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Portland, Oregon 97232

July 31, 2008

**VIA ELECTRONIC FILING
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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, 2008 through June 30, 2008 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) 331-4306.

Sincerely,

Barbara Coughlin, Director
Customer and Regulatory Liaison

Enclosures

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



Washington

Customer Service Commitments - Performance Standards
January 2008 - June 2008

Description	Performance at Performance at		Goal
	June 2008	June 2007	
<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} 	75	52	<ul style="list-style-type: none"> Modifications to program proposed: goal to be reestablished pending proposal Modifications to program proposed: goal to be reestablished pending proposal
Baseline 138 0.975 Average: 262 Nile Forney Harrah Windward Ferndale Program Year 7: West Granger Country Club Tampico Gore Program Year 8: Zillah Gurley Stone Creek Nile Highland Program Year 9: GARDEN HAY RIVARD FRANKLIN BOULEVARD	0.88	0.37	Target: 209 Target: 107 Target: 215 Target: 77
<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 	88%	85%	80%
	85%	82%	80%
	100%	100%	95%
	100%	100%	95%
	100%	100%	95%

1 Performance being reported consistent with past practice; modifications to program proposed and under review.
 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 2008

Washington

Description	2008				2007			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	113,189	0	100.0%	\$0	46,647	0	100.0%	\$0
CG2 Appointments	1,516	4	99.7%	\$200	1,559	6	99.6%	\$300
CG3 Switching on Power	2,794	4	99.9%	\$200	2,827	4	99.9%	\$200
CG4 Estimates	302	1	99.7%	\$50	254	2	99.2%	\$100
CG5 Respond to Billing Inquiries	885	1	99.9%	\$50	970	1	99.9%	\$50
CG6 Respond to Meter Problems	118	0	100.0%	\$0	75	0	100.0%	\$0
CG7 Notification of Planned Interruptions	2,079	2	99.9%	\$100	2,000	2	99.9%	\$100
	120,883	12	99.9%	\$600	54,332	15	99.9%	\$750

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. Performance reports were also highlighted in Voices, the company's newsletter. In addition, Pacific Power's website features the program, and each new customer is sent a welcome aboard packet which features the program and describes how to file a claim.