PACIFIC POWER
A DIVISION OF PACIFICORP

825 NE Multnomah, Suite 2000
Portland, Oregon 97232

April 22, 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: Annual Service Quality Report per WAC 480-100-393 and WAC 480-100-398

Dear Mr. Danner,

Pursuant to WAC 480-100-393 and WAC 480-100-398, which were adopted by the Commission in Docket No. UE-991168, PacifiCorp, d.b.a. Pacific Power, hereby submits for filing its annual service quality report for the period of January 1, 2009 through December 31, 2009.

It is respectfully requested that all formal correspondence and staff requests regarding this filing be addressed to:

By E-mail (preferred): datarequest@pacificorp.com

By regulator mail: Data Request Response Center
PacifiCorp
825 NE Multnomah Blvd., Suite 2000
Portland, OR 97232

Informal questions should be directed to Cathie Allen at 503-813-5934.

Sincerely,

Andrea L. Kelly/ca

Andrea L. Kelly
Vice President, Regulation

Enclosures

WASHINGTON

SERVICE QUALITY

REVIEW

January 1 – December 31, 2009

Annual Report

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EXECUTIVE SUMMARY

During January 1 through December 31, 2009, PacifiCorp delivered reliable service to its Washington customers, in spite of the fact that the level of performance did not meet internal targets, nor levels previously delivered by the Company. The Customer Guarantee program continued to deliver high quality results (in fact, well above 99%) consistent with the prior year's performance. While PacifiCorp's reliability results delivered to its Washington customers during 2009 were off the company's operating plan targets for the year, the service delivered across PacifiCorp's six state service territory ranks very high when compared across the industry.

The company's service reliability is impacted by uncontrollable interference events[1], such as car-hit-pole accidents, and by significant events that exceed the normal underlying level of interruptions but that do not reach the qualifying major event threshold for exclusion from the company's performance metrics. To provide a perspective on their impact this year, the significant events experienced during 2009 are listed in Section 2.1 and 2.2. Consideration of the root causes of these significant days is important when evaluating year-on-year performance. When the Company develops reliability improvement projects it evaluates these root causes and prepares plans that reflect the certainty of repetition of certainty of these events. The outcomes are reflective of the plans outlined in the Areas of Great Concern, shown in Section 3.5.

1 Service Standards Program Summary

PacifiCorp has a Service Standards Program comprised of a number of Customer Guarantees[2] and Performance Standards. Regular status reports regarding the program's performance are provided both internally and externally. These reports detail measures of performance that are reflective of PacifiCorp's reliability in service delivery (of both personnel and the network) to its customers. The company developed these measures after evaluating company and industry standards and practices for delivering, collecting, and reporting performance data. In certain cases, the company chose to adopt a level of performance higher than the industry norm. In other cases, PacifiCorp developed metrics and targets based upon its history of delivery of these measures. The measures are useful in evaluating historical performance and in setting future targets for performance. In its entirety, these measures comply with WAC 480-100-393 and 398 requirements for routine reliability reporting.

In UE-042131, the company applied for, and received approval, to extend the core program through March 31, 2008. During the MidAmerican acquisition of PacifiCorp, in UE-051090, the program[3] was extended again through 2011.

[1] The Company previously proposed a minor modification to its Service Standards Program to recognize that many of the outages experienced are beyond the Company's control, except as to its response. Thus, the frequency of these types of outages may render year-to-year comparisons of service delivered by the Company beyond targets. The use of Controllable Distribution and Non-Controllable Distribution Outage Causes was intended to remedy this anomaly. After discussions with Commission Staff the Company rescinded this filing, but continues to analyze data to ensure that improvement projects developed are done so recognizing costs and probable benefits for the system changes proposed.

[2] Customer Service Standards address individual customer transaction performance, while Performance Standards address system-level performance for the average PacifiCorp Washington customer.

[3] Commitment 45 states that "MEHC and PacifiCorp commit to continue customer service guarantees and performance standards as established in each jurisdiction, provided that MEHC and PacifiCorp reserve the right to request modifications of the guarantees and standards after March 31, 2008, and the right to request termination (as well as modification) of one or more guarantees or standards after 2011. The guarantees and standards will not be eliminated or modified without Commission approval."

1.1 PacifiCorp Customer Guarantees

Customer Guarantee 1: Restoring Supply After an Outage	The company will restore supply after an outage within 24 hours of notification from the customer with certain exceptions as described in Rule 25.
Customer Guarantee 2: Appointments	The company will keep mutually agreed upon appointments which will be scheduled within a two-hour time window.
Customer Guarantee 3: Switching on Power	The company will switch on power within 24 hours of the customer or applicant's request, provided no construction is required, all government inspections are met and communicated to the company and required payments are made. Disconnections for nonpayment, subterfuge or theft/diversion of service are excluded.
Customer Guarantee 4: Estimates For New Supply	The company will provide an estimate for new supply to the applicant or customer within 15 working days after the initial meeting and all necessary information is provided to the company.
Customer Guarantee 5: Respond To Billing Inquiries	The company will respond to most billing inquiries at the time of the initial contact. For those that require further investigation, the company will investigate and respond to the Customer within 10 working days.
Customer Guarantee 6: Resolving Meter Problems	The company will investigate and respond to reported problems with a meter or conduct a meter test and report results to the customer within 10 working days.
Customer Guarantee 7: Notification of Planned Interruptions	The company will provide the customer with at least two days notice prior to turning off power for planned interruptions.

Note: See Rules for a complete description of terms and conditions for the Customer Guarantee Program.

1.2 PacifiCorp Performance Standards[1]

Network Performance Standard 1: Improve System Average Interruption Duration Index (SAIDI)	The company will maintain SAIDI commitment target during the 3 year-9 month period through December 31, 2011.
Network Performance Standard 2: Improve System Average Interruption Frequency Index (SAIFI)	The company will maintain SAIFI commitment target during the 3 year-9 month period through December 31, 2011.
Network Performance Standard 3: Improve Under Performing Circuits	The company will reduce by 20% the circuit performance indicator (CPI) for a maximum of five under-performing circuits on an annual basis within five years after selection.
Network Performance Standard 4: Supply Restoration	The company will restore power outages due to loss of supply or damage to the distribution system within three hours to 80% of customers on average.
Customer Service Performance Standard 5: Telephone Service Level	The company will answer 80% of telephone calls within 30 seconds. The company will monitor customer satisfaction with the company's Customer Service Associates and quality of response received by customers through the company's eQuality monitoring system.
Customer Service Performance Standard 6: Commission Complaint Response/Resolution	The company will: a) respond to at least 95% of non-disconnect Commission complaints within three working days, b) respond to at least 95% of disconnect Commission complaints within four working hours, and c) resolve 95% of informal Commission complaints within 30 days.

Note: Performance Standards 1, 2 & 4 are for underlying performance days, excluding days classified as Major Events.

[1] The Company has filed proposed modifications to its Service Standards Program wherein network performance improvement targets would be developed based upon Controllable Distribution causes and the program would be extended through December 31, 2011. The Commission must approve any modifications made to the program.

1.3 Reliability Definitions and Service Territory

This section will define the various terms[1] used when referring to interruption types, performance metrics and the internal measures developed to meet performance plans. A map of PacifiCorp's service territory is included.

Interruption Types

Sustained Outage
A sustained outage is defined as an outage of equal to or greater than 5 minutes in duration.

Momentary Outage
A momentary outage is defined as an outage of less than 5 minutes in duration. PacifiCorp has historically captured this data using substation breaker fault counts.

Reliability Indices

SAIDI
SAIDI (system average interruption duration index) is an industry-defined term to define the average duration summed for all sustained outages a customer experiences in a given period. It is calculated by summing all customer minutes lost for sustained outages (those exceeding 5 minutes) and dividing by all customers served within the study area. When not explicitly stated otherwise, this value can be assumed to be for a one-year period.

Daily SAIDI
In order to evaluate trends during a year and to establish Major Event Thresholds, a daily SAIDI value is often used as a measure. This concept was introduced in IEEE Standard P1366-2003. This is the day's total customer minutes out of service divided by the static customer count for the year. It is the total average outage duration customers experienced for that given day. When these daily values are accumulated through the year, it yields the year's SAIDI results.

SAIFI
SAIFI (system average interruption frequency index) is an industry-defined term that attempts to identify the frequency of all sustained outages that the average customer experiences during a given period. It is calculated by summing all customer interruptions for sustained outages (those exceeding 5 minutes in duration) and dividing by all customers served within the study area.

CAIDI
CAIDI (customer average interruption duration index) is an industry-defined term that is the result of dividing the duration of the average customer's sustained outages by the frequency of outages for that average customer. While the Company did not originally specify this metric under the umbrella of the Performance Standards Program within the context of the Service Standards Commitments, it has since been determined to be valuable for reporting purposes. It is derived by dividing PS1 (SAIDI) by PS2 (SAIFI).

CEMI
CEMI is an acronym for Customers Experiencing Multiple (Sustained and Momentary) Interruptions. This index depicts repetition of outages across the period being reported and can be an indicator of recent portions of the system that have experienced reliability challenges. This metric is used to evaluate customer-specific reliability in Section 4 Customer Reliability Communications.

[1] P1366-2003 was adopted by the IEEE Commissioners on December 23, 2003. The definitions and methodology detailed therein are now industry standards.

CPI99

CPI99 is an acronym for Circuit Performance Indicator 1999, which uses key reliability metrics (such as SAIDI and SAIFI) to identify underperforming circuits. It excludes Major Event and Loss of Supply or Transmission outages.

CPI05

CPI05 is an acronym for Circuit Performance Indicator 2005, which uses key reliability metrics (such as SAIDI and SAIFI) to identify underperforming circuits. Unlike CPI99, it includes Major Event and Loss of Supply or Transmission outages.

Performance Types & Commitments

PacifiCorp recognizes two categories of performance: underlying performance and major events. Major events represent the atypical, with extraordinary numbers and durations for outages beyond the usual. Ordinary outages are incorporated within underlying performance. These types of events are further defined below.

Major Events

A Major Event is defined as a 24-hour period where SAIDI exceeds a statistically derived threshold value, as detailed in IEEE Distribution Reliability Standard 1366-2003[1].

Underlying Events

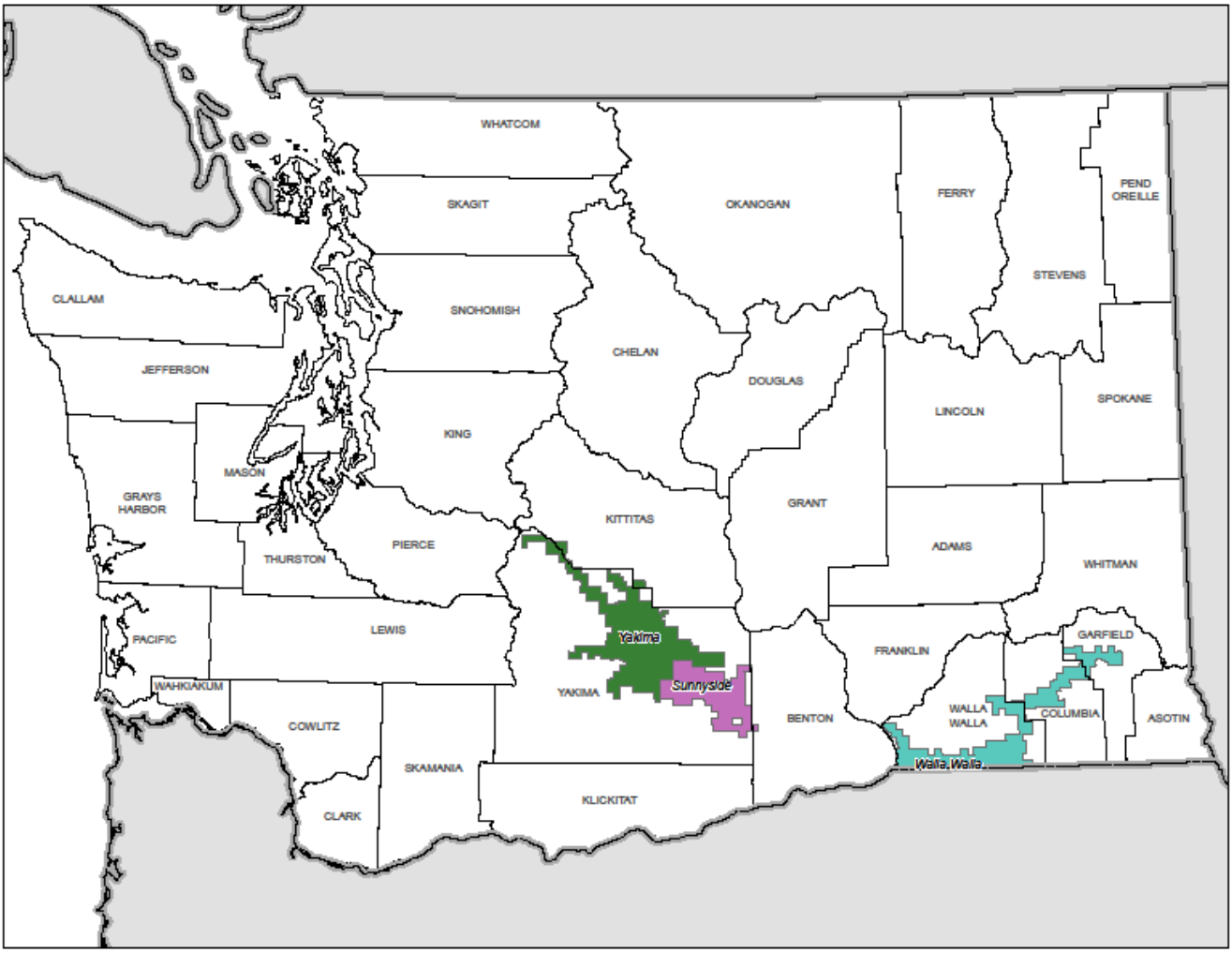
Within the industry, there has been a great need to develop methodologies to evaluate year-on-year performance. This has led to the development of methods for segregating outlier days. Those days which fall below the statistically derived threshold represent "underlying" performance, and are valid (with some minor considerations for changes in reporting practices) for establishing and evaluating meaningful performance trends over time.

