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STATE OF WASH.  
UTIL. AND TRANSP. COMMISSION  
VIA OVERNIGHT MAIL

February 23, 2007

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 annual report for the period January 1, 2006 through December 31, 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

# customer guarantees

January to December 2006

Washington

Description	2006				2005			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	125,093	0	100.0%	\$0	104,332	0	100.0%	\$0
CG2 Appointments	3,087	14	99.5%	\$700	3,365	16	99.5%	\$800
CG3 Switching on Power	4,741	16	99.7%	\$800	6,103	14	99.8%	\$925
CG4 Estimates	533	5	99.1%	\$250	918	3	99.7%	\$150
CG5 Respond to Billing Inquiries	1,495	6	99.6%	\$300	1,793	3	99.8%	\$150
CG6 Respond to Meter Problems	116	0	100.0%	\$0	97	1	99.0%	\$50
CG7 Notification of Planned Interruptions	5,304	3	99.9%	\$150	4,590	2	99.9%	\$100
	<b>140,369</b>	<b>44</b>	<b>99.9%</b>	<b>\$2,200</b>	<b>121,198</b>	<b>39</b>	<b>99.9%</b>	<b>\$2,175</b>

**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 the following customer communications: Pacific Power website featured the program during the month of March, performance reports were included in all July billing statements, a program overview was included in the July/August Voices newsletter, the outer envelope for the October and November bills listed the guarantees, the consumer pricing billing insert in December featured the guarantees, 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 - December 2006

Description	Baseline	Performance at		Goal
		Dec 2006	Dec 2005	
<ul style="list-style-type: none"> <li>SAIDI (System availability in minutes per customer)<sup>1</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</sup></li> </ul>	138 0.975	122 0.98	111 0.81	Underlying SAIDI of 111 by end of FY2008 Underlying SAIFI of 0.78 by end of FY2008 Reduce CPI by 20% from baseline
<u>Program Year 6:</u> Nille Forney Harrah Windward Ferndale	383 246 220 233 227			
<u>Program Year 7:</u> West Granger County Club Tampico Gore	210 116 101 140 56			
<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</li> </ul>	Not applicable Not applicable Not applicable Not applicable Not applicable	85% 80% 100% 100% 100%	80% 80% 100% 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.