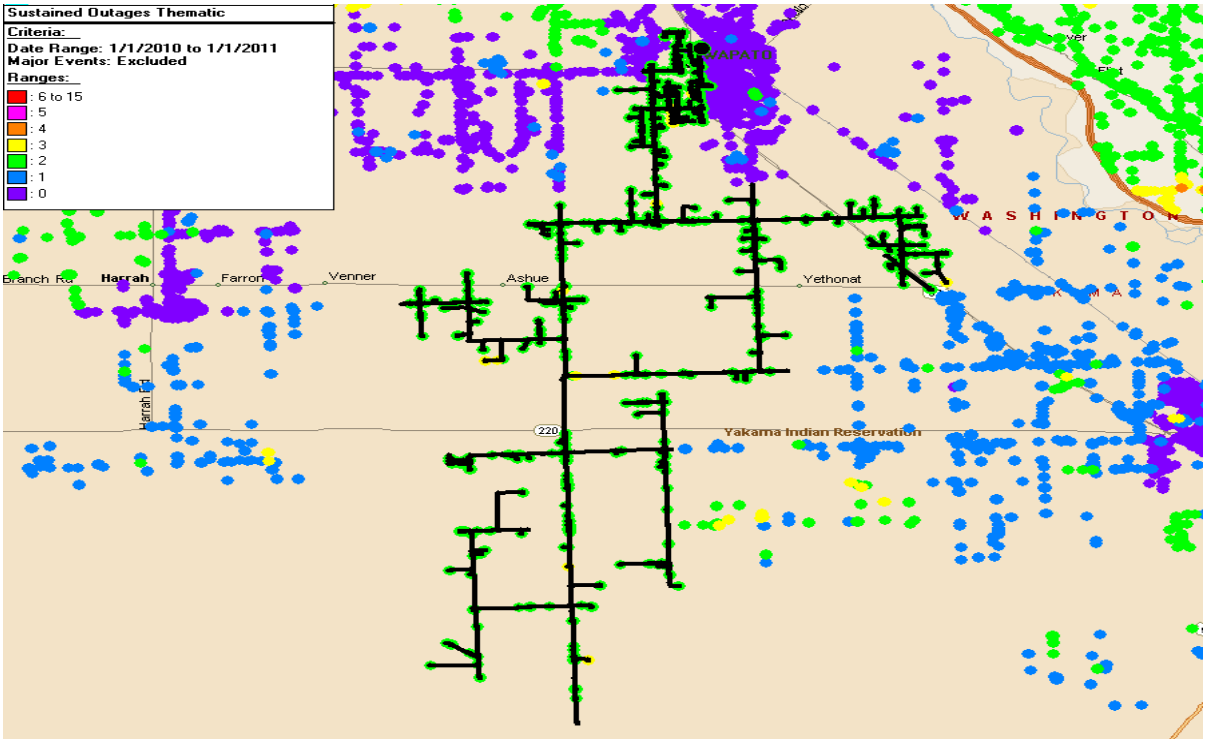





SAIDI (Hours) Thematic
Criteria:
Date Range: 1/1/2010 to 1/1/2011
Major Events: Excluded
Ranges:
: 8.01 to 129
: 4.01 to 8
: 3.01 to 4
: 2.01 to 3
: .501 to 2
: .01 to .5
: 0 to .0099
Young Rd
Hardy Dr
Terrace Heights
Terrace Heights Rd
Keys Rd
N Keys Rd
Yakima Sportsman State Park
Gun Club
S 41st St
S 10th St
Country Club Dr
D St
Pacific Ave
12
82

5.3 5Y184 Campbell Feeder





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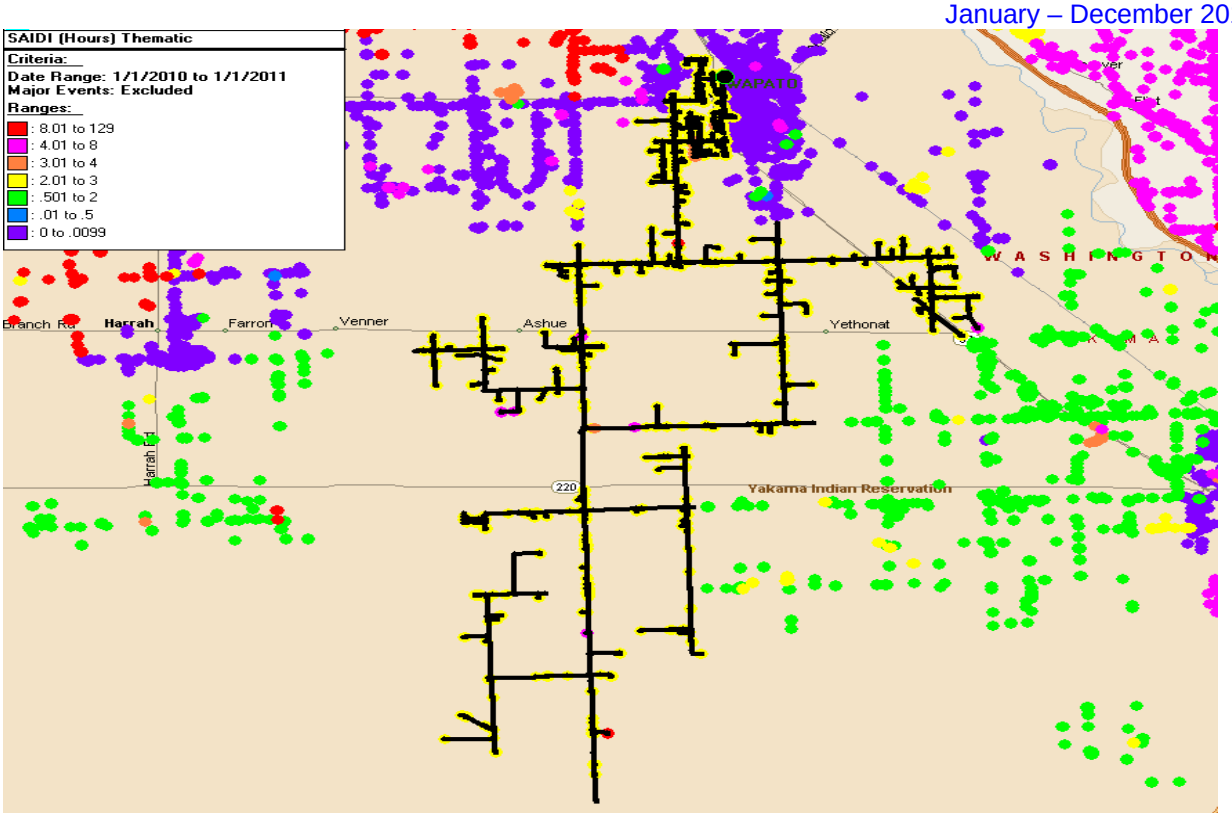
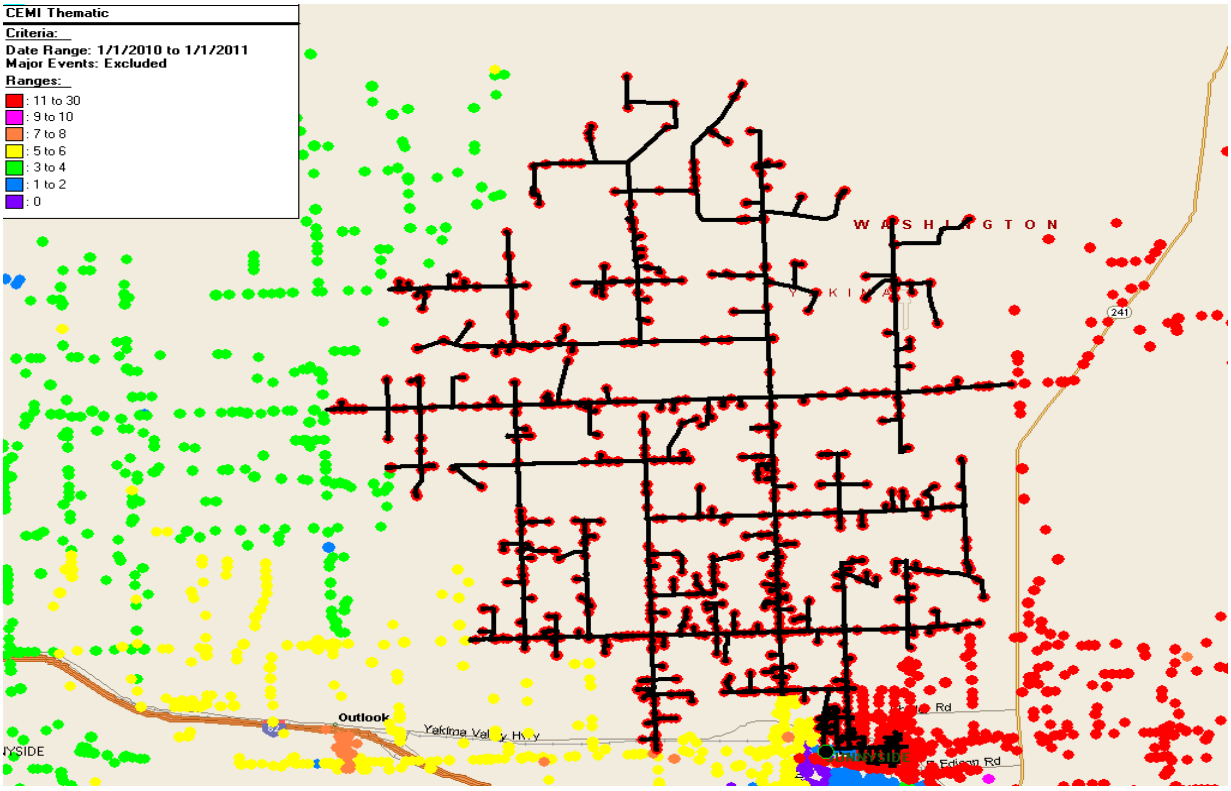
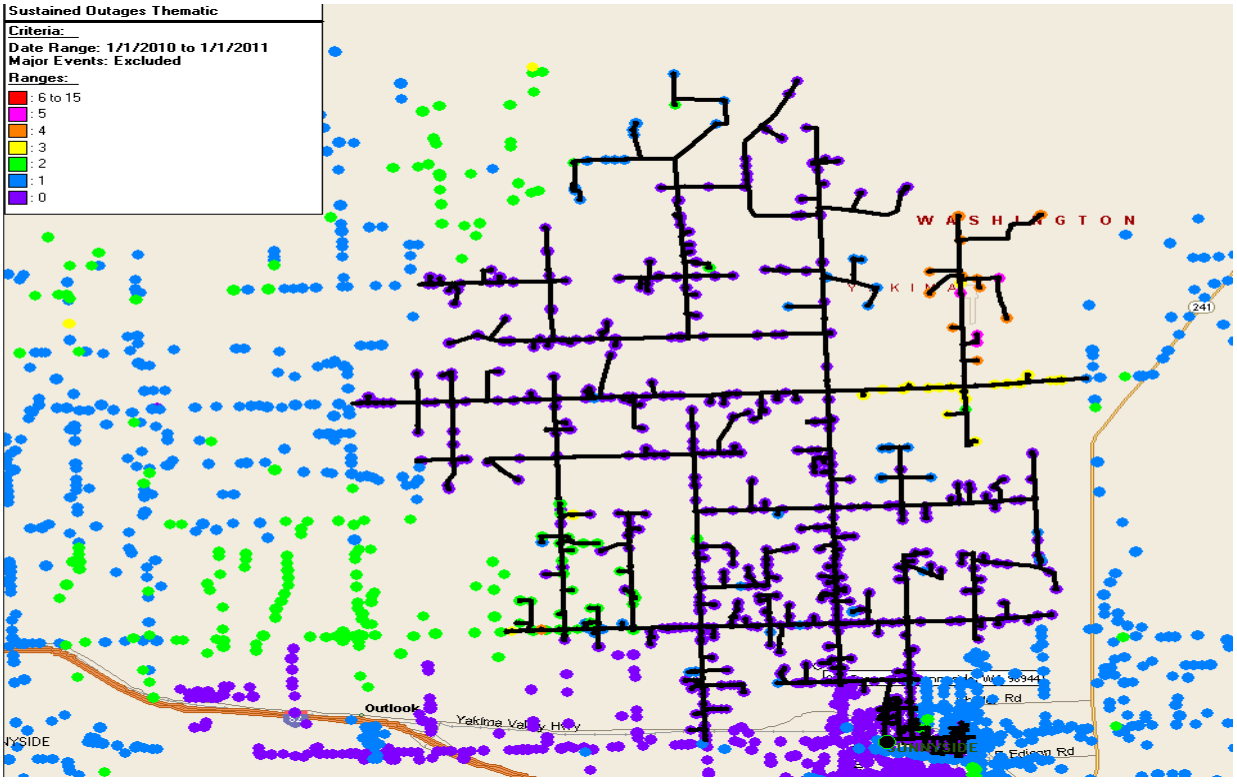