Performance Targets

The Company and Commission, in the MidAmerican transaction docket, UE05-01590, agreed to extend Service Standards through 12/31/2011. Within Washington, because performance delivered by the Company falls within industry second quartile performance levels, the Company committed that it will achieve performance by 12/31/2011 that maintains performance targets set in prior Merger Commitment Periods.

[1] During calendar 2009, the calculated threshold for a major event is 12.16 minutes.

Service Territory Map



2 CUSTOMER GUARANTEES SUMMARY

customer*guarantees*

January to December 2009

Washington

	Description	2009 Events	2009 Failures	2009 %Success	2009 Paid	2008 Events	2008 Failures	2008 %Success	2008 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**

Overall guarantee performance remains well above 99%, demonstrating PacifiCorp'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 are on routine rotation in our major markets.

Performance reports are included in all billing statements.

Performance reports are highlighted in Voices, the company's newsletter.

PacifiCorp's website outlines the details of the program.

Each new customer is sent a welcome aboard packet that features the program and describes how to file a claim.

(Major Events are excluded from the Customer Guarantees program.)

3 RELIABILITY PERFORMANCE

During the reporting period, the company delivered mixed reliability results; while outage duration (SAIDI) was notably higher than internal targets, outage frequency (SAIFI) was only nominally off internal targets. CAIDI in Sunnyside and Walla Walla were very favorable at 79 and 94 respectively, while Yakima's CAIDI of 209 put Washington overall CAIDI at 155 for the period.

3.1 System Average Interruption Duration Index (SAIDI)

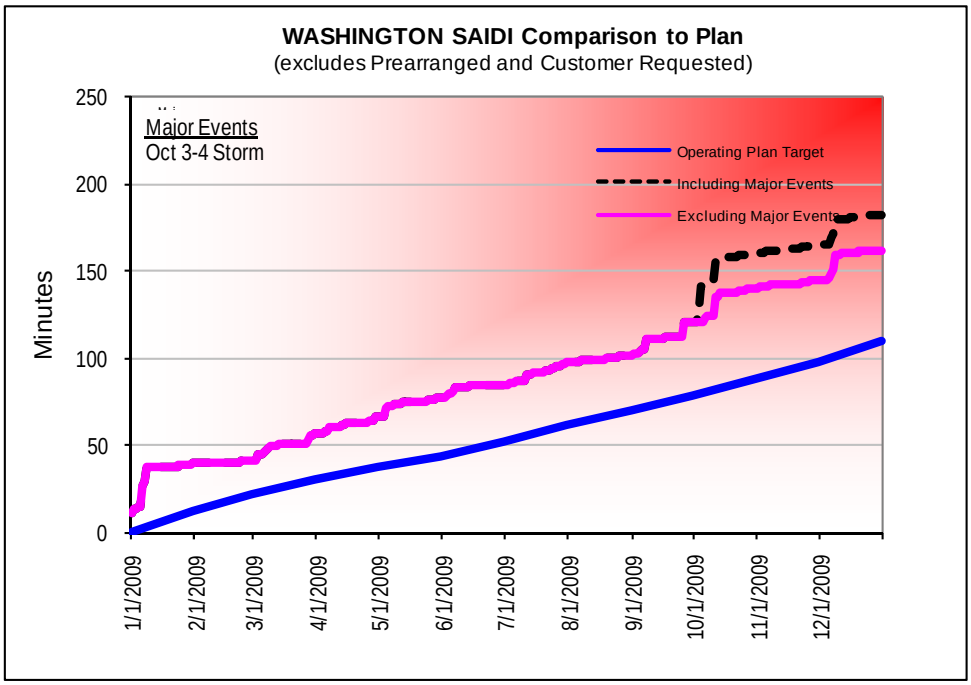
Severe winter weather events in the first eight days of January (significant event days[1] that did not reach the major event threshold for exclusion from performance results) immediately drove the company's Washington SAIDI so markedly off plan it was unable to recover from the overage in subsequent months; in aggregate these days account for more than 35 SAIDI minutes, and absent them, performance would have been essentially on target. Moreover, eight more additional significant event days during the year only drove it further off target. During the period, there were thirteen dates with a daily underlying SAIDI of 3 minutes or more. These thirteen days account for 84 SAIDI minutes, representing 52% of the total underlying SAIDI (and 76% of the SAIDI target for the year). Only two of these events are considered company controllable (March 3 and December 8 that were equipment-caused events) and they account for only 15% of the total Significant Event Days SAIDI; 85% of the significant event minutes were due to uncontrollable causes. Nonetheless, the Company's reliability improvement plan will attempt to make facilities more resistant to weather events.

SIGNIFICANT EVENT DAYS		
DATE	PRIMARY CAUSE	SAIDI
1/1/2009	Weather	10
1/2/2009	Weather	3
1/6/2009	Weather	11
1/7/2009	Weather	3
1/8/2009	Flooding	8
3/3/2009	Equipment	4
5/4/2009	Pole Fire	5
7/12/2009	Weather	3
9/8/2009	Vehicle Interference	5
9/26/2009	Boise Mill Fire	8
10/11/2009	Landslide	11
12/6/2009	Weather	3
12/8/2009	Equipment	9
	TOTAL	84

In contrast to numerous Significant Event Days, the company experienced only one major event during the year (October 3-4 due to storms), which was filed for exclusion from network performance metrics. As shown in the table above, at least two of the significant events were very near the major event threshold of 12.16 SAIDI minutes.

[1] A Significant Event Day is 1.75 times the standard deviation of the company's natural log daily SAIDI results by state.

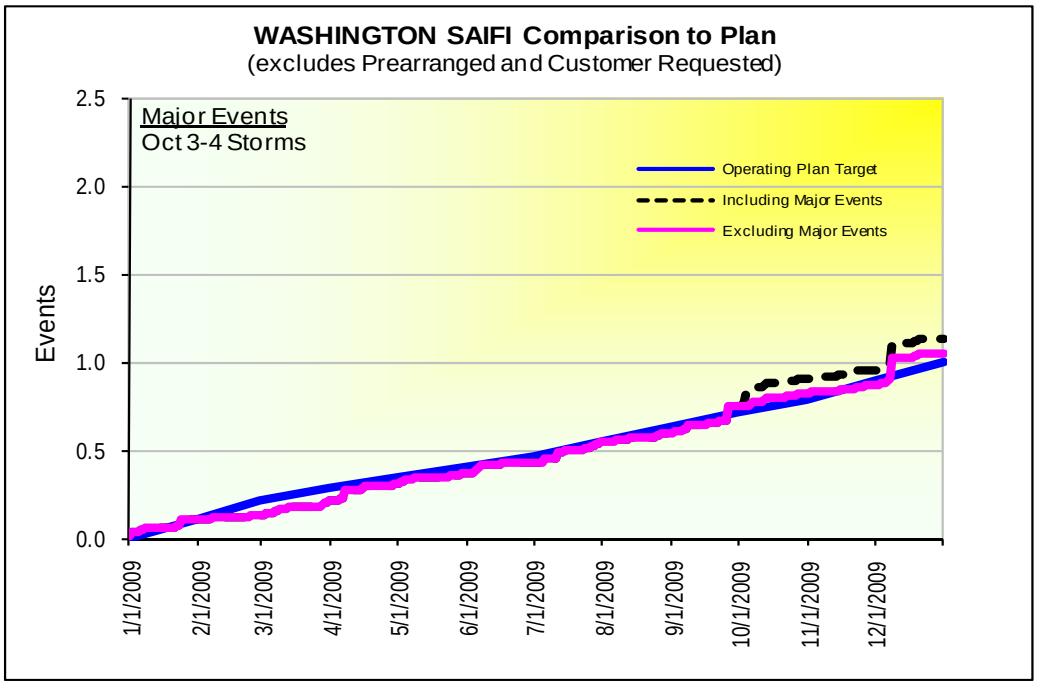
	January 1 through December 31, 2009	
	SAIDI Actual	SAIDI Goal
Washington	161	111



3.2 System Average Interruption Frequency Index (SAIFI)

Despite tracking very close to plan throughout the year, a late September emergency transmission outage taken because of the newsworthy Boise Mill fire, followed by December weather and equipment interruptions took performance above target, from which the Company was unable to recover. These caused the company to deliver SAIFI results just off its internal target for the reporting period.

	January 1 through December 31, 2009	
	SAIFI Actual	SAIFI Target
Washington	1.04	1.00



3.3 Operating Area Metrics

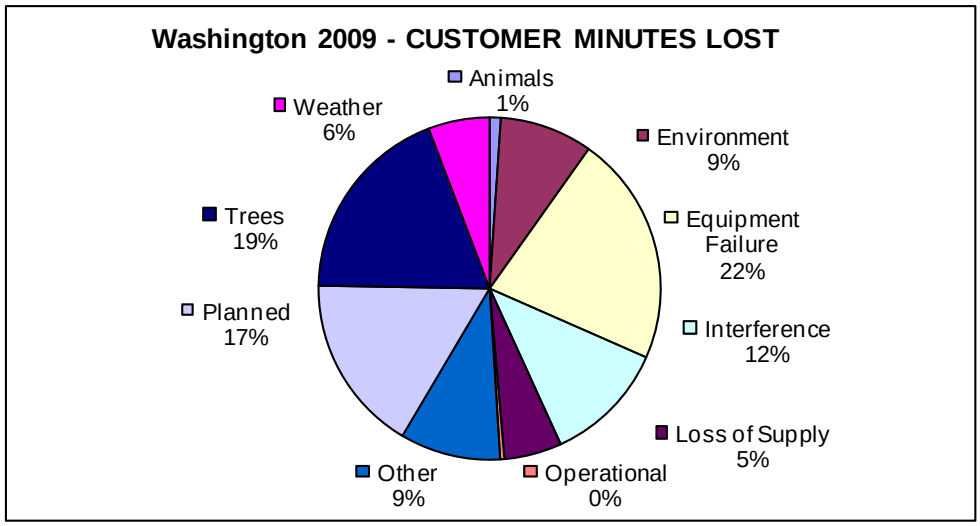
Washington operating area performance for the reporting period is listed in the table below. As shown, Sunnyside and Walla Walla experienced good reliability while Yakima experienced much more challenges during the period. Customer Minutes Lost on Significant Event Days in Yakima account for 57% of Yakima's total operating area SAIDI for the year.

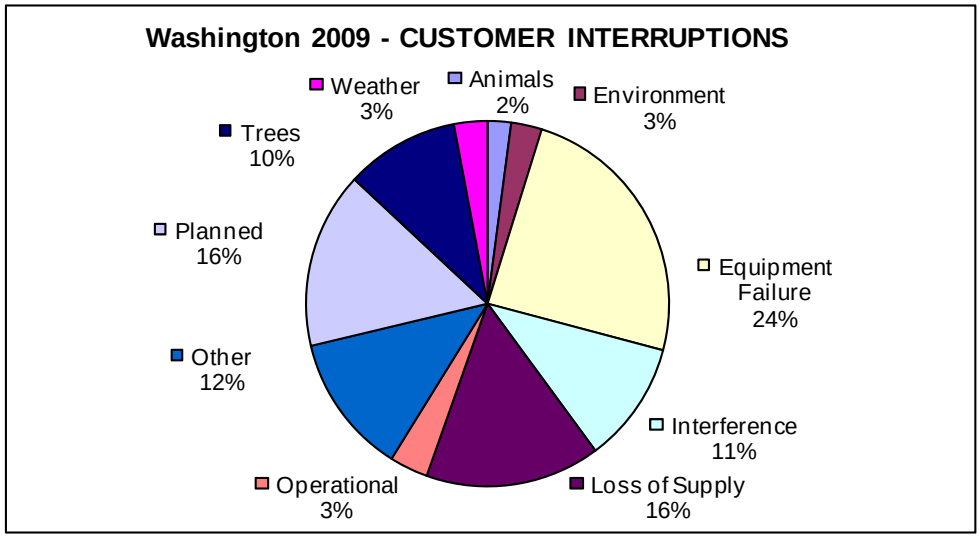
Jan – Dec 2009	Including Major Events			Excluding Major Events		
Operating Area	SAIDI	SAIFI	CAIDI	SAIDI	SAIFI	CAIDI
SUNNYSIDE	129	1.47	88	108	1.37	79
WALLA WALLA	105	1.12	94	105	1.12	94
YAKIMA	233	1.10	213	206	0.99	209

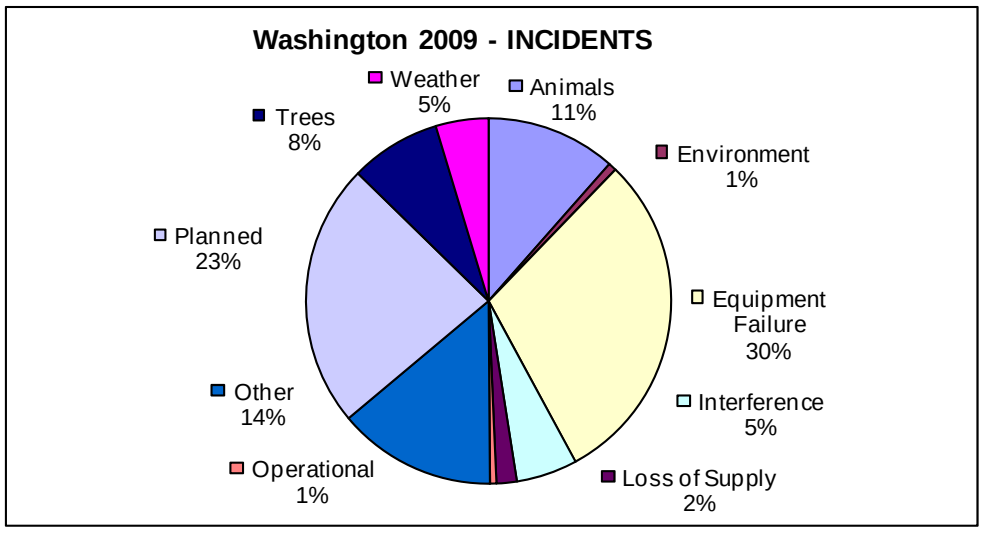
3.4 Cause Code Analysis

The table and charts below break out the number of incidents, customer hours lost, and sustained interruptions by cause code. Customer Minutes Lost is directly related to SAIDI (average outage duration); Sustained Interruptions is directly related to SAIFI (average outage frequency). Certain types of outages typically result in high duration, but are infrequent, such as Loss of Supply outages. Others tend to be more frequent, but are generally shorter duration. The pie charts depict the breakdown of performance results by percentage of each cause category. Following the pie charts, a cause category table lists the direct causes with definitions and examples.

