

July 31, 2009

***VIA ELECTRONIC FILING  
AND OVERNIGHT DELIVERY***

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

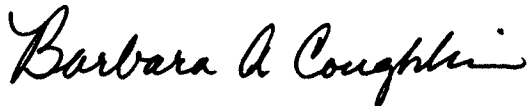
Attention: David W. Danner,  
Executive Director and Secretary

**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, 2009 through June 30, 2009 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

cc: David Pratt - Washington Utilities and Transportation Commission  
Deborah Reynolds - Washington Utilities and Transportation Commission

Enclosures

| Description   | Baseline  | Performance at Performance at      |                                    | Goal   |
|---|---|------------------------------------|------------------------------------|--|
|   |   | June 2009                          | June 2008                          |  |
| <ul style="list-style-type: none"> <li>SAIDI (System average interruption duration index)</li> <li>SAIFI (System average interruption frequency index)</li> <li>Worst Performing Circuits - Circuit Performance Indicator (CPI)</li> </ul>  | 138   | 85                                 | 75                                 | Program extended through December 31, 2011.  |
| <ul style="list-style-type: none"> <li>Program Year 6:</li> <li>Nile</li> <li>Forney</li> <li>Hannah</li> <li>Windward</li> <li>Ferndale</li> <li>Program Year 7:</li> <li>West</li> <li>Granger</li> <li>Country Club</li> <li>Tampico</li> <li>Core</li> <li>Program Year 8:</li> <li>Zillah</li> <li>Gurley</li> <li>Stone Creek</li> <li>Nile</li> <li>Highland</li> <li>Program Year 9:</li> <li>Garden</li> <li>Hay</li> <li>Rivard</li> <li>Franklin</li> <li>Boulevard</li> <li>Program Year 10:</li> <li>Boyer</li> <li>Mount View</li> <li>Occidental</li> <li>Memorial</li> <li>13th Street</li> </ul> | Average: 262<br>383<br>246<br>220<br>233<br>227<br>Average: 134<br>210<br>116<br>101<br>140<br>56<br>Average: 268<br>114<br>87<br>135<br>760<br>247<br>Average: 96<br>109<br>166<br>81<br>82<br>41<br>Average: 57<br>38<br>89<br>44<br>61<br>55 | 0.43                               | 0.88                               | Program extended through December 31, 2011.<br>Target: 209<br>Target: 107<br>Target: 215<br>Target: 77<br>Target: 46 |
| <ul style="list-style-type: none"> <li>Power supply restored within 3 hours</li> <li>Calls answered within 30 seconds</li> <li>Respond to commission complaints within 3 days</li> <li>Respond to commission complaints regarding service disconnects within 4 hours</li> <li>Commission complaints resolved within 30 days</li> </ul>  | Not applicable<br>Not applicable<br>Not applicable<br>Not applicable<br>Not applicable  | 83%<br>83%<br>100%<br>100%<br>100% | 88%<br>85%<br>100%<br>100%<br>100% | 80%<br>80%<br>95%<br>95%<br>95%  |

1 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: SAIDI and SAIFI Performance figures exclude impacts of major events.

# customer guarantees

January to June 2009

## Washington

| Description                               | 2009          |           |              | 2008           |           |              |              |
|---|---------------|-----------|--------------|----------------|-----------|--------------|--------------|
|   | Events        | Failures  | % Success    | Events         | Failures  | % Success    | Paid         |
| CG1 Restoring Supply                      | 54,200        | 0         | 100.0%       | 113,189        | 0         | 100.0%       | \$0          |
| CG2 Appointments                          | 1,099         | 1         | 99.9%        | 1,516          | 4         | 99.7%        | \$200        |
| CG3 Switching on Power                    | 2,404         | 2         | 99.9%        | 2,794          | 4         | 99.9%        | \$200        |
| CG4 Estimates                             | 183           | 2         | 98.9%        | 302            | 1         | 99.7%        | \$50         |
| CG5 Respond to Billing Inquiries          | 1,162         | 3         | 99.7%        | 885            | 1         | 99.9%        | \$50         |
| CG6 Respond to Meter Problems             | 185           | 2         | 98.9%        | 118            | 0         | 100.0%       | \$0          |
| CG7 Notification of Planned Interruptions | 2,640         | 1         | 100.0%       | 2,079          | 2         | 99.9%        | \$100        |
|   | <b>61,873</b> | <b>11</b> | <b>99.9%</b> | <b>120,883</b> | <b>12</b> | <b>99.9%</b> | <b>\$600</b> |

**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.