5.4 5Y314 Sheller Feeder





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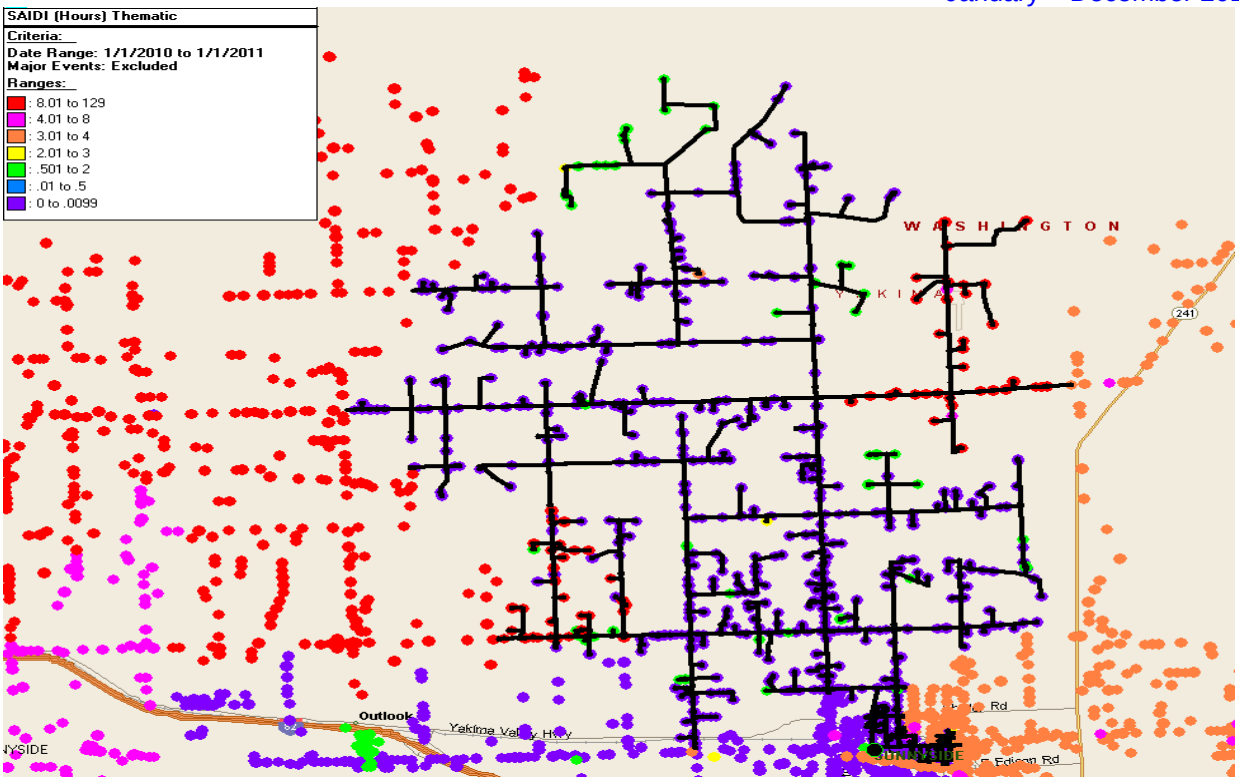