Direct Cause Category	Direct Cause	Customer Minutes Lost	Customer Interruptions	Incidents
Animals	Animals	173,523	1866	175
	Bird Mortality (Non-protected species)	38,906	918	138
	Bird Mortality (Protected species) (BMTS)	7,206	32	8
	Bird Nest (BMTS)	132	2	3
	Bird Suspected, No Mortality	14,330	149	46
Environment	Contamination	285,458	1476	8
	Fire/Smoke (not due to faults)	304,596	1362	12
	Flooding	1,355,511	1036	3
Equipment Failure	B/O Equipment	1,291,904	12461	363
	Deterioration or Rotting	2,687,712	13855	521
	Nearby Fault	252	5	1
	Overload	70,697	846	25
	Pole Fire	771,368	7400	50
Interference	Dig-in (Non-PacifiCorp Personnel)	9,587	52	13
	Other Interfering Object	42,784	339	9
	Other Utility/Contractor	263,990	3376	33
	Vandalism or Theft	612	6	6
	Vehicle Accident	2,251,093	11562	113
Loss of Supply	Loss of Substation	53,283	2703	6
	Loss of Transmission Line	1,150,455	19322	52
Operational	Faulty Install	347	3	3
	Improper Protective Coordination	980	23	3
	Incorrect Records	969	26	5
	Internal Contractor	48,119	1877	3
	PacifiCorp Employee - Field	39,429	2920	4
Other	Other, Known Cause	385,883	3782	16
	Unknown	1,720,856	13911	435
Planned	Construction	13,636	154	13
	Customer Notice Given	792,786	4252	501
	Customer Requested	189,107	908	26
	Emergency Damage Repair	945,773	8755	172
	Intentional to Clear Trouble	1,491,449	1303	21
	Transmission Requested	280,750	6921	19
Trees	Tree - Non-preventable	4,159,801	13927	251
	Tree - Trimmable	36,426	425	7
Weather	Freezing Fog & Frost	1,256	7	3
	Ice	8,477	36	4
	Lightning	106,057	763	77
	Snow, Sleet and Blizzard	345,948	741	8
	Wind	822,579	2652	58


Washington 2009 - CUSTOMER MINUTES LOST
Animals 1%
Weather 6%
Environment 9%
Trees 19%
Equipment Failure 22%
Planned 17%
Interference 12%
Loss of Supply 5%
Other 9%
Operational 0%


Washington 2009 - CUSTOMER INTERRUPTIONS
Weather 3%
Animals 2%
Environment 3%
Trees 10%
Planned 16%
Equipment Failure 24%
Other 12%
Interference 11%
Operational 3%
Loss of Supply 16%


Washington 2009 - INCIDENTS
Weather 5%
Animals 11%
Trees 8%
Environment 1%
Planned 23%
Equipment Failure 30%
Other 14%
Interference 5%
Operational 1%
Loss of Supply 2%

Cause Category	Description and Examples
Environment	Contamination or Airborne Deposit (i.e., salt, trona ash, other chemical dust, sawdust, etc.); corrosive environment; flooding due to rivers, broken water main, etc.; fire/smoke related to forest, brush or building fires (not including fires due to faults or lightning).
Weather	Wind (excluding windborne material); snow, sleet or blizzard; ice; freezing fog; frost; lightning.
Equipment Failure	Structural deterioration due to age (incl. pole rot); electrical load above limits; failure for no apparent reason; conditions resulting in a pole/cross arm fire due to reduced insulation qualities; equipment affected by fault on nearby equipment (i.e. broken conductor hits another line).
Interference	Willful damage, interference or theft; such as gun shots, rock throwing, etc; customer, contractor or other utility dig-in; contact by outside utility, contractor or other third-party individual; vehicle accident, including car, truck, tractor, aircraft, manned balloon; other interfering object such as straw, shoes, string, balloon.
Animals and Birds	Any problem nest that requires removal, relocation, trimming, etc; any birds, squirrels or other animals, whether or not remains found.
Operational	Accidental Contact by PacifiCorp or PacifiCorp's Contractors (including live-line work); switching error; testing or commissioning error; relay setting error, including wrong fuse size, equipment by-passed; incorrect circuit records or identification; faulty installation or construction; operational or safety restriction.
Loss of Supply	Failure of supply from Generator or Transmission system; failure of distribution substation equipment.
Planned	Transmission requested, affects distribution sub and distribution circuits; company outage taken to make repairs after storm damage, car hit pole, etc.; construction work, regardless if notice is given; rolling blackouts.
Trees	Growing or falling trees.
Other	Cause Unknown.

3.5 Areas of Greatest Concern

During 2009, reliability continues to focus on improved system hardening and protection, including replacement of hydraulic reclosers, upgrades of substation breakers and/or relays and coordination of circuit protection devices, such as fuses and reclosers. The company has found substantial improvements in performance by focusing on circuits that do not appear to be well coordinated. Additionally, it has continued its circuit hardening efforts by strategic deployment of circuit inspection, pole and/or crossarm replacement and vegetation hot spotting. Along with circuit hardening and protection efforts, it has reviewed opportunities for localized activities such as feeder ties and cable replacement activities. Further, the company has piloted additional circuit hardening technologies that are radio frequency-based. This technology complements circuit hardening inspections performed via the company's Saving SAIDI program. While conclusive evidence has not been obtained, it appears use of key tools may improve the quality of delivered circuit hardening activities.

The table below lists reliability projects currently underway for Washington's Areas of Greatest Concern.

Circuit	Actions	Status	Target Date
5Y174 Mabton Express	Coordinate circuit protection Determine if it is feasible to collect and investigate data for 2 line reclosers on a periodic basis	Coordination plan prepared; coordination in progress	12/31/2010
5W106 Ferndale	Coordinate circuit protection Determine if it is feasible to collect and investigate data for 4 line reclosers on a periodic basis	Coordination plan prepared; coordination in progress	12/31/2010
5Y141 Washington	Coordinate circuit protection	Coordination plan prepared; coordination in progress	12/31/2010
5Y434 Dazet	Coordinate circuit protection	Coordination plan prepared; coordination in progress	12/31/2010
5Y156 Draper	To be determined	Evaluation in progress	12/31/2011
5Y380 Tampico	Correct bad cross arm and pole conditions Determine if it is feasible to collect and investigate data for 7 line reclosers on a periodic basis	Conditions have been identified	12/31/2010

3.6 Reduce CPI for Worst Performing Circuits by 20%

On a routine basis, the company reviews circuits for performance. One of the measures that it uses is called circuit performance indicator (CPI), which is a blended weighting of key reliability metrics covering a three-year time frame. The higher the number, the poorer the blended performance the circuit is delivering. As part of the company's Performance Standards Program, it annually selects a set of Worst Performing Circuits for target improvement. The improvements are to be completed within two years of selection. Within five years of selection, the average performance must improve by at least 20% (as measured by comparing current performance against baseline performance). Program Years 1-5 met their targets (as filed and approved) and no longer appear in the table below.

WASHINGTON WORST PERFORMING CIRCUITS	BASELINE	Performance 12/31/2009
PROGRAM YEAR 10:		
Boyer	38	
Mount View	89	
Occidental	44	
Memorial	61	
13th Street	55	
TARGET SCORE = 46	57	
PROGRAM YEAR 9:		
Garden 5W154	109	215
Hay 5Y131	166	129
Rivard 5Y148	81	94
Franklin 5Y448	82	81
Boulevard 5Y610	41	40
TARGET SCORE = 77	96	112
PROGRAM YEAR 8:		
Zillah 5Y245	114	82
Gurley 5Y358	87	72
Stone Creek 5W19	135	215
Nile 4Y1	760	894
Highland 5Y93	247	143
TARGET SCORE = 215	269	281
PROGRAM YEAR 7:		
West 5Y149	210	123
Granger 5Y357	116	298
Russell Creek 5W121	149	72
Tampico 5Y380	140	322
Gore 5Y100	56	104
TARGET SCORE = 107	134	184
PROGRAM YEAR 6:		
Nile 4Y1	383	894
Forney 5Y94	246	185
Harrah 5Y202	220	119
Windward 4W22	233	26
Ferndale 5W106	227	641
TARGET SCORE = 210	262	373

3.7 Restore Service to 80% of Customers within 3 Hours

WASHINGTON RESTORATIONS WITHIN 3 HOURS					
3-Year Program to Date				84%	
January 1 through December 31, 2009				82%	
January	February	March	April	May	June
71%	91%	63%	85%	48%	86%
July	August	September	October	November	December
90%	88%	88%	84%	80%	92%

3.8 Telephone Service and Response to Commission Complaints

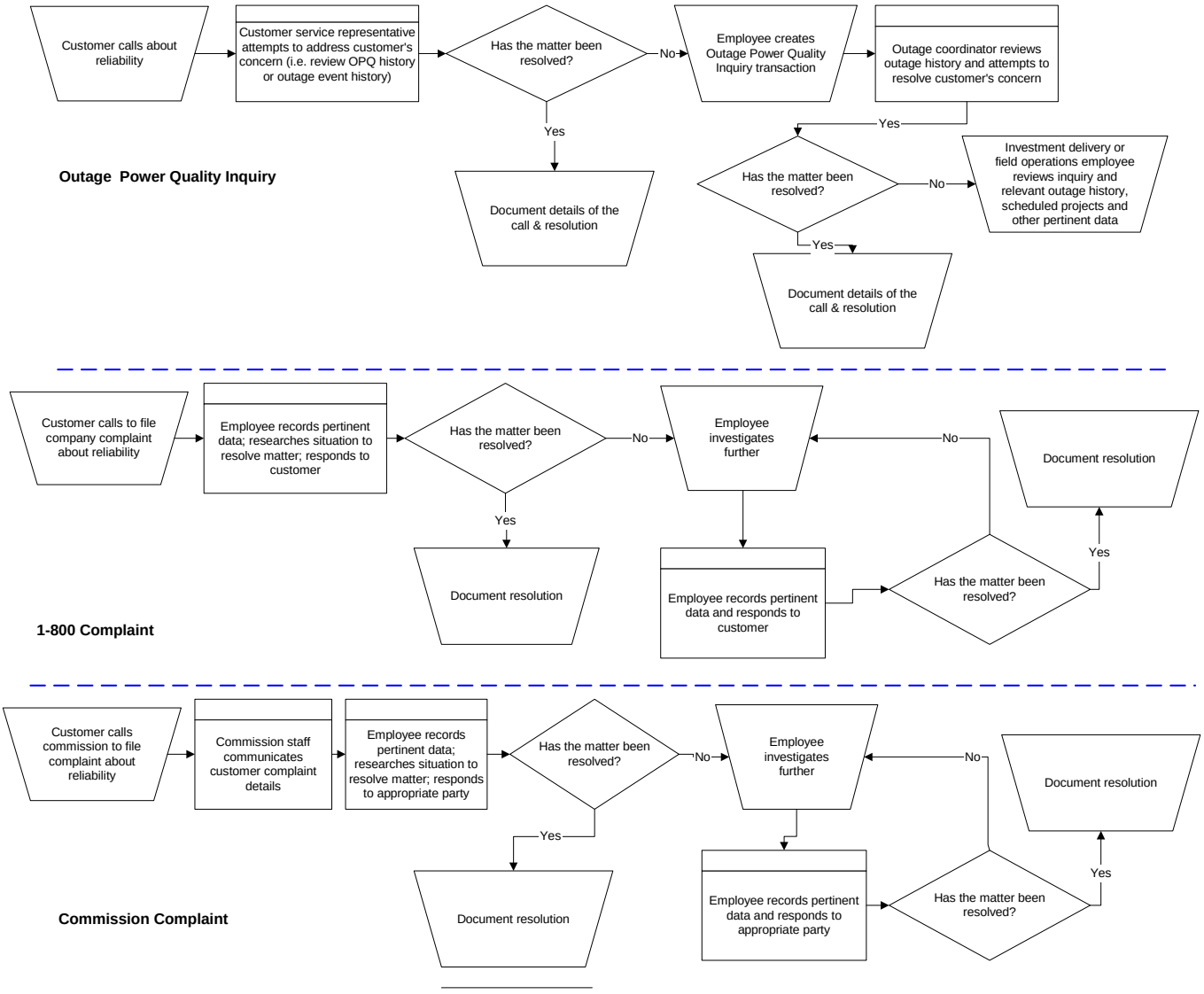
COMMITMENT	GOAL	PERFORMANCE
PS5-Answer calls within 30 seconds	80%	82%
PS6a) Respond to commission complaints within 3 days	95%	100%
PS6b) Respond to commission complaints regarding service disconnects within 4 hours	95%	100%
PS6c) Resolve commission complaints within 30 days	95%	100%

4 CUSTOMER RELIABILITY COMMUNICATIONS

4.1 Reliability Complaint Process Overview

The company's process for managing customers' concerns about reliability are to provide opportunities to hear customer concerns, respond to those concerns, and where necessary, provide customers an opportunity to elevate those concerns.

Customer Reliability Communications



4.2 Customer Complaint Tracking

Listed below are the various avenues available to a customer to resolve concerns about reliability performance.

