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February 27, 2008

Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive S.W.
P.O. Box 47250
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, 2007 through December 31, 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,

Carole Rockney, Director,
Customer and Regulatory Liaison

Enclosure

cc: David Pratt - Washington Utilities and Transportation Commission

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REGULATORY MANAGEMENT
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STATE OF WASH.
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COMMISSION

customer guarantees

January to December 2007

Washington

Description	2007				2006			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	142,420	0	100%	\$0	125,093	0	100%	\$0
CG2 Appointments	2,971	8	99.7%	\$400	3,087	14	99.5%	\$700
CG3 Switching on Power	4,614	7	99.8%	\$350	4,741	16	99.7%	\$800
CG4 Estimates	513	4	99.2%	\$200	533	5	99.1%	\$250
CG5 Respond to Billing Inquiries	1,734	5	99.7%	\$250	1,495	6	99.6%	\$300
CG6 Respond to Meter Problems	157	1	99.4%	\$50	116	0	100%	\$0
CG7 Notification of Planned Interruptions	4,940	5	99.9%	\$250	5,304	3	99.9%	\$150
	157,349	30	99.9%	\$1,500	140,369	44	99.9%	\$2,200

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 communications: performance reports were included on June's bill statements, an article featuring the program was published in May's customer newsletter, Voices, and the program was highlighted on Pacific Power's website. In addition, each new customer is sent a welcome aboard packet which details the program and describes how to file a claim, and it is also included in the customer's rights and responsibilities mailed annually.



Customer Service Commitments - Performance Standards

January 2007 - December 2007

Washington

Description	Baseline	Performance at		Goal
		December 2007	December 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} 	138	122	122	Underlying SAIDI of 111 by end of FY2008 ³
<ul style="list-style-type: none"> Program Year 6: Nile Fomey Harrah Windward Femdale Program Year 7: West Granger Country Club Tampico Gore Program Year 8: Zillah Gurley Stone Creek Nile Highland 	0.975	1.12	0.99	Underlying SAIFI of 0.78 by end of FY2008
	Average: 262	Average: 225		Reduce CPI by 20% from baseline
	383	617		Target: 209. GOAL NOT YET MET Program Year 6
	118			
	220			
	233			
	227			
	Average: 125	Average: 123		Target: 100. GOAL NOT YET MET Program Year 7
	210	95		
	116	216		
	101	55		
	140	166		
	56	82		
	Average: 269	Average: 249		Target: 215. GOAL NOT YET MET Program Year 8
	114	177		
	87	96		
	135	143		
	760	617		
	247	212		
<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 	Not applicable	85%	85%	80%
	Not applicable	83%	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.

³ SAIDI target met during period April 1, 2005 through March 31, 2006, with actual SAIDI of 99.7 minutes.

⁴ SAIFI target met during period April 1, 2005 through March 31, 2006 with actual SAIFI of 0.757 events.

Note: Performance figures exclude impacts of major events.