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Portland, Oregon 97232

VIA OVERNIGHT MAIL

July 27, 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-051090

Please find enclosed Pacific Power's semi annual report for the period January 1, 2006 through June 30, 2006 detailing Pacific Power's performance in meeting the service standards approved in the above docket.

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

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STATE OF WASH
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customer guarantees

January to June 2006

Washington

Description	Calendar YTD 2006			Calendar YTD 2005			
	Events	Failures	% Success	Events	Failures	% Success	Paid
CG1 Restoring Supply	43,107	0	100.0%	53,516	0	100.0%	\$0
CG2 Appointments	1,639	10	99.4%	1,600	10	99.4%	\$500
CG3 Switching on Power	2,934	11	99.6%	4,003	8	99.8%	\$625
CG4 Estimates	295	4	98.6%	664	3	99.5%	\$150
CG5 Respond to Billing Inquiries	830	6	99.3%	1,058	1	99.9%	\$50
CG6 Respond to Meter Problems	60	0	100.0%	59	0	100.0%	\$0
CG7 Notification of Planned Interruptions	2,627	1	100.0%	2,186	1	100.0%	\$50
	51,492	32	99.9%	63,086	23	99.9%	\$1,375

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: Performance reports are included in all billing statements beginning in July, company website featured the program during the month of March, and each new customer is sent a welcome aboard packet which features the program and describes how to file a claim.



A DIVISION OF PACIFICORP

Washington

Customer Service Commitments - Performance Standards
January 2006 - June 2006

Description	Performance at			Goal
	Baseline	June 2006	June 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	47	54	Underlying SAIDI of 111 by end of FY2008
<ul style="list-style-type: none"> Program Year 6: Nile Fomey Harrah Windward Ferdale 	0.975	0.33	0.42	Underlying SAIFI of 0.78 by end of FY2008
<ul style="list-style-type: none"> Program Year 7: West Granger Country Club Tampico Gore 	383 246 220 233 227			Reduce CPI by 20% from baseline
<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 	210 116 101 140 56			
	Not applicable	83%	80%	80%
	Not applicable	80%	80%	80%
	Not applicable	100%	100%	95%
	Not applicable	100%	100%	95%
	Not applicable	100%	100%	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.