- **Customer Reliability Inquiry**
  The company records customer inquiries about reliability as Outage Power Quality transactions in its customer service system, referred to as "OPQ" transactions.
- **Customer Complaint**
  If a customer's reliability concerns are not met through the process associated with the OPQ transaction, a customer can register a 1-800 complaint with the company. This is recorded in a complaint repository from which regular reports are prepared and circulated for resolution.
- **Commission Complaint**
  If a customer's reliability concerns are not met through the process associated with a 1-800 complaint, a customer can register a complaint with the Commission. This is recorded by the Commission staff and also by the company in a complaint repository. Regular reports are prepared and circulated for resolution of these items.

4.3 Customer Complaints Recorded During the Period

Below are reliability-related customer complaints received for Washington services during the reporting period, listed by the recording point.

- **Informal Complaints (1-800 or Customer Assistance Line - CAL)**

There were two Informal Complaints in the reporting period.

Customer	Date	City	Revenue Class	Inquiry	Source	Circuit	Complaint
A	8/6/2009	Sunnyside	Residential	No	800	5Y316	Customer contacted CAL regarding frequent outages in area.
B	8/7/2009	Sunnyside	Residential	No	800	5Y316	Customer contacted CAL concerning outages in his area.

- **Commission Complaints**

There were two Commission Complaints in the reporting period.

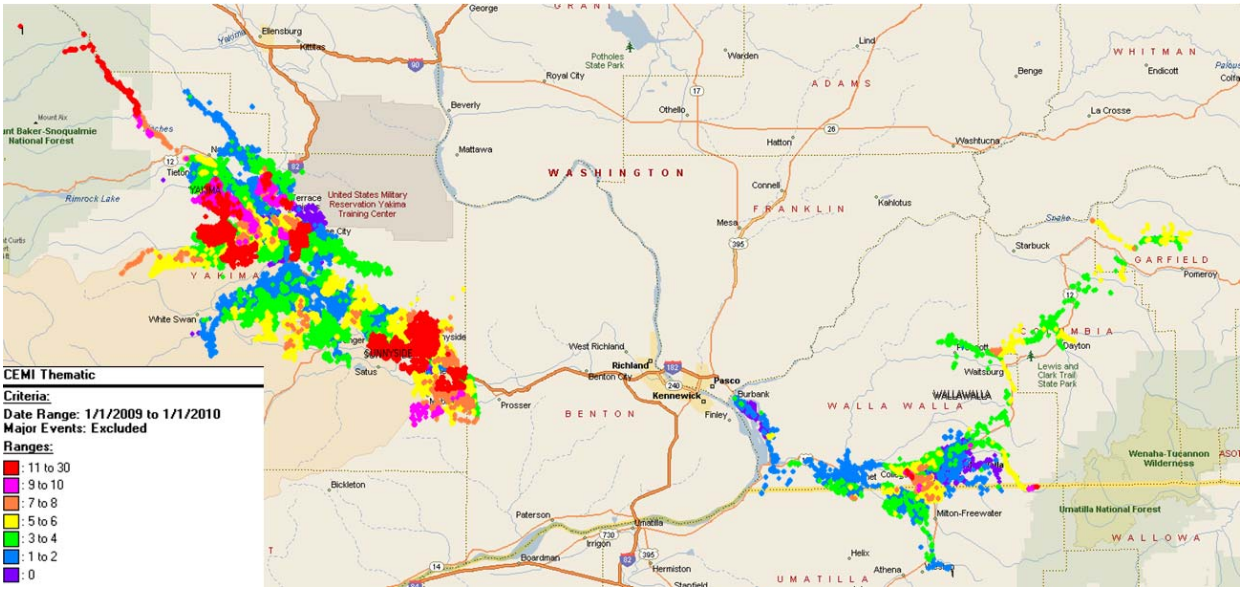
Customer	Date	City	Revenue Class	Inquiry	Source	Circuit	Complaint
C	9/15/2009	Walla Walla	Residential	No	WUTC	5W4	Customer contacted WUTC regarding frequency and duration of outages the past 12 months.
A	8/7/2009	Sunnyside	Residential	No	WUTC	5Y316	Customer contacted WUTC regarding frequent outages cause by bad UG equipment.

5 WASHINGTON RELIABILITY RESULTS DURING 2009

To geospatially display reliability results, the Company has developed its GREAT tool which blends circuit topology with outage history and uses a variety of industry metrics (differentiated by color) to indicate areas where reliability analysis should be targeted. In the subsequent plots, two important reliability indicators are depicted. First, plots with customers experiencing multiple interruptions (CEMI) are shown. This measure shows how many sustained and momentary outages a given service transformer has experienced. The greater the color intensity, with red as the most severe, the more interruptions the transformer has had. Second sustained interruptions are shown. This measure shows how many sustained outages a service transformer has experienced. Third, service transformer-level SAIDI is shown. While technically SAIDI is a "system-level" metric, the local application of this metric can be revealing in determining service transformers that have had long cumulative durations of outages during the period. As explained previously, the greater the color intensity, the longer the outage duration during the period. (Major events, customer requested and prearranged outages are excluded from underlying results.)

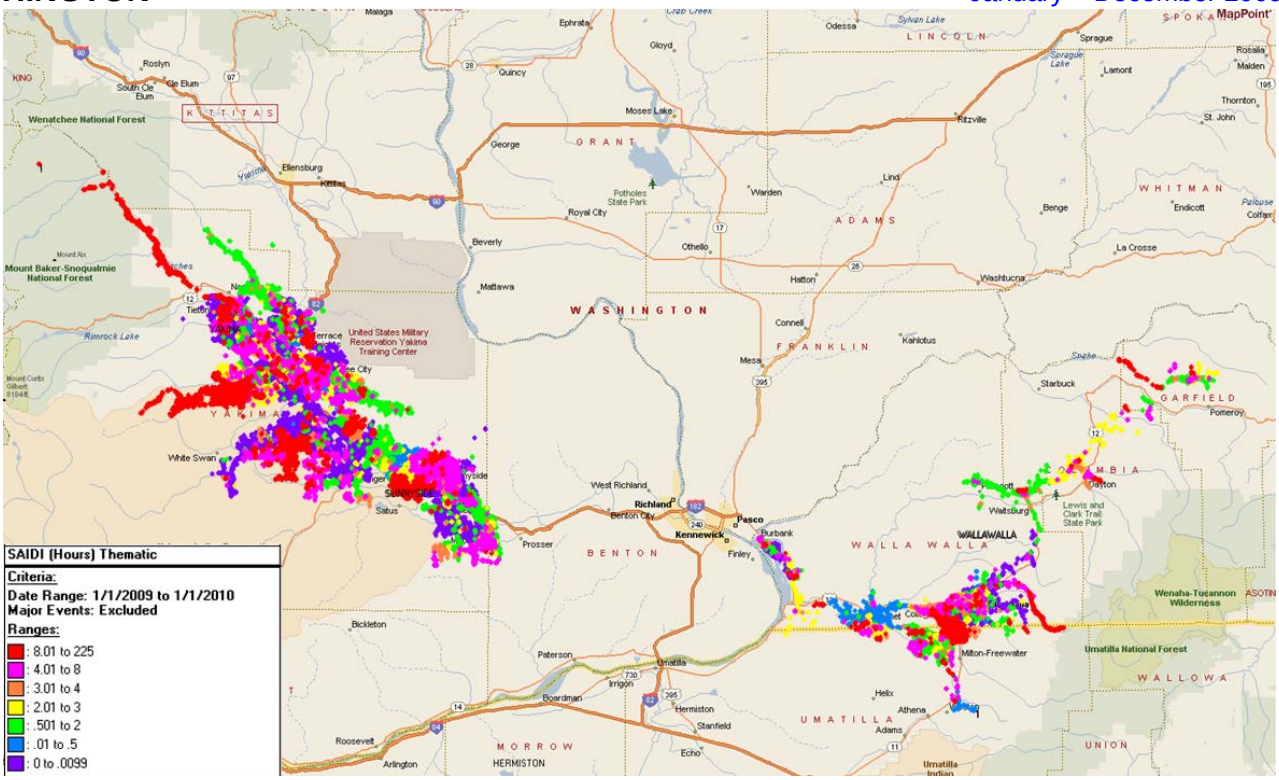
Finally, these graphics superimpose customer reliability inquiries and complaints. When this data is graphically overlaid with transformer performance data, trends can be surfaced that warrant prompt action.