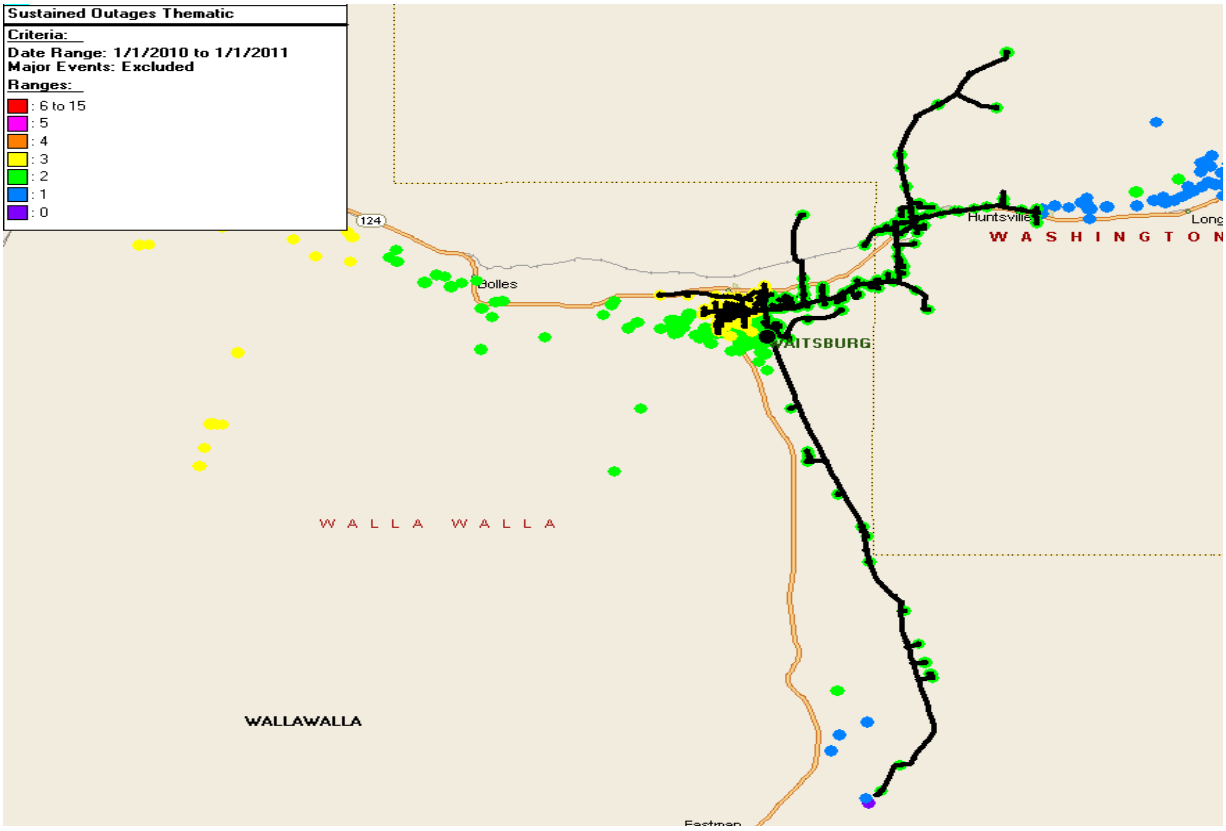
January – December 2010



5.5 5W306 Park Feeder



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