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July 30, 2010

***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, 2010 through June 30, 2010 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 Service Commitments - Performance Standards
January 2010 - June 2010

Description	Baseline	Performance at		Goal
		June 2010	June 2009	
<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	45	85	Program extended through December 31, 2011.
Program Year 6:	Average: 262	372	0.43	Program extended through December 31, 2011.
Nile	383			Target: 209
Forney	246			
Harrish	220			
Windward	233			
Ferndale	227			
Program Year 7:	Average: 134	179		Target: 107
West	210			
Granger	116			
Russell Creek	149			
Tampico	140			
Gore	56			
Program Year 8:	Average: 268	281		Target: 215
Zillah	114			
Gurley	87			
Stone Creek	135			
Nile	760			
Highland	247			
Program Year 9:	Average: 96	98		Target: 77
Garden	109			
Hay	166			
Rivard	81			
Franklin	82			
Boulevard	41			
Program Year 10:	Average: 57	131		Target: 46
Boyer	38			
Mount View	89			
Occidental	44			
Memorial	61			
13th Street	55			
Program Year 11:	Average: 243	(current selections)		Target: 195
Ferndale	650			
Mabton Expr	128			
Draper	211			
Washington	102			
Dazel	125			
Power supply restored within 3 hours	Not applicable	84%	83%	80%
Calls answered within 30 seconds	Not applicable	80%	83%	80%
Respond to commission complaints within 3 days	Not applicable	100%	100%	95%
Respond to commission complaints regarding service disconnects within 4 hours	Not applicable	100%	100%	95%
Commission complaints resolved within 30 days	Not applicable	100%	100%	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.

customer guarantees

January to June 2010

Washington

Description	2010				2009			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	40,560	0	100.0%	\$0	54,200	0	100.0%	\$0
CG2 Appointments	1,069	3	99.7%	\$150	1,099	1	99.9%	\$50
CG3 Switching on Power	1,584	0	100.0%	\$0	2,404	2	99.9%	\$100
CG4 Estimates	165	3	98.2%	\$150	183	2	98.9%	\$100
CG5 Respond to Billing Inquiries	824	1	99.9%	\$50	1,162	3	99.7%	\$150
CG6 Respond to Meter Problems	131	0	100.0%	\$0	185	2	98.9%	\$100
CG7 Notification of Planned Interruptions	1,186	1	99.9%	\$50	2,640	1	100.0%	\$50
	45,519	8	99.9%	\$400	61,873	11	99.9%	\$550

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.