5.1 State Reliability

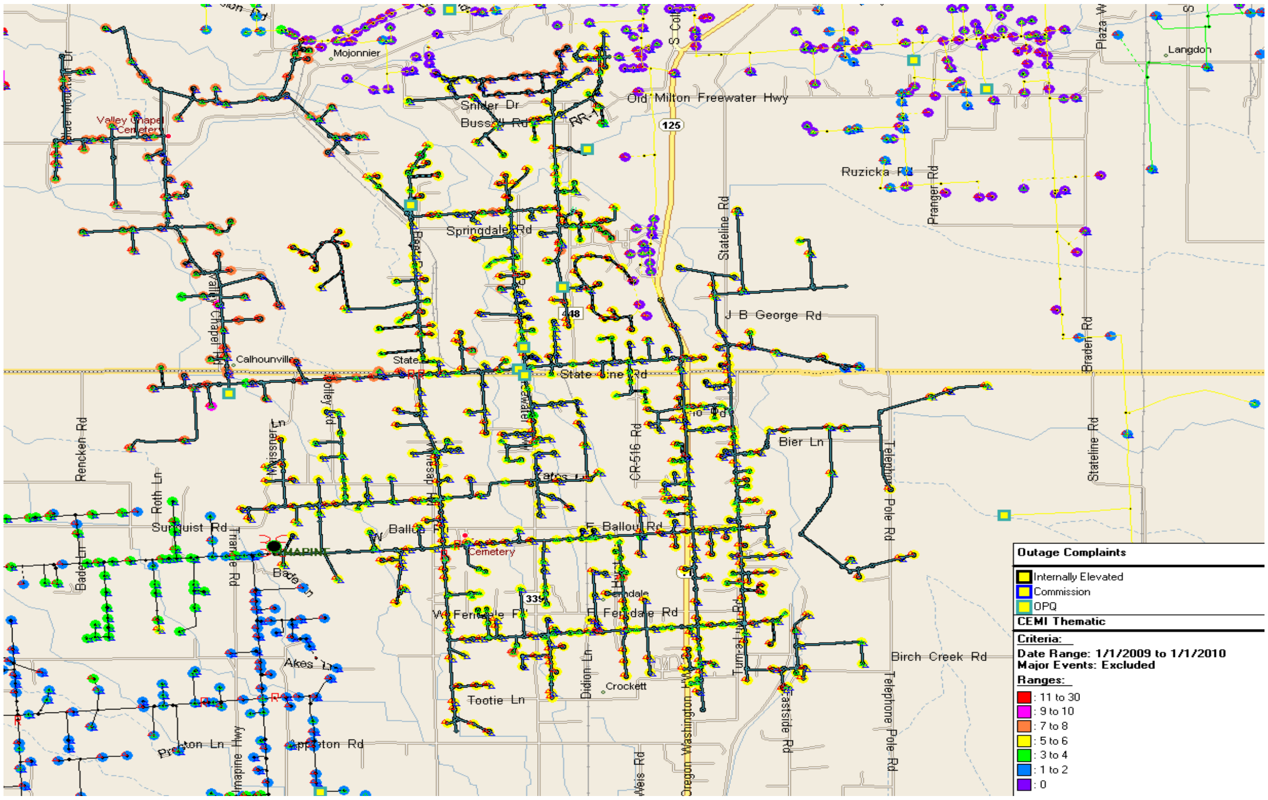


WASHINGTON

January – December 2009



5.2 5W106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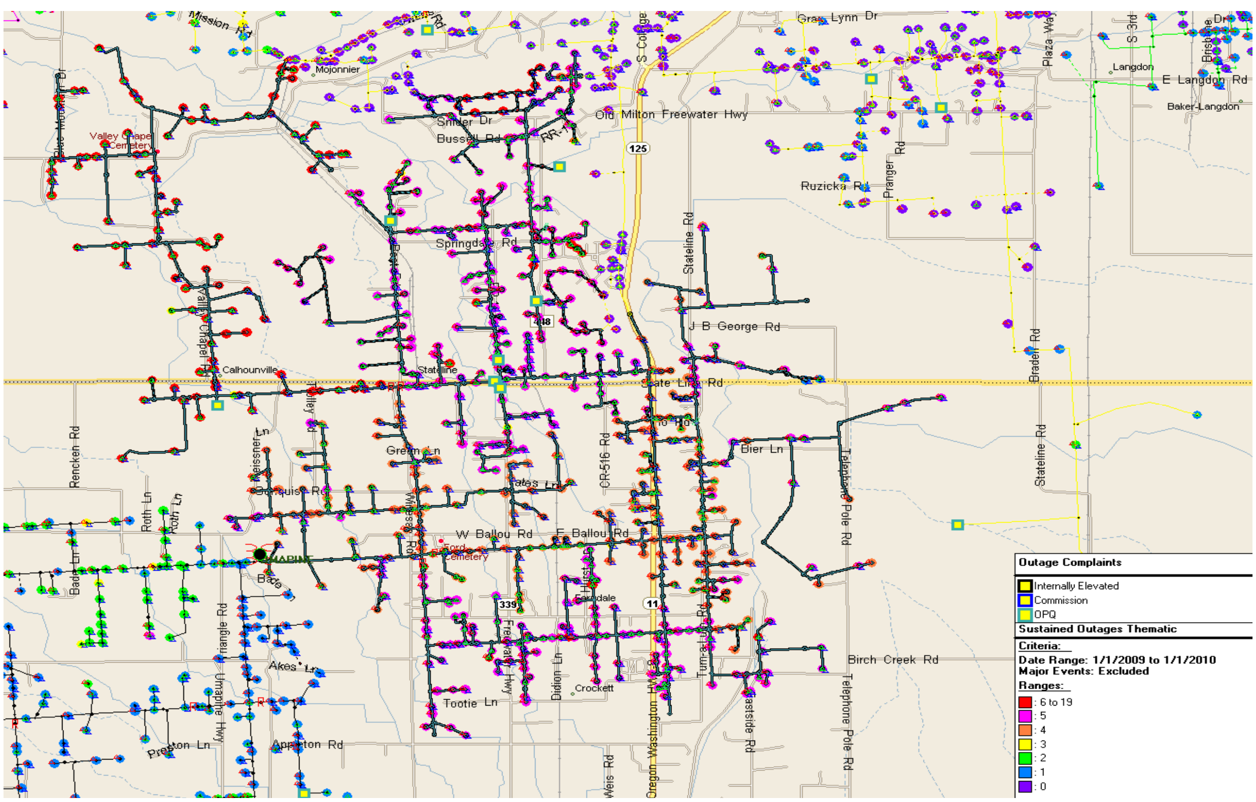
Snider Dr
Bussell Rd
125
Ruzicka Rd
Pranger Rd
Springdale Rd
Stateline Rd
J B George Rd
Calhounville
State Line Rd
Braden Rd
Rencken Rd
Bier Ln
Telephone Pole Rd
Stateline Rd
Roth Ln
Sunquist Rd
Ballou Rd
E Ballou Rd
Cemetery
339
W Ferndale Rd
E Ferndale Rd
Akes Ln
Birch Creek Rd
Tootie Ln
Crockett
Didion Ln
Eastside Rd
Appleton Rd
Preston Ln
Weis Rd
Oregon Washington Hwy
Langdon
Outage Complaints
Internally Elevated
Commission
OPQ
CEMI Thematic
Criteria:
Date Range: 1/1/2009 to 1/1/2010
Major Events: Excluded
Ranges:
11 to 30
9 to 10
7 to 8
5 to 6
3 to 4
1 to 2
0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Mojonnier
Old Milton Freewater Hwy
Snider Dr
Bussell Rd
125
Langdon
E Langdon Rd
Baker-Langdon
Ruzicka Rd
Springdale Rd
Stateline Rd
J B George Rd
Calhounville
State Line Rd
Braden Rd
Rencken Rd
Green Ln
Bier Ln
Telephone Pole Rd
Stateline Rd
Roth Ln
W Ballou Rd
E Ballou Rd
Cemetery
339
Ferndale
Birch Creek Rd
Akes Ln
Tootie Ln
Crockett
Didion Ln
Appleton Rd
Preston Ln
Weis Rd
Oregon Washington Hwy
Outage Complaints
Internally Elevated
Commission
OPQ
Sustained Outages Thematic
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Major Events: Excluded
Ranges:
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4
3
2
1
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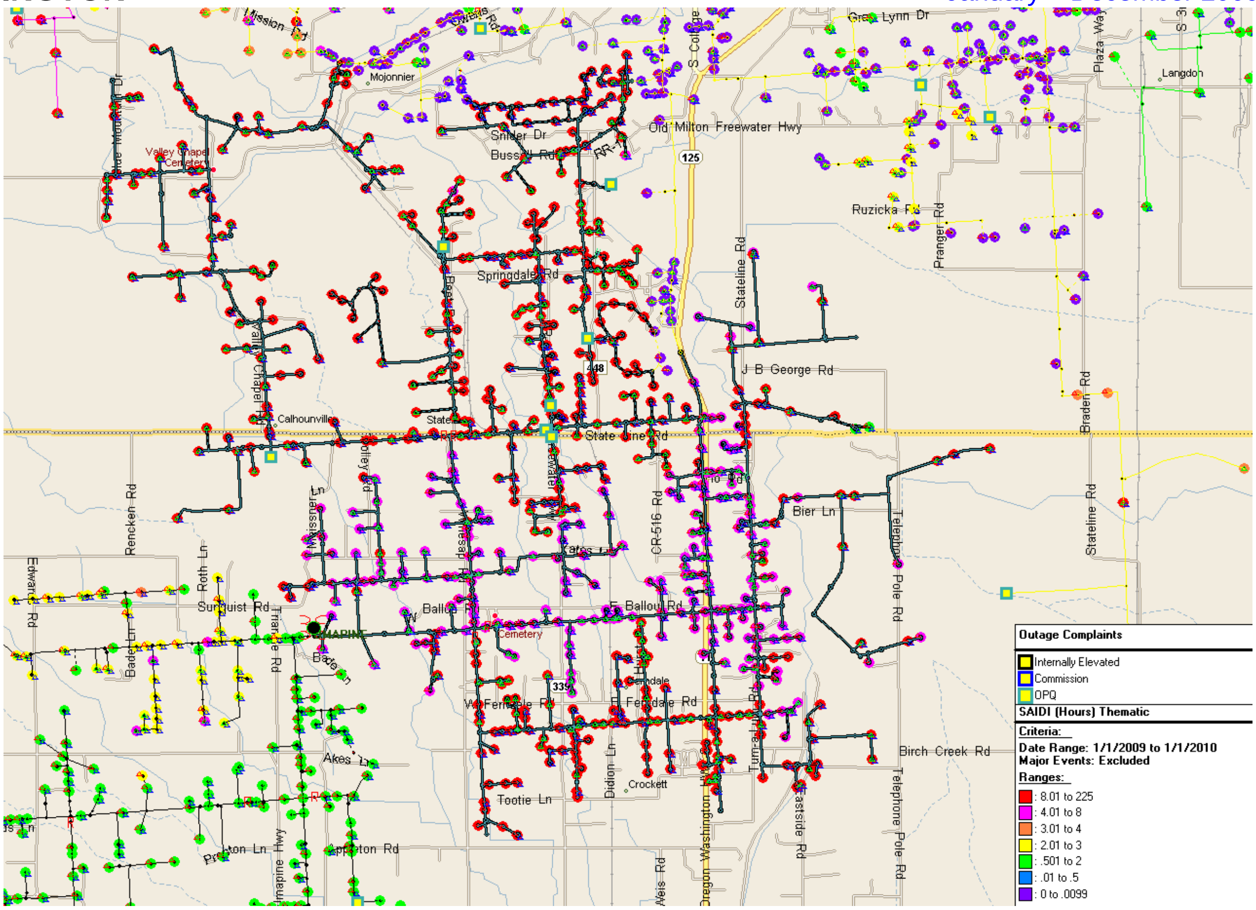
Outage Complaints
Internally Elevated
Commission
OPQ
SAIDI (Hours) Thematic
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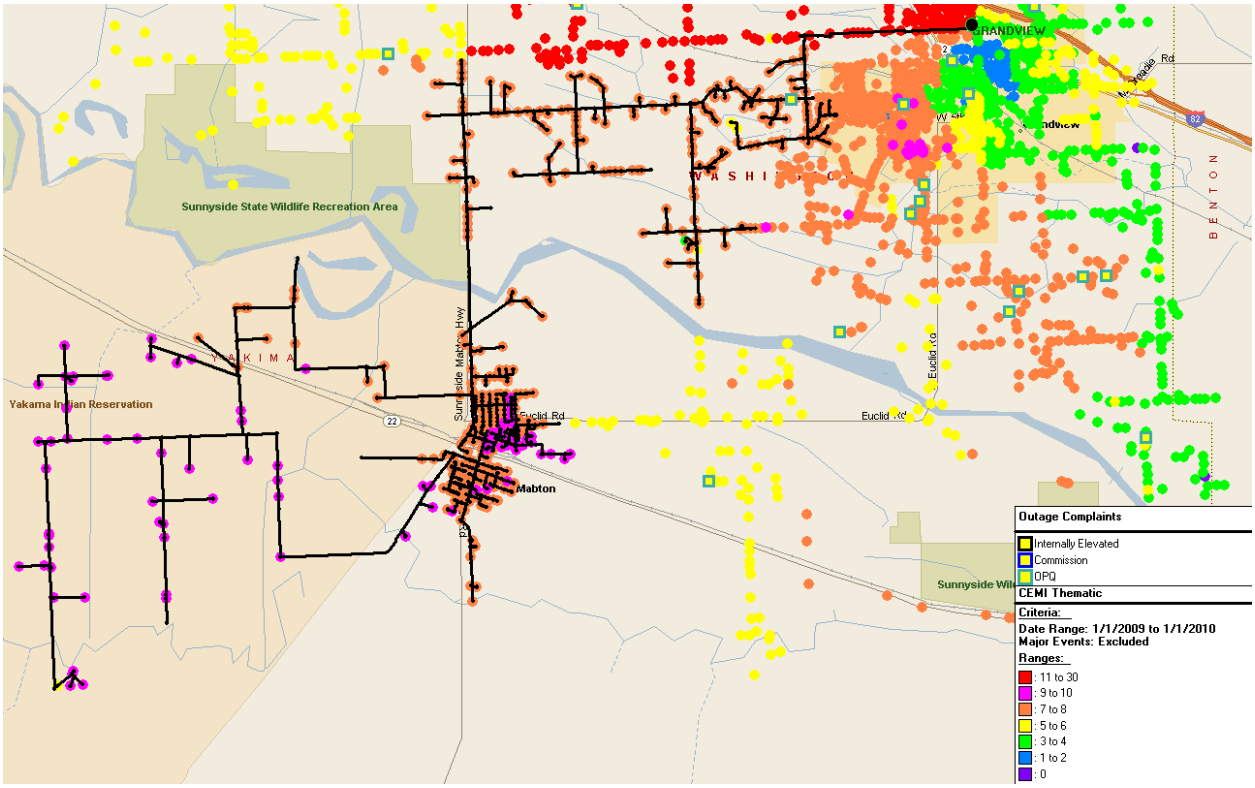
Major Events: Excluded
Ranges:
: 8.01 to 225
: 4.01 to 8
: 3.01 to 4
: 2.01 to 3
: .501 to 2
: .01 to .5
: 0 to .0099
Old Milton Freewater Hwy
Springdale Rd
J B George Rd
State Line Rd
Bier Ln
Birch Creek Rd
Tootie Ln
Stateline Rd
Telephone Pole Rd
CR-516 Rd
Rencken Rd
Langdon
Mojonnier
Calhounville
Crockett
Akes Ln

5.3 5Y174


Sunnyside State Wildlife Recreation Area
Yakama Indian Reservation
Sunnyside Mabton Hwy
Euclid Rd
Mabton
Outage Complaints
Internally Elevated
Commission
OPQ
CEMI Thematic
Criteria:
Date Range: 1/1/2009 to 1/1/2010
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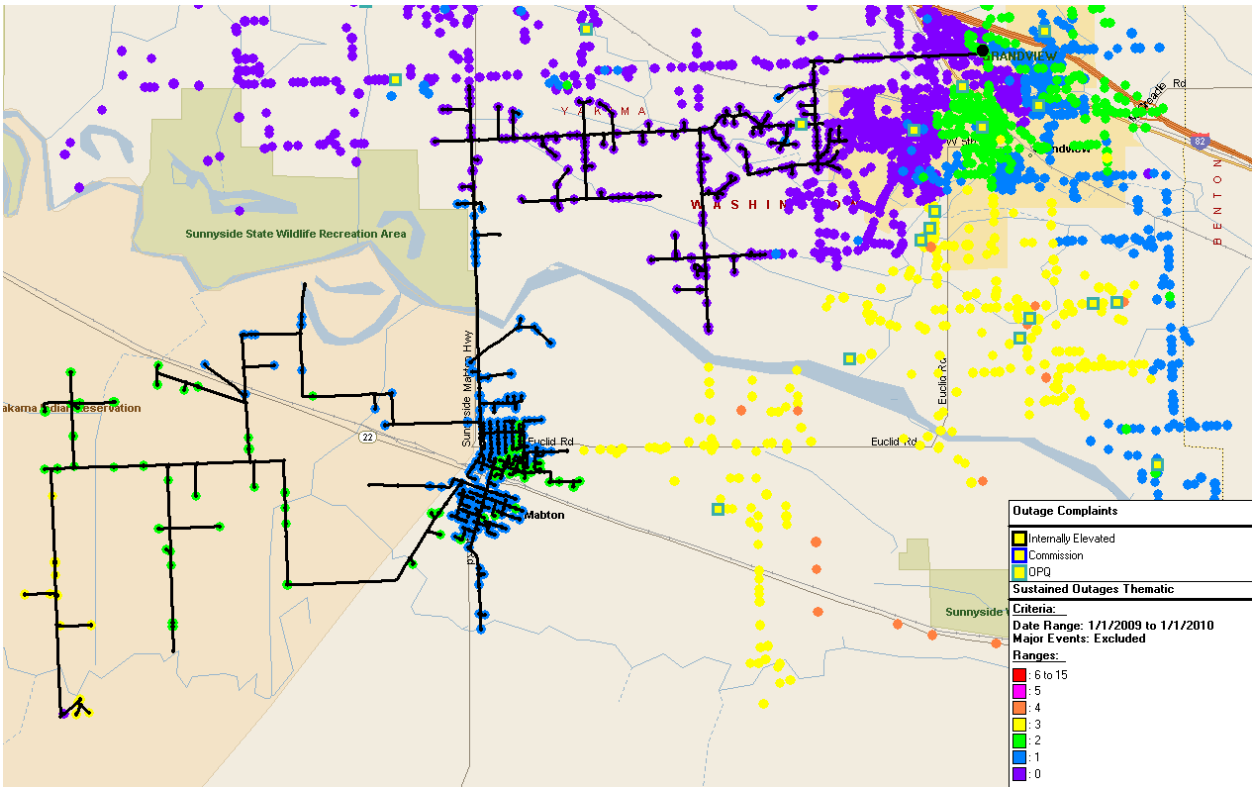
Ranges:
: 11 to 30
: 9 to 10
: 7 to 8
: 5 to 6
: 3 to 4
: 1 to 2
: 0


