



825 NE Multnomah, Suite 800
Portland, Oregon 97232

February 27, 2009

Washington Utilities & Transportation Commission
1300 S. Evergreen Park Drive SW
P.O. Box 47250
Olympia, WA 98504-7250

Attention: David Danner
Executive Director and Secretary

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

Dear Mr. Danner:

Please find enclosed PacifiCorp's annual report for the period January 1, 2008 through December 31, 2008 detailing PacifiCorp'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,

A handwritten signature in black ink, appearing to read "Barbara Coughlin / 2/27".

Barbara Coughlin, Director
Customer and Regulatory Liaison

cc: Sharon Wallace - Washington Utilities and Transportation Commission

Enclosures

customer guarantees

January to December 2008

Washington

Description	2008			2007			
	Events	Failures	% Success	Events	Failures	% Success	Paid
CG1 Restoring Supply	171,398	0	100.0%	142,420	0	100%	\$0
CG2 Appointments	2,752	6	99.8%	2,971	8	99.7%	\$400
CG3 Switching on Power	4,738	8	99.8%	4,614	7	99.8%	\$350
CG4 Estimates	489	2	99.6%	513	4	99.2%	\$200
CG5 Respond to Billing Inquiries	1,473	2	99.9%	1,734	5	99.7%	\$250
CG6 Respond to Meter Problems	196	0	100.0%	157	1	99.4%	\$50
CG7 Notification of Planned Interruptions	3,697	7	99.8%	4,940	5	99.9%	\$250
	184,743	25	99.9%	157,349	30	99.9%	\$1,500

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: A campaign of radio advertisements launched in April. 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.

Performance at Performance at
December 2008 December 2007

Description	Baseline	December 2008	December 2007	Goal
<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 0.975 Average: 262 Nile 383 Forney 246 Harrah 220 Windward 233 Ferndale 227 Average: 134 Program Year 7: West 210 Granger 116 Russell Creek 101 Tampico 140 Gore 56 Average: 268 Program Year 8: Zillah 114 87 Gurley Stone Creek 135 Nile 760 Highland 247 Average: 96 Program Year 9: Garden 109 Hay 166 Rivard 81 Franklin 82 Boulevard 41	131 1.33 222 136 238	122 1.12	Modifications to program proposed: goal to be reestablished pending proposal Modifications to program proposed: goal to be reestablished pending proposal 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 	Not applicable Not applicable Not applicable Not applicable Not applicable	86% 85% 100% 100% 98%	85% 83% 100% 100% 100%	80% 80% 95% 95% 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. Circuits in Year 9 do not have performance improvements reported since work has been underway during this period.

Note: Performance figures exclude impacts of major events.