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February 26, 2010

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

Washington Utilities & Transportation Commission
1300 S. Evergreen Park Drive SW
P.O. Box 47250
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 December 31, 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

customer guarantees

January to December 2009

Washington

Description	2009				2008			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	132,998	0	100%	\$0	171,398	0	100.0%	\$0
CG2 Appointments	2,136	2	99.9%	\$100	2,752	6	99.8%	\$300
CG3 Switching on Power	3,817	2	99.9%	\$100	4,738	8	99.8%	\$400
CG4 Estimates	329	5	98.5%	\$250	489	2	99.6%	\$100
CG5 Respond to Billing Inquiries	1,622	4	99.8%	\$200	1,473	2	99.9%	\$100
CG6 Respond to Meter Problems	263	3	98.9%	\$150	196	0	100.0%	\$0
CG7 Notification of Planned Interruptions	4,290	4	99.9%	\$200	3,697	7	99.8%	\$350
	145,455	20	99.9%	\$1,000	184,743	25	99.9%	\$1,250

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. Radio and television commercials are on a regular rotation in our major markets.

Customer Service Commitments - Performance Standards
January 2009 - December 2009

Description	Baseline	Performance at Performance at		Goal
		December 2009	December 2008	
<ul style="list-style-type: none"> SAIDI (System average interruption duration index) SAIFI (System average interruption frequency index) Worst Performing Circuits - Circuit Performance Indicator (CPI) 	138	161	131	Program extended through December 31, 2011.
<ul style="list-style-type: none"> Program Year 6: 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 Program Year 10: Boyer Mount View Occidental Memorial 13th Street 	0.975 Average: 262 383 246 220 233 227 Average: 134 210 116 101 140 56 Average: 268 114 87 135 760 247 Average: 96 109 166 81 82 41 Average: 57 38 89 44 61 55	1.04 373 182 281 112 (current year selection)	Program extended through December 31, 2011. Program extended through December 31, 2011. Target: 209 Target: 107 Target: 215 Target: 77 Target: 46	
<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	84% 82% 100% 100% 100%	86% 85% 100% 100% 98%	80% 80% 95% 95% 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: Performance figures exclude impacts of major events.