Sunnyside State Wildlife Recreation Area
Sunnyside Mabton Hwy
Euclid Rd
Mabton
Outage Complaints
Internally Elevated
Commission
OPQ
Sustained Outages Thematic
Criteria:
Date Range: 1/1/2009 to 1/1/2010
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Ranges:
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: 5
: 4
: 3
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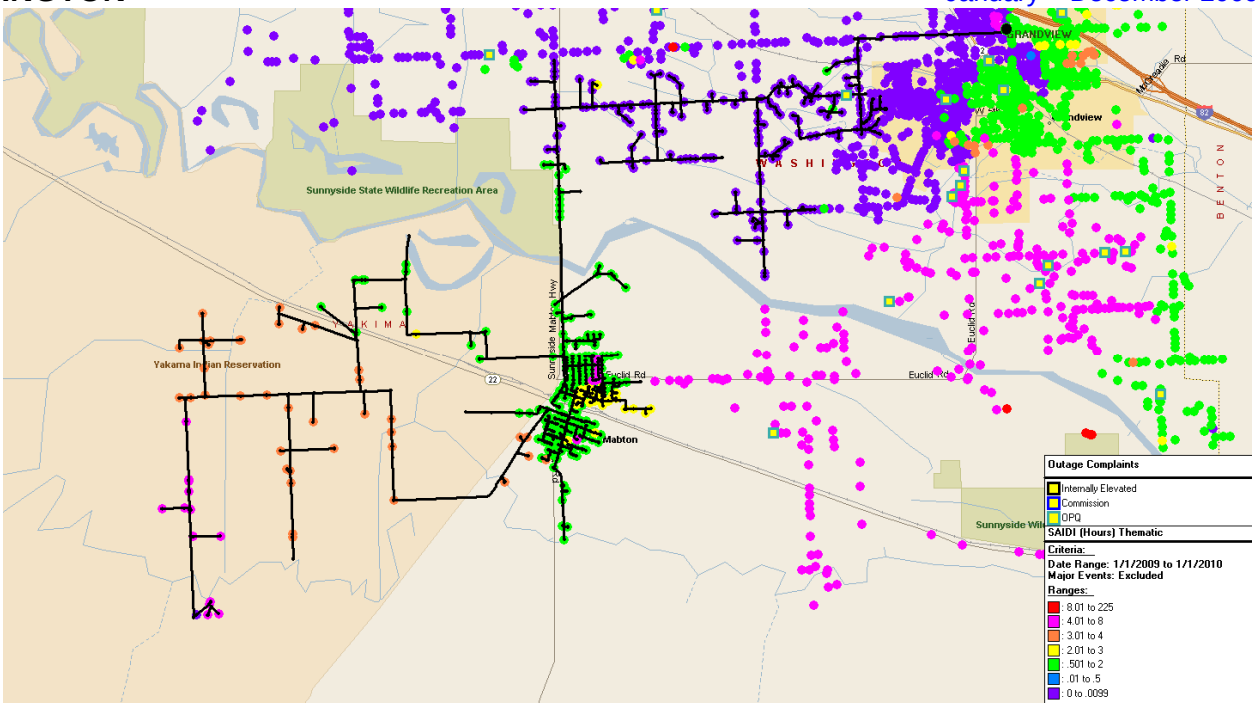
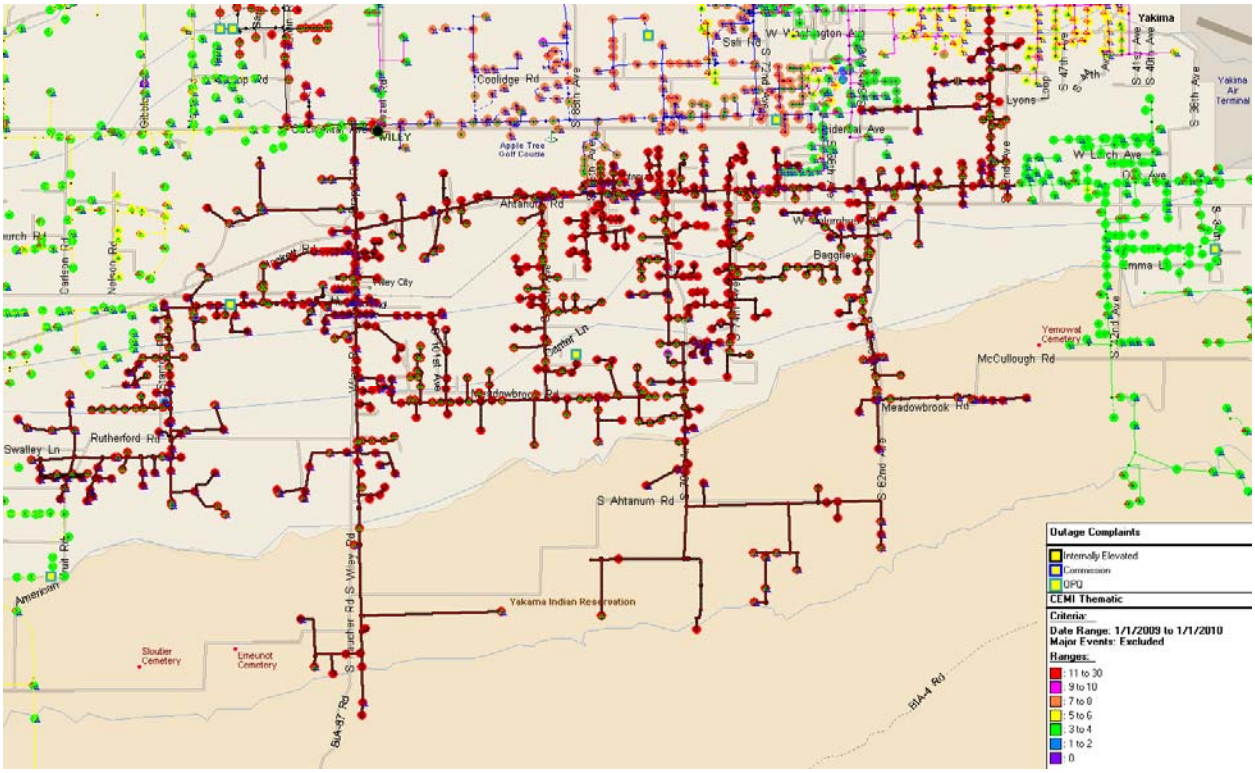
WASHINGTON

January – December 2009



5.4 5Y156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Coolidge Rd
Ahtanum Rd
Lyons
Occidental Ave
W Lincoln Ave
Baggley
Emma Ln
Yemowat Cemetery
McCullough Rd
Meadowbrook Rd
Rutherford Rd
Swalley Ln
S Ahtanum Rd
S 62nd Ave
S Wiley Rd
Yakama Indian Reservation
Sloutier Cemetery
Emeunot Cemetery
BIA-97 Rd
BIA-4 Rd
Outage Complaints
Internally Elevated
Commission
OPU
CEMI Thematic
Criteria:
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Major Events: Excluded
Ranges:
11 to 30
9 to 10
7 to 8
5 to 6
3 to 4
1 to 2
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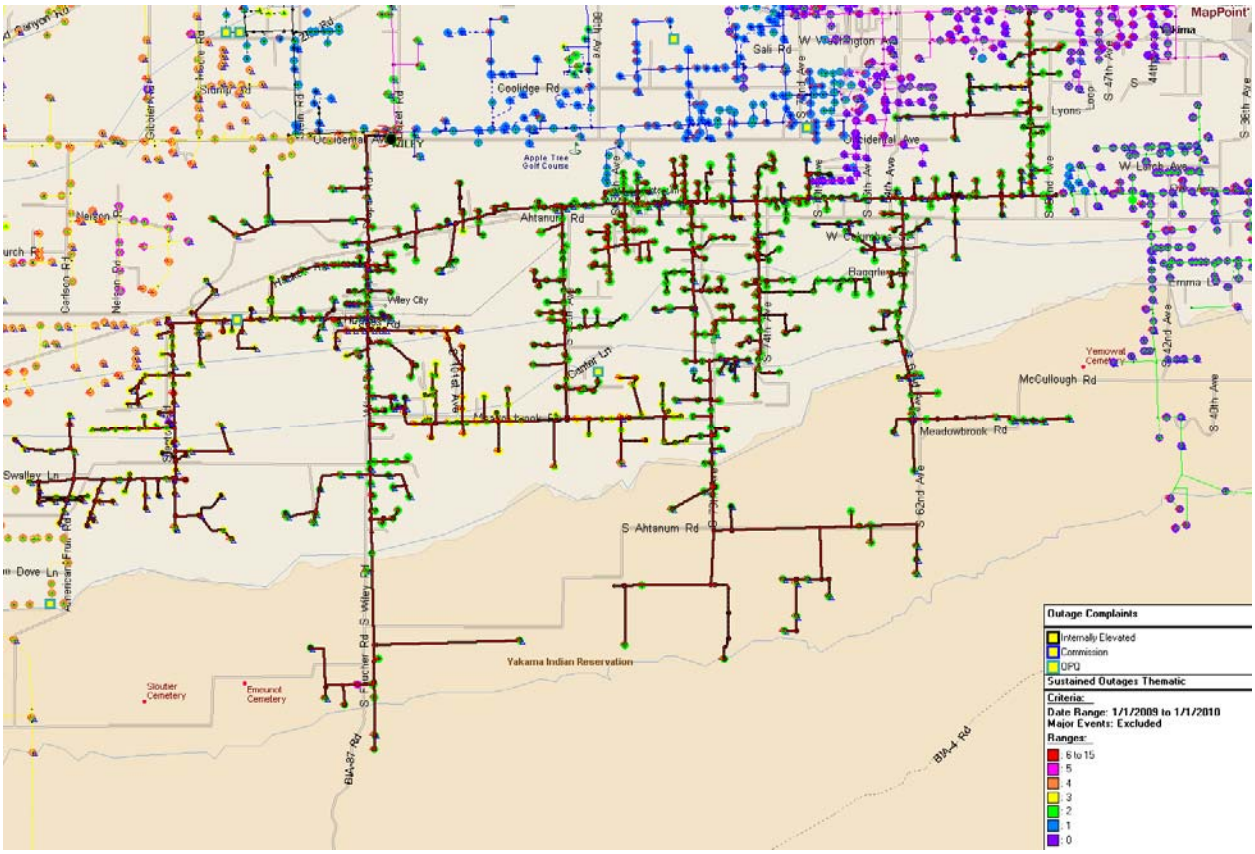
MapPoint
Yakima
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Ahtanum Rd
Lyons
Occidental Ave
W Lincoln Ave
Baggley
Emma Ln
Yemowat Cemetery
McCullough Rd
Meadowbrook Rd
Swalley Ln
S Ahtanum Rd
S 62nd Ave
S Wiley Rd
Yakama Indian Reservation
Sloutier Cemetery
Emeunot Cemetery
BIA-97 Rd
BIA-4 Rd
Outage Complaints
Internally Elevated
Commission
OPU
Sustained Outages Thematic
Criteria:
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Major Events: Excluded
Ranges:
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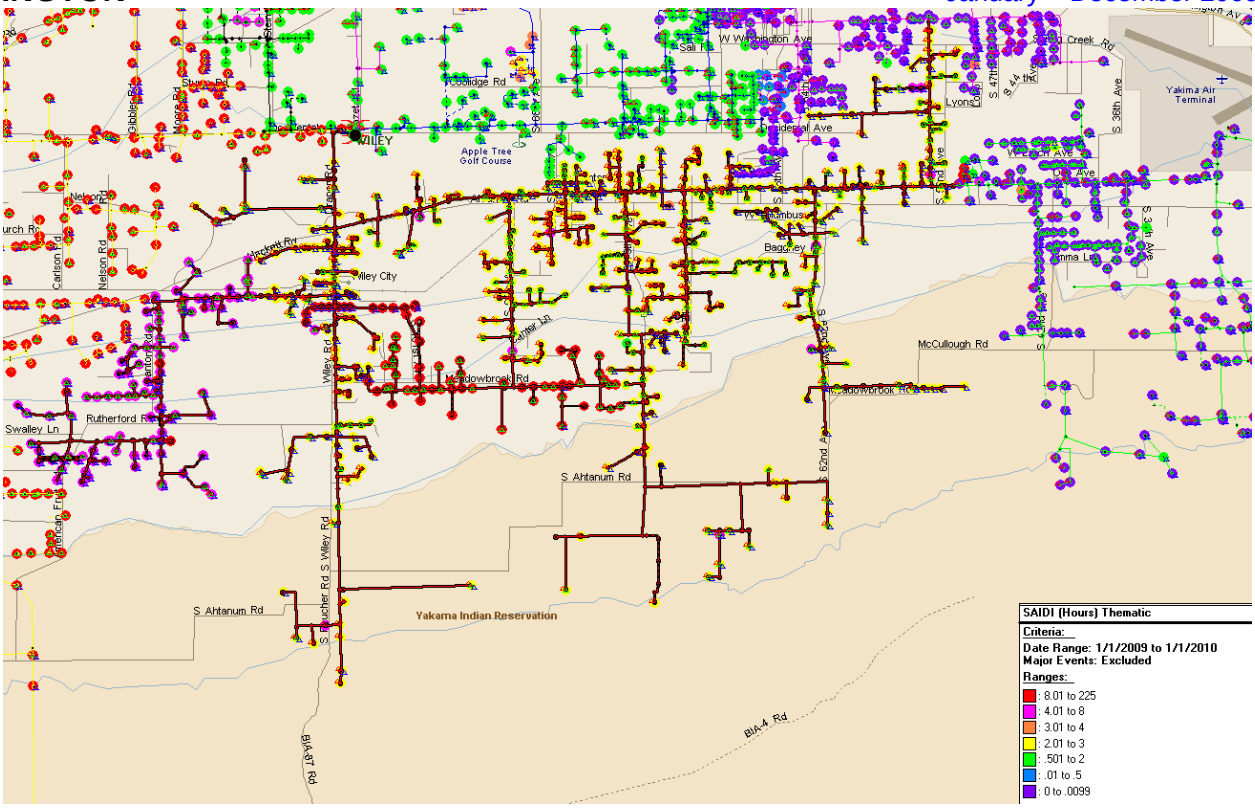
WASHINGTON

