PACIFIC POWER
A DIVISION OF PACIFICORP

825 NE Multnomah, Suite 2000
Portland, Oregon 97232

May 1, 2015

VIA ELECTRONIC FILING
AND OVERNIGHT DELIVERY

Steven V. King
Executive Director and Secretary
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive SW
P.O. Box 47250
Olympia, WA 98504-7250

RE: 2014 Electric Service Reliability Report

Pacific Power & Light Company, a division of PacifiCorp (Pacific Power or Company), submits its 2014 Electric Service Reliability Report in compliance with WAC 480-100-393 and WAC 480-100-398. This report conforms to the modified electric reliability monitoring and reporting plan filed in Docket No. UE-110634 and accepted by the Washington Utilities and Transportation Commission in its letter dated April 28, 2011.

PacifiCorp respectfully requests that all data requests regarding this matter be addressed to:

By Email (preferred): datarequest@pacificorp.com

By regular mail: Data Request Response Center
PacifiCorp
825 NE Multnomah Street, Suite 2000
Portland, OR 97232

Informal questions may be directed to Ariel Son, Manager, Regulatory Projects, at (503) 813-5410.

Sincerely,

R. Bryce Dalley /AS
R. Bryce Dalley
Vice President, Regulation

Enclosures

PACIFIC POWER
A DIVISION OF PACIFICORP

WASHINGTON SERVICE QUALITY REVIEW

January 1 – December 31, 2014

Annual Report

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EXECUTIVE SUMMARY

During January 1 through December 31, 2014, Pacific Power & Light Company (Pacific Power or Company) delivered reliable service to its Washington customers. The level of performance met established baselines. Also, the Customer Guarantee program continued to deliver high quality results consistent with the prior year's performance. The Company has noted in the past that the service it delivers ranks high when compared across the industry.

The company's service reliability can be impacted by uncontrollable interference events, 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 underlying performance metrics. To provide a perspective on their impact during the reporting period, the significant events experienced during 2014 are listed in Section 3.2. 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 these events. The outcomes are reflective of the plans outlined in the Areas of Great Concern, shown in Section 3.6.

1 Service Standards Program Summary

Pacific Power has a number of Customer Service Standards and Service Quality Measures with performance reporting mechanisms currently in place. These standards and measures define Pacific Power's target performance (both personnel and network reliability performance) in delivering quality customer service. The Company developed these standards and measures using relevant industry standards for collecting and reporting performance data. In some cases, Pacific Power has expanded upon these standards. In other cases, largely where the industry has no established standards, Pacific Power has developed metrics, targets and reporting. While industry standards are not focused around threshold performance levels, the Company has developed targets or performance levels against which it evaluates its performance. These standards and measures can be used over time, both historically and prospectively, to measure the service quality delivered to our customers. 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 Pacific Power, in UE-051090, the program was extended again through 2011. While the term of this program has lapsed, the Company has continued to perform all programs as performed historically. No actions have been taken by the Company to recommend any suspension or changes to the program as was extended in UE-042131.

1.1 Pacific Power 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 Pacific Power Performance Standards[1]

Network Performance Standard 1: Improve System Average Interruption Duration Index (SAIDI)	The company will maintain SAIDI commitment target.
Network Performance Standard 2: Improve System Average Interruption Frequency Index (SAIFI)	The company will maintain SAIFI commitment target.
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 two working days per state administrative code[2]; 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.