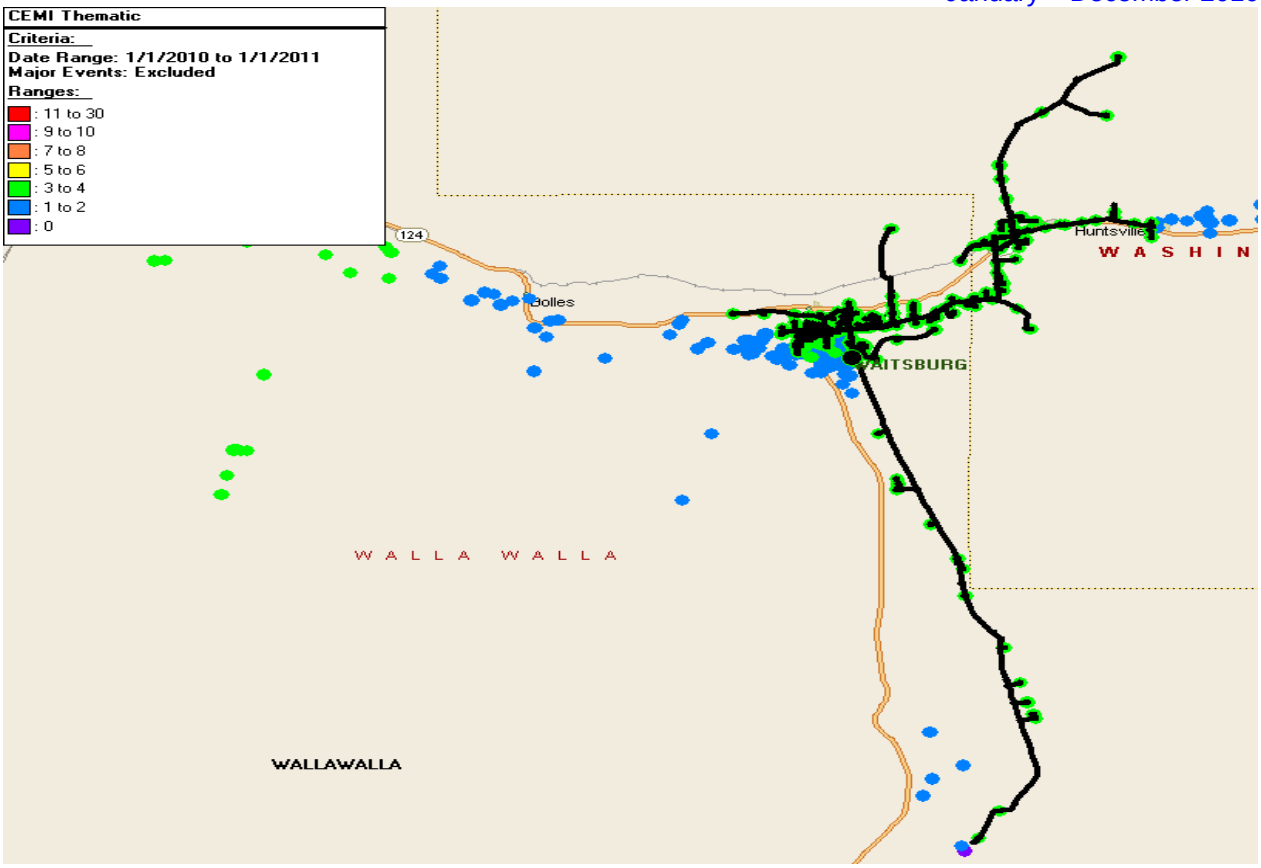
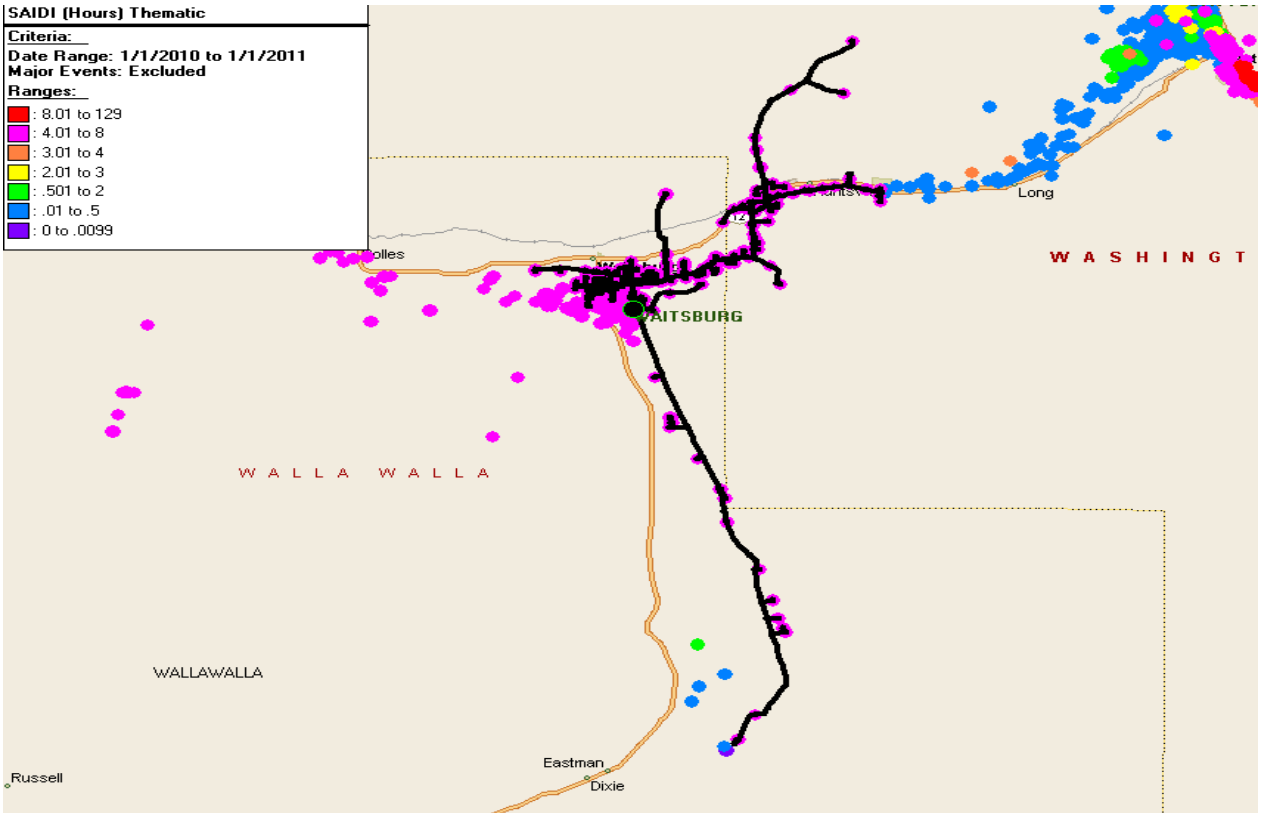
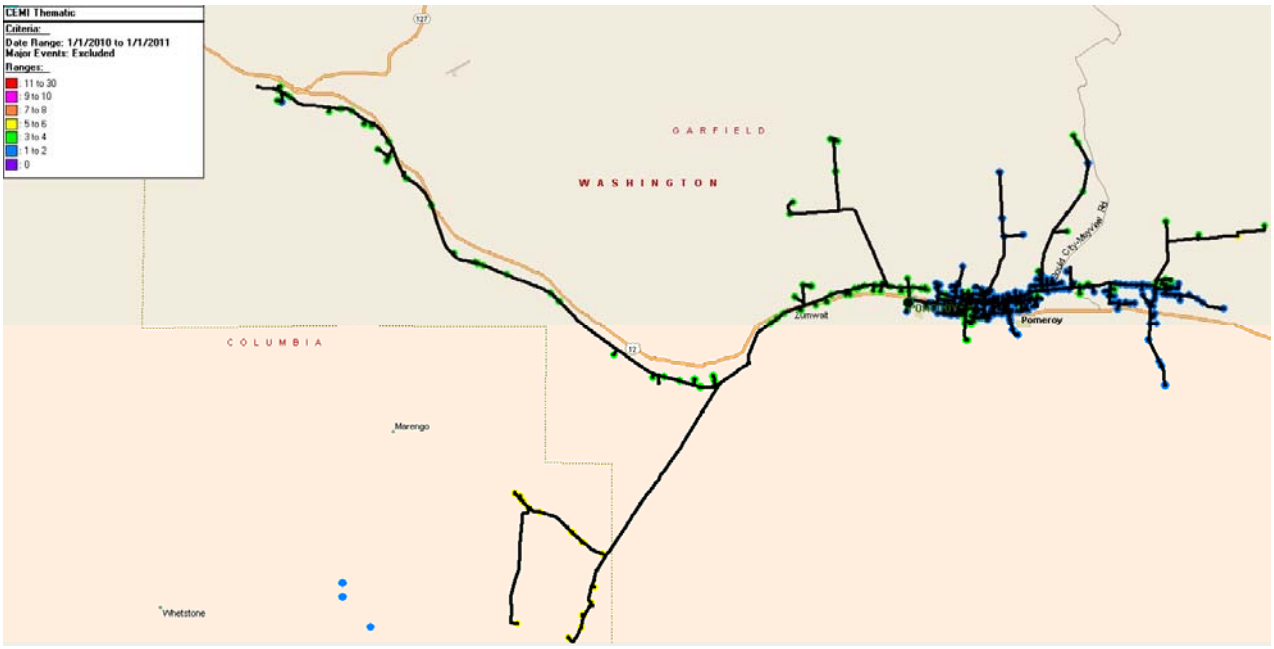
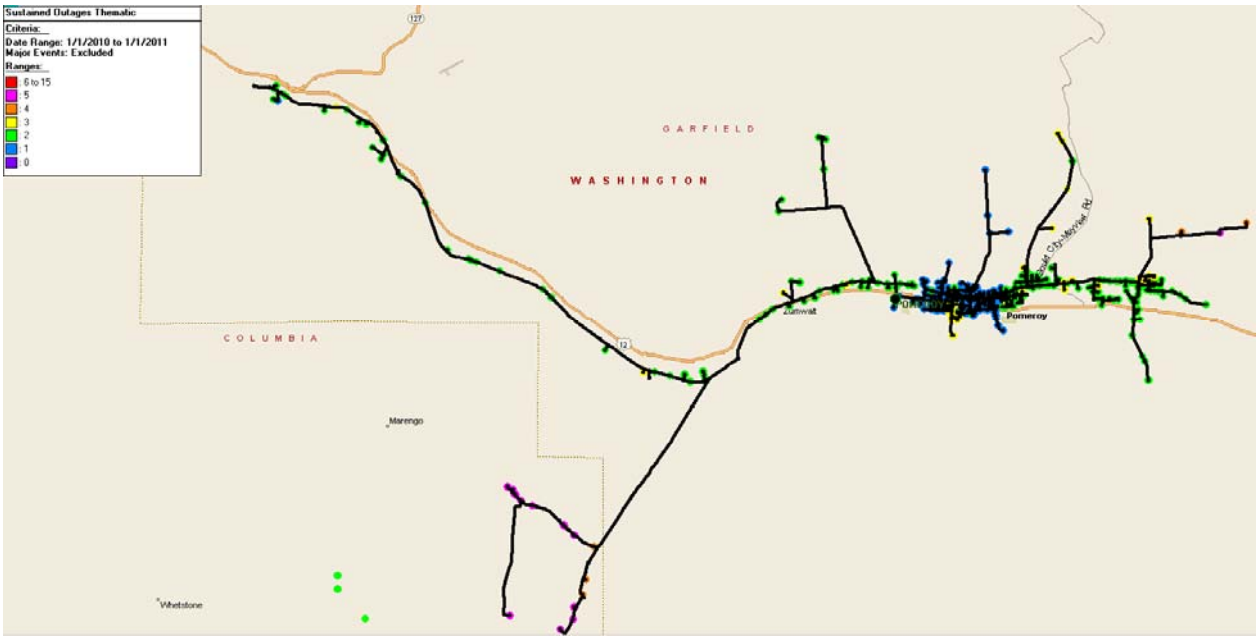
January – December 2010





5.6 5W342 Pomeroy Feeder





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January – December 2010