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Portland, Oregon 97232

July 24, 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 semi annual report for the period January 1, 2007 through June 30, 2007 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,

A handwritten signature in cursive script that reads "Carole Rockney".

Carole Rockney, Director,
Customer and Regulatory Liaison

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

Enclosures

Description	Baseline	Performance at		Goal
		June 2007	June 2006	
<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} <ul style="list-style-type: none"> <u>Program Year 6:</u> <ul style="list-style-type: none"> Nile 383 Forney 246 Harrah 220 Windward 233 Ferndale 227 <u>Program Year 7:</u> <ul style="list-style-type: none"> West 210 Granger 116 Country Club 101 Tampico 140 Gore 56 • 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 	<p>138</p> <p>0.975</p>	<p>52</p> <p>0.37</p>	<p>47</p> <p>0.33</p>	<p>Underlying SAIDI of 111 by end of FY2008</p> <p>Underlying SAIFI of 0.78 by end of FY2008</p> <p>Reduce CPI by 20% from baseline</p>
	Not applicable	85%	83%	80%
	Not applicable	82%	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.

customer guarantees

January to June 2007

Washington

Description	2007			2006			
	Events	Failures	% Success	Events	Failures	% Success	Paid
CG1 Restoring Supply	46,647	0	100.0%	43,107	0	100.0%	\$0
CG2 Appointments	1,559	6	99.6%	1,639	10	99.4%	\$500
CG3 Switching on Power	2,827	4	99.9%	2,934	11	99.6%	\$550
CG4 Estimates	254	2	99.2%	295	4	98.6%	\$200
CG5 Respond to Billing Inquiries	970	1	99.9%	830	6	99.3%	\$300
CG6 Respond to Meter Problems	75	0	100.0%	60	0	100.0%	\$0
CG7 Notification of Planned Interruptions	2,000	2	99.9%	2,627	1	99.9%	\$50
	54,332	15	99.9%	51,492	32	99.9%	\$1,600

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 June. In addition, 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 describes how to file a claim.