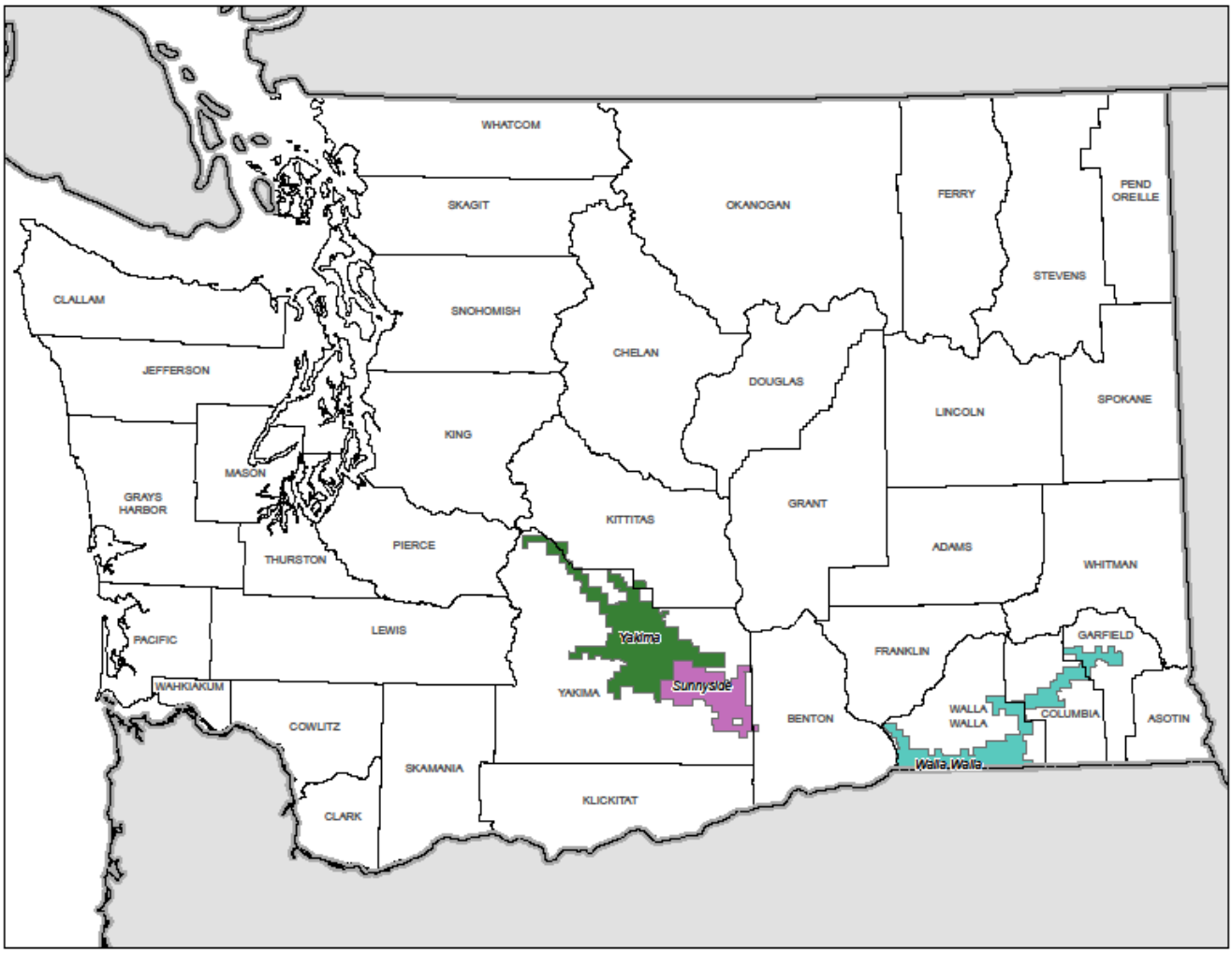
[1] The Company committed to Service Standards Programs that expired on 12/31/2011; during the program all elements committed to were delivered successfully. By terms of the commitment any changes to the program required the approval of the Commission. The Company has proposed no changes to the program, but continues at this time, to operate consistently with its historical program. State reliability reporting rules establish requirements that the Company interprets as generally encompassing the requirements of Network Performance Standards 1-3.

[2] Although the Performance Standard indicates that complaints will be responded to within 3 days, the Company acknowledges and adheres to the requirements set forth in 480-100-173(3)(a).

1.3 Service Territory

Service Territory Map

Contained below is a graphic of the Company's Washington service territory, colored by operating area.



