

February 23, 2011

***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, 2010 through December 31, 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

c: David Nightingale - Washington Utilities and Transportation Commission
Deborah Reynolds - Washington Utilities and Transportation Commission

Enclosures

Customer Service Commitments - Performance Standards

January 2010 - December 2010

Description	Baseline	Performance at		Goal
		December 2010	December 2009	
<ul style="list-style-type: none"> SAIDI (System average interruption duration index) 	138	103	161	SAIDI goal ¹ due prior to 12/31/2011 of 111 minutes. GOAL MET
<ul style="list-style-type: none"> SAIFI (System average interruption frequency index) 	0.975	0.69	1.04	SAIFI goal ¹ due prior to 12/31/2011 of 0.778 events. GOAL MET
<ul style="list-style-type: none"> Worst Performing Circuits - Circuit Performance Indicator (CPI)² 				
<ul style="list-style-type: none"> Program Year 6: Nile Forney Harrah Windward Ferrdale 	Average: 262 383 246 220 233 227	376		Target: 209
<ul style="list-style-type: none"> Program Year 7: West Granger Russell Creek Tampico Gore 	Average: 134 210 116 149 140 56	173		Target: 107
<ul style="list-style-type: none"> Program Year 8: Zillah Stone Creek Nile Highland 	Average: 268 114 87 135 760 247	269		Target: 215
<ul style="list-style-type: none"> Program Year 9: Garden Hav Rivard Franklin Boulevard 	Average: 96 109 166 81 82 41	94		Target: 77
<ul style="list-style-type: none"> Program Year 10: Boyer Mount View Occidental Memorial 13th Street 	Average: 57 38 89 44 61 55	121		Target: 46
<ul style="list-style-type: none"> Program Year 11: Ferrdale Mabton Expr Draper Washington Dazet 	Average: 243 650 128 211 102 125	230		Target: 195
<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% 80% 100% 100% 100%	84% 80% 100% 100% 100%	80% 80% 95% 95% 95%

¹ Program modifications had been proposed; proposal rescinded and results reported consistent with historic reporting method.

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 December 2010

Washington

Description	2010				2009			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	88,616	0	100%	\$0	132,998	0	100%	\$0
CG2 Appointments	1,940	6	99.7%	\$300	2,136	2	99.9%	\$100
CG3 Switching on Power	2,654	2	99.9%	\$100	3,817	2	99.9%	\$100
CG4 Estimates	271	3	98.9%	\$150	329	5	98.5%	\$250
CG5 Respond to Billing Inquiries	1,329	2	99.8%	\$100	1,622	4	99.8%	\$200
CG6 Respond to Meter Problems	226	1	99.6%	\$50	263	3	98.9%	\$150
CG7 Notification of Planned Interruptions	2,904	8	99.7%	\$400	4,290	4	99.9%	\$200
	97,940	22	99.9%	\$1,100	145,455	20	99.9%	\$1,000

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.