January – December 2009



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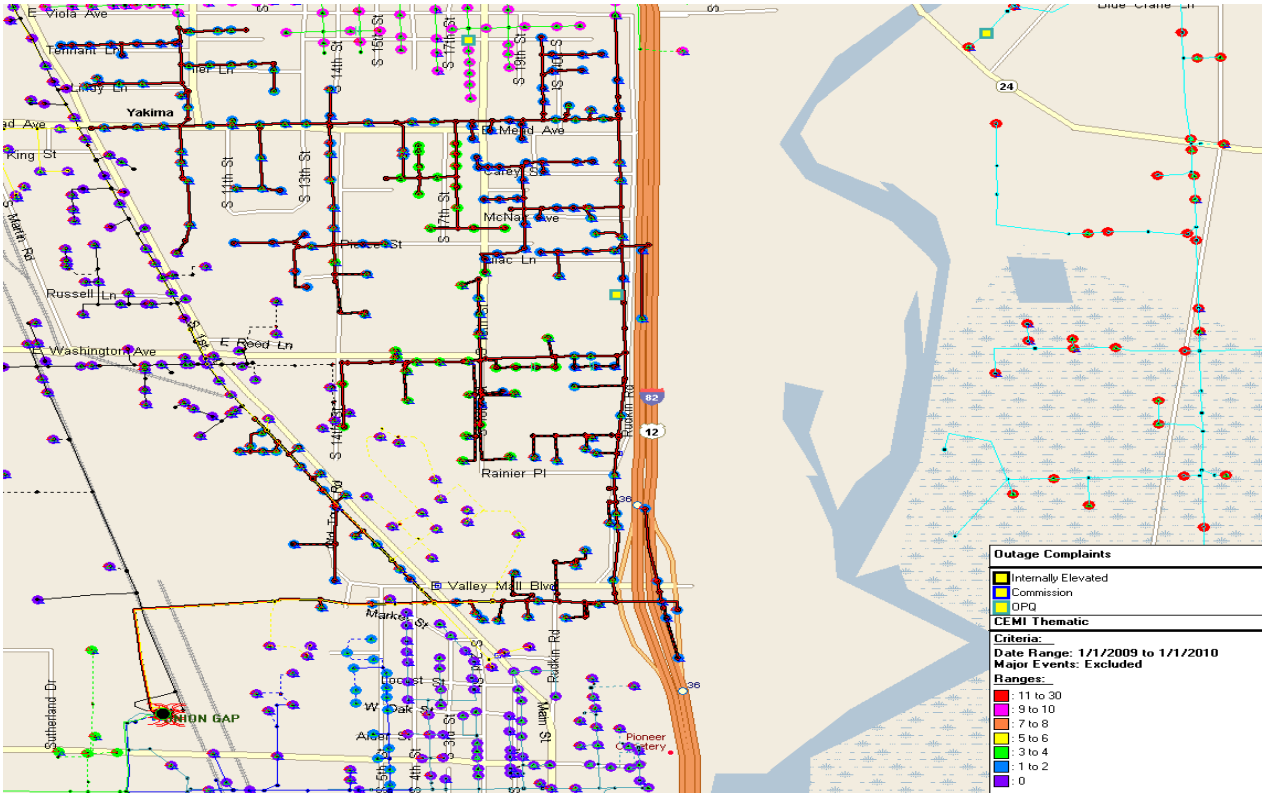
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Internally Elevated
Commission
OPQ
CEMI Thematic
Criteria:
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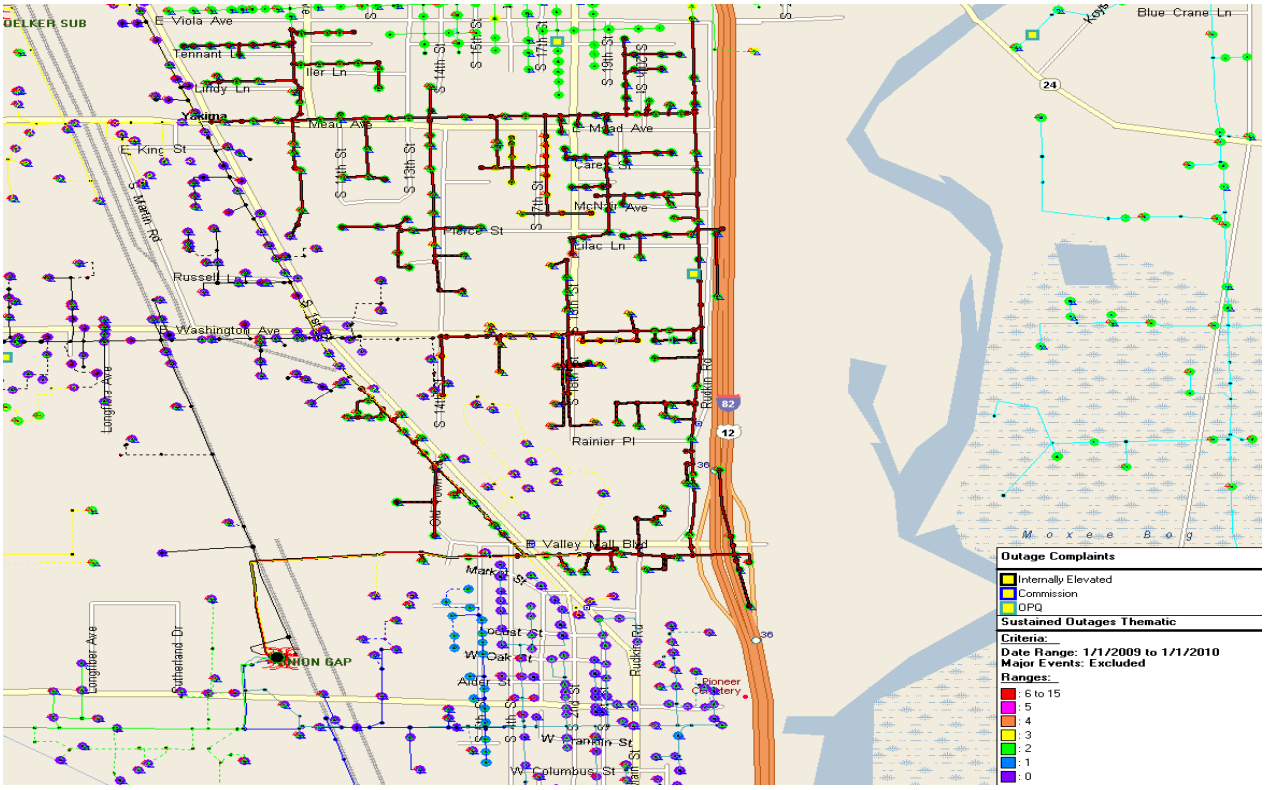
Major Events: Excluded
Ranges:
11 to 30
9 to 10
7 to 8
5 to 6
3 to 4
1 to 2
0
Yakima
Valley Mall Blvd
Rainier Pl
Rudkin Rd
UNION GAP


Outage Complaints
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OPQ
Sustained Outages Thematic
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Major Events: Excluded
Ranges:
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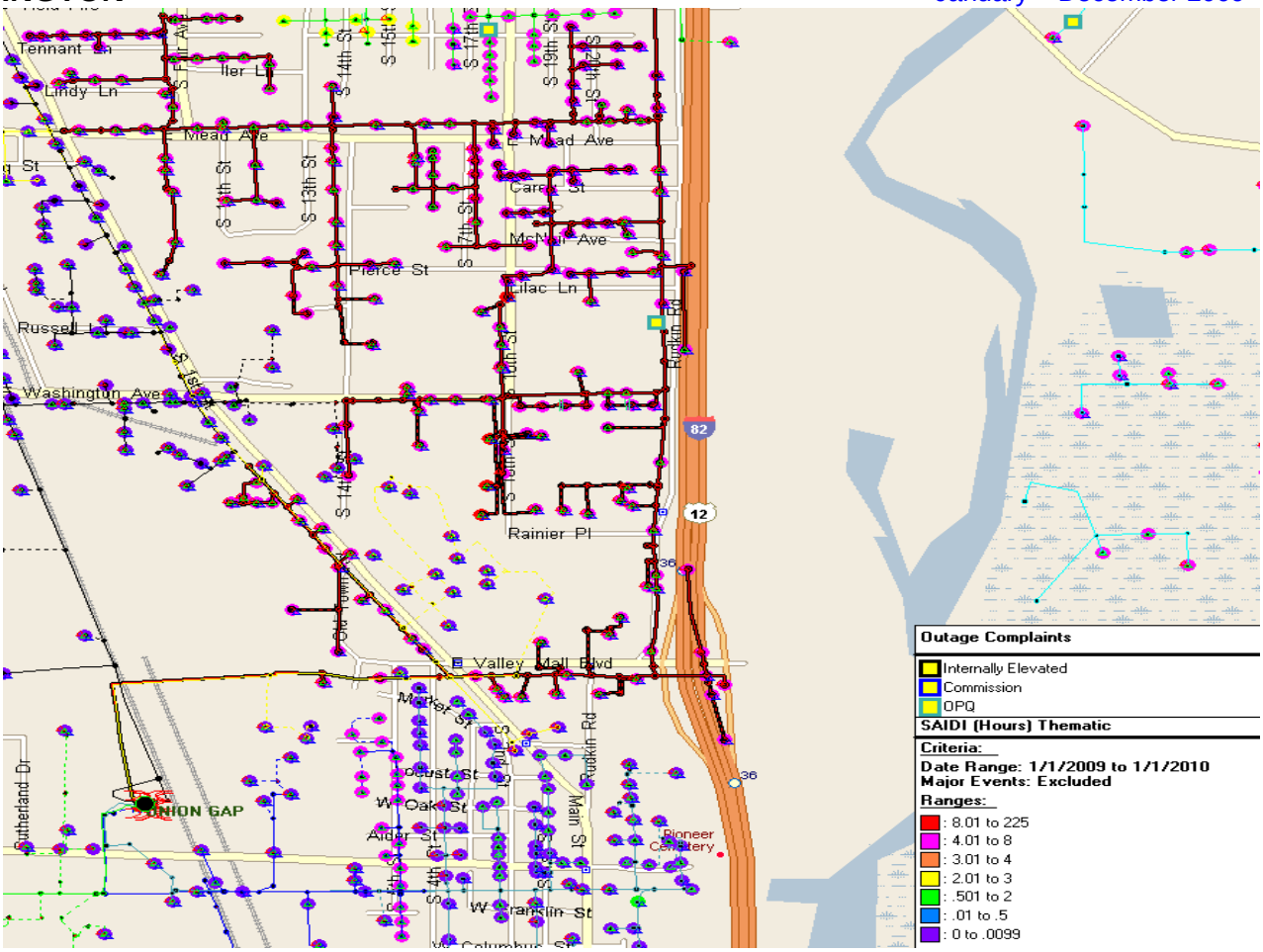
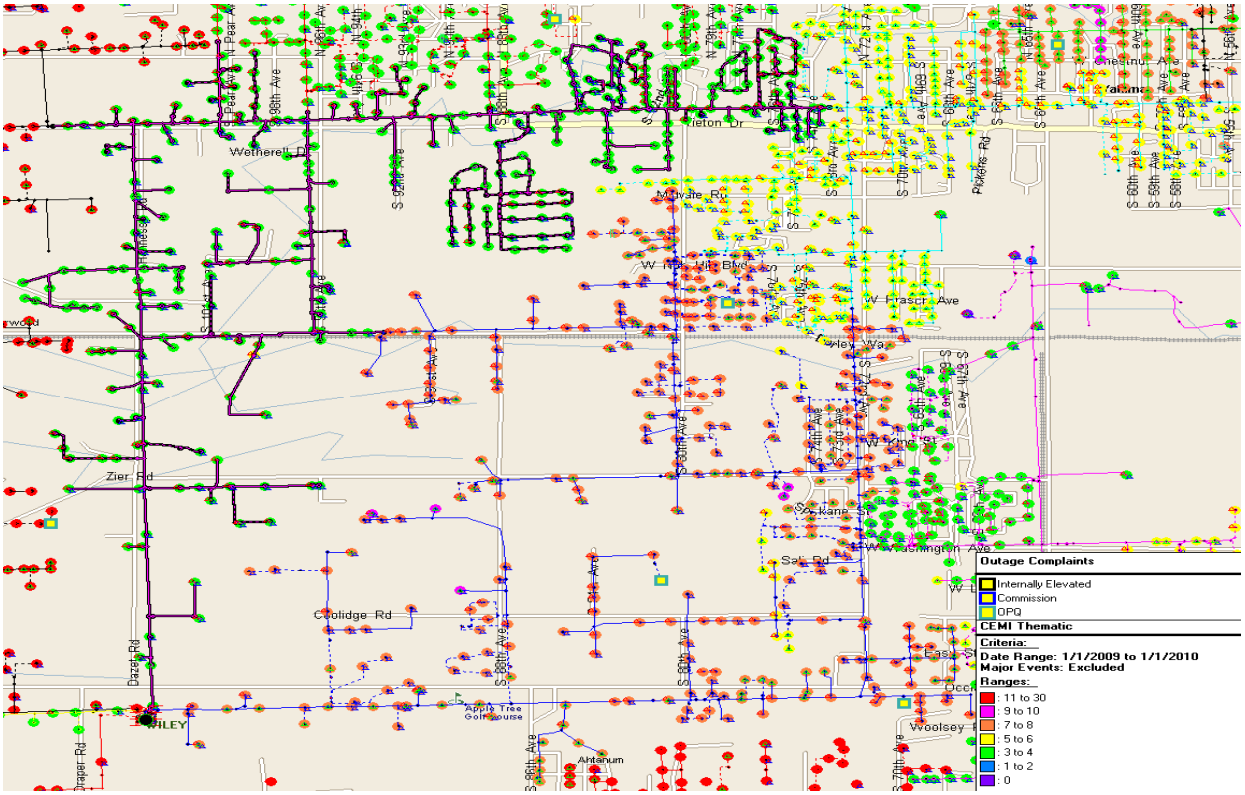
Yakima
Valley Mall Blvd
Rainier Pl
Rudkin Rd
UNION GAP