2 CUSTOMER GUARANTEES SUMMARY

customer*guarantees*

January to December 2014

Washington

	Description	2014 Events	2014 Failures	2014 % Success	2014 Paid	2013 Events	2013 Failures	2013 % Success	2013 Paid
CG1	Restoring Supply	108,354	0	100%	$0	98,836	0	100%	$0
CG2	Appointments	1,734	4	99.8%	$200	1,770	4	99.8%	$200
CG3	Switching on Power	3,167	3	100%	$150	3,770	4	100%	$200
CG4	Estimates	269	3	98.9%	$150	264	18	93.2%	$900
CG5	Respond to Billing Inquiries	330	0	100%	$0	269	0	100%	$0
CG6	Respond to Meter Problems	216	0	100%	$0	144	0	100%	$0
CG7	Notification of Planned Interruptions	1,561	3	99.8%	$150	2,304	2	100%	$100
		115,631	**13**	**99.9%**	**$650**	**107,357**	**28**	**99.9%**	**$1,400**

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 June's billing statements
- the program is highlighted in Voices
- the program is highlighted in the company's newsletter
- each new customer is mailed a welcome aboard pamphlet that features the program and how to file a claim
- Pacific Power's website features the program with information for our customers

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

3 RELIABILITY PERFORMANCE

During the reporting period, the company's reliability compared favorably to its baseline performance level as established in 2003. The year's "Major Events Excluded As Reported" SAIDI performance of 122 minutes was much better than the approved SAIDI baseline of 150 minutes, while the year's "Major Events Excluded As Reported" SAIFI performance of 0.793 events was also much better than the approved SAIFI baseline of 0.975 events. Various reliability metrics are shown below providing a historical perspective, including an additional 5-year rolling average metric.

