



825 NE Multnomah, Suite 2000  
Portland, Oregon 97232

June 2, 2008

**VIA ELECTRONIC FILING  
AND OVERNIGHT DELIVERY**

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

RECEIVED  
RECORDS MANAGEMENT  
2008 JUN -2 AM 8:53  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

**RE: Service Standards Report Submitted Pursuant to Docket No. UE-051090**

Please find enclosed Pacific Power's report for the modified Performance Standards and Customer Guarantee Program implemented on April 1, 2005 until March 31, 2008. This summary report details the company's performance during that time frame, and includes several measures the Company believed were important for customers.

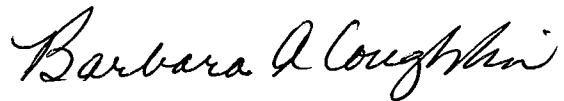
Notably, the Network Performance Standards are comprised of the System Average Interruption Duration Index (SAIDI) and the System Average Interruption Frequency Index (SAIFI) targets, three hour restoration targets, and improvement of identified underperforming circuits. In the area of SAIDI and SAIFI, Pacific Power had committed to delivering improved frequency and duration of outages over a consecutive twelve month rolling period within the three year period. For the entire three year period it committed to restoring, on average, at least 80% of customers impacted by an outage within three hours of notification. Finally, it committed to improving underperforming (or worst-performing) circuits selected in each year an average of 20%, using a company-derived weighted reliability metric, named circuit performance index (CPI). In addition, the remaining performance standards (customer service-related standards) met the established goals during this time frame and have been routinely reported during semi-annual reporting of the company's performance.

Although the program was to expire in 2008, it was affirmed and extended through December 31, 2011 as part of MidAmerican Energy Holding Company's acquisition of PacifiCorp in Docket No. UE-051090. As part of that docket, the company reserved the option to request approval of modifications to the existing program after March 31, 2008 expiration date. The Company has evaluated the program and intends to file a request for minor modifications in how its targets are established for several of the standards.

Washington Utilities and Transportation Commission  
June 2, 2008  
Page 2

If you have any questions or require further information, please contact me at (503) 331-4306.

Sincerely,

A handwritten signature in cursive script that reads "Barbara A. Coughlin".

Barbara A. Coughlin, Director  
Customer and Regulatory Liaison

Enclosures

cc: David Pratt - Washington Utilities and Transportation Commission

Customer Guarantee Performance Report

Description	Events	Failures	Success	Paid
CG1: Restoring Supply	398,807	0	100.0%	\$0
CG2: Appointments	9,175	39	99.6%	\$1,950
CG3: Switching on Power	14,274	34	99.8%	\$1,700
CG4: Estimates	1,631	10	99.4%	\$500
CG5: Respond to Billing Inquiries	4,905	15	99.7%	\$750
CG6: Respond to Meter Problems	420	2	99.5%	\$100
CG7: Notification of Planned Interruptions	14,471	9	99.9%	\$450
	<b>443,683</b>	<b>109</b>	<b>99.9%</b>	<b>\$5,450</b>