WASHINGTON

January – December 2009



5.6 5Y434


Outage Complaints
Internally Elevated
Commission
OPQ
CEMI Thematic
Criteria:
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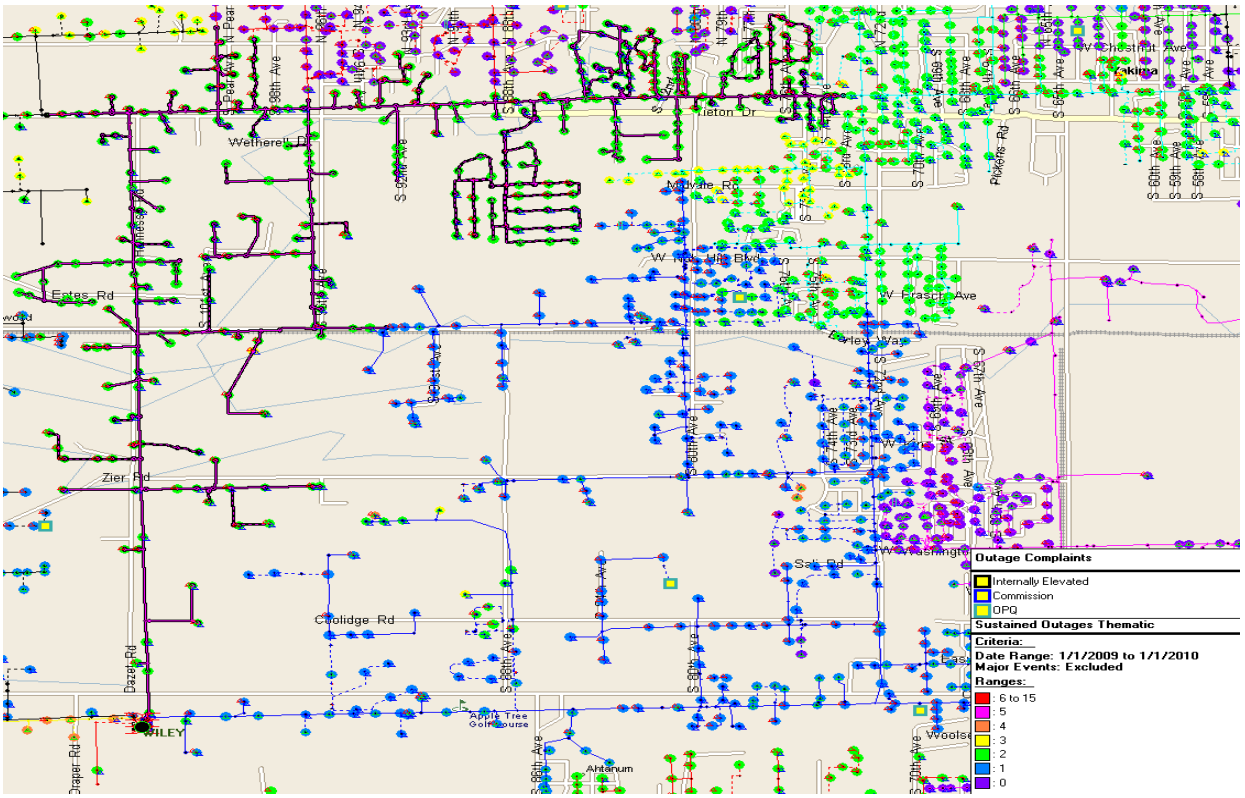
Major Events: Excluded
Ranges:
11 to 30
9 to 10
7 to 8
5 to 6
3 to 4
1 to 2
0
Wetherell Dr
Tieton Dr
Midvale Rd
W Nob Hill Blvd
W Trasch Ave
Valley Way
Zier Rd
Coolidge Rd
Sale Rd
Dazet Rd
Draper Rd
WILEY
Ahtanum
Woolsey


Outage Complaints
Internally Elevated
Commission
OPQ
Sustained Outages Thematic
Criteria:
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Major Events: Excluded
Ranges:
6 to 15
5
4
3
2
1
0
Wetherell Dr
Tieton Dr
Midvale Rd
W Nob Hill Blvd
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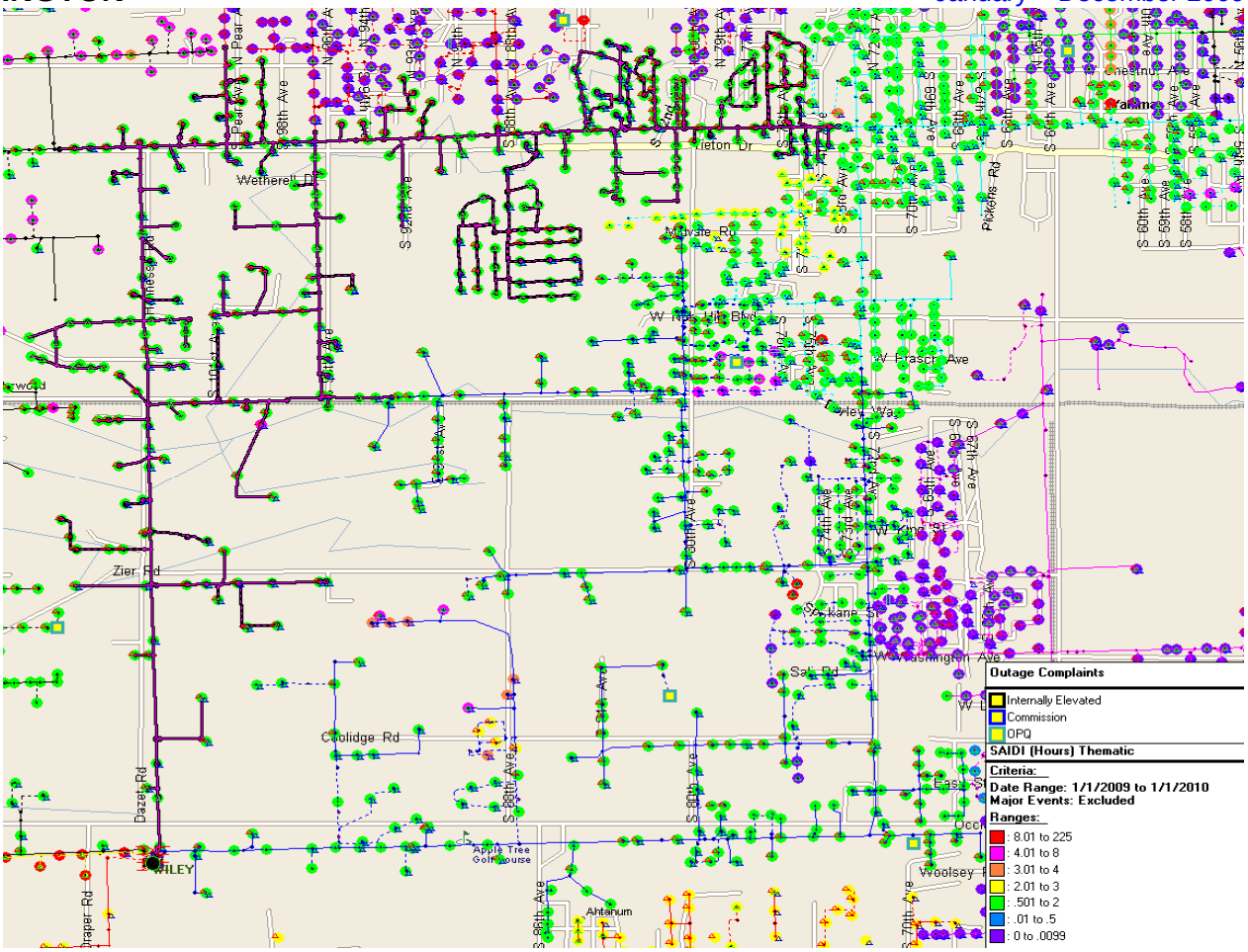
Coolidge Rd
Sale Rd
Dazet Rd
Draper Rd
WILEY
Ahtanum

WASHINGTON

January – December 2009



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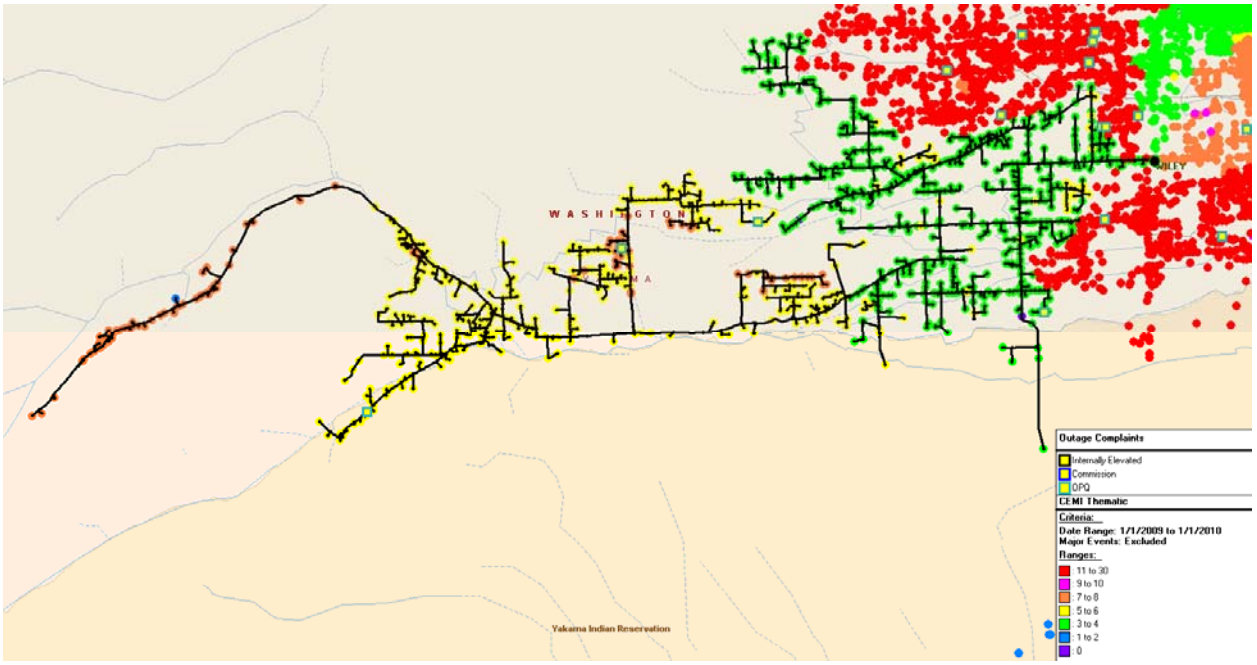
Outage Complaints
Internally Elevated
Commission
DPQ
CEMI Thematic
Criteria:
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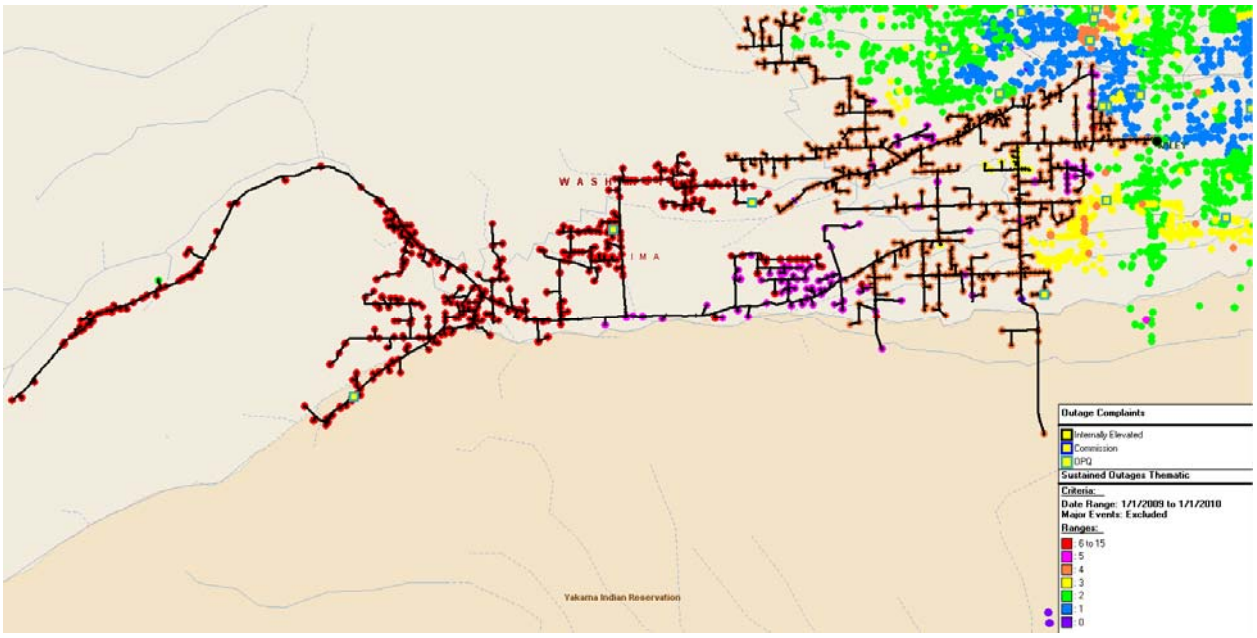
Major Events: Excluded
Ranges:
11 to 30
9 to 10
7 to 8
5 to 6
3 to 4
1 to 2
0
Yakama Indian Reservation


Outage Complaints
Internally Elevated
Commission
DPQ
Sustained Outages Thematic
Criteria:
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Major Events: Excluded
Ranges:
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4
3
2
1
0
Yakama Indian Reservation

WASHINGTON

January – December 2009