3.1 Multi-Year Historical Performance

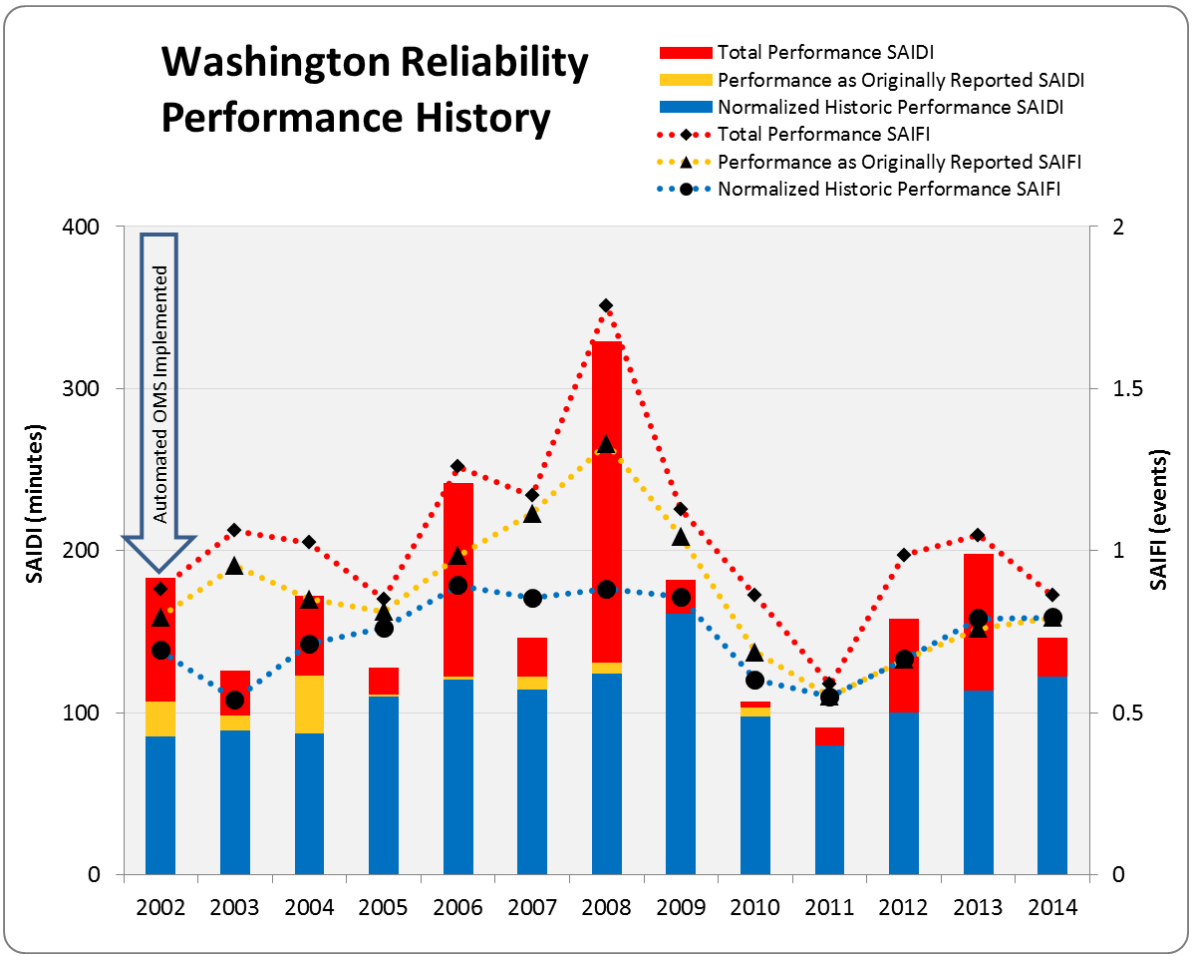
	Major Events Included[1]		SAIDI Based Major Events Excluded 2.5 beta		SAIFI Based Major Events Excluded 10% Op Area[2]		SAIDI & SAIFI-Based Major Events Excluded As Reported *(2.5 beta effective 2005)*		Normalized Historic Performance[3]		5 Year Rolling Average Performance	
Year	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI
2002	183	0.881	86	0.691	109	0.726	107	0.795	86	0.691	99	0.741
2003	126	1.062	91	0.933	89	0.539	98	0.954	89	0.539	97	0.761
2004	172	1.024	87	0.712	119	0.726	123	0.851	87	0.712	93	0.736
2005	128	0.851	110	0.810	121	0.761	111	0.812	110	0.761	103	0.808
2006	242	1.259	120	0.980	187	0.891	122	0.985	120	0.891	112	0.879
2007	146	1.169	122	1.116	114	0.853	122	1.115	114	0.853	115	0.943
2008	329	1.756	127	1.323	124	0.881	131	1.331	124	0.881	122	1.019
2009	182	1.128	161	1.042	162	0.857	161	1.044	161	0.857	129	1.057
2010	107	0.862	107	0.862	97	0.601	103	0.688	97	0.601	128	1.033
2011	91	0.587	80	0.549	91	0.587	80	0.550	80	0.549	119	0.946
2012	158	0.986	100	0.664	100	0.664	100	0.664	100	0.664	115	0.855
2013	198	1.048	113	0.791	192	1.017	107	0.76	113	0.791	110	0.741
2014	146	0.862	122	0.793	146	0.862	122	0.793	122	0.793	102	0.691

[1]Customer requested and pre-arranged outages are not reported in these metrics

[2]If a 10% op area major event also qualified as a 2 1/2 beta major event it was associated only with the 2 1/2 beta major event.

[3]Normalized performance is the result of applying both SAIDI and SAIFI-based major events to establish underlying performance

[4]Performance baselines were established in June 2003. See page 3 of Reporting Plan.
SAIDI performance baseline of 150 minutes and SAIFI performance baseline of 0.975 events.


Washington Reliability Performance History
Total Performance SAIDI
Performance as Originally Reported SAIDI
Normalized Historic Performance SAIDI
Total Performance SAIFI
Performance as Originally Reported SAIFI
Normalized Historic Performance SAIFI
Automated OMS Implemented
SAIDI (minutes)
SAIFI (events)
400
300
200
100
0
2
1.5
1
0.5
0
2002
2003
2004
2005
2006
2007
2008
2009
2010
2011
2012
2013
2014

3.2 System Average Interruption Duration Index (SAIDI)

In 2014, the company delivered reliability results above baseline for both outage duration (SAIDI) and outage frequency (SAIFI); the performance compared to baselines is identified in Section 3.1 above.

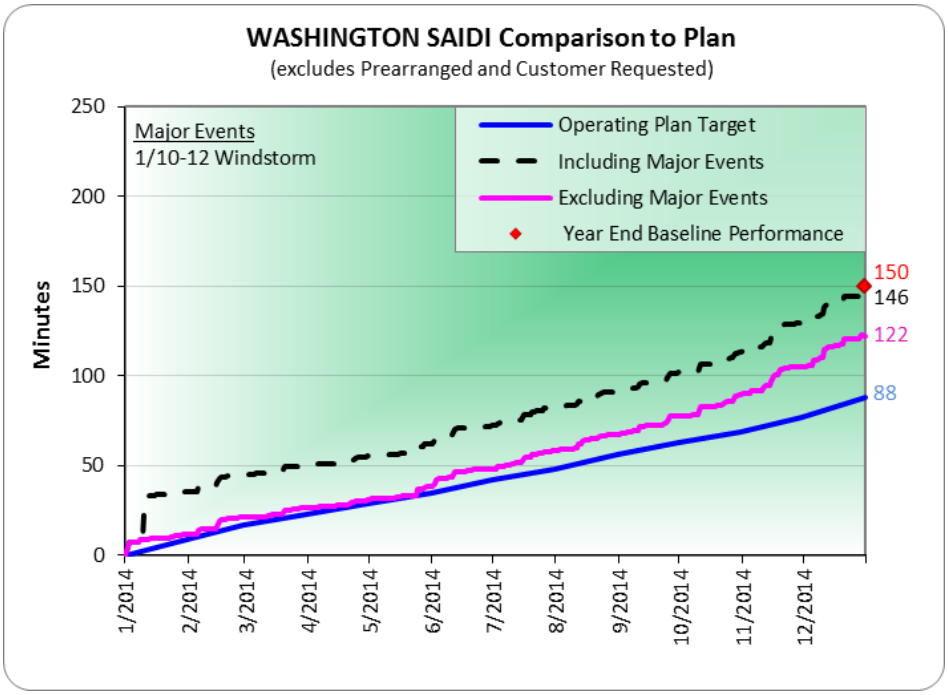
The company's reporting plan recognizes two types of major events; the first, a SAIDI-based major event[1] is defined using statistical methods as outlined in IEEE 1366-2003/2012 while the second, a SAIFI based major event is defined in the company's reporting plan. During the year, one SAIDI-based major event was recorded: Windstorm January 10-12. The event excluded 24 Minutes from Underlying SAIDI. There were no SAIFI-based major events in 2014. A copy of the Company's filed major event is included in the Appendix of this report.

During the period, there were 20 significant event days[2] (daily underlying SAIDI of 2.12 minutes or more), nine of which occurred in the last three months of the year, signaling the intensity of the fall/winter weather that struck the west coast; while many of these were noted in the table below as Equipment Outage Cause they generally indicate extreme weather that damaged equipment.
These 20 days account for 57 SAIDI minutes and 0.316 SAIFI events, representing 46% of the underlying SAIDI and 40% of the underlying SAIFI.

SIGNIFICANT EVENT DAYS					
DATE	PRIMARY CAUSE	SAIDI	SAIFI	% Underlying SAIDI (122 min)	% Underlying SAIFI (0.793 events)
January 2, 2014	Vehicle Interference	4.8	0.013	4%	2%
January 3, 2014	Animal Interference	2.2	0.013	2%	2%
February 6, 2014	Equipment Failure	2.6	0.009	2%	1%
February 16, 2014	Pole Fires/Cold Load	2.5	0.024	2%	3%
March 20, 2014	Contract construction crew trip	2.5	0.010	2%	1%
May 25, 2014	Equipment failure (Underground cable)	3.2	0.024	3%	3%
June 12, 2014	Summer storm: Lightning, Wind	2.9	0.023	2%	3%
July 16, 2014	Interference and Suspected Tree Non-preventable	2.4	0.019	2%	2%
August 12, 2014	Summer storm and Vehicle Interference	2.0	0.016	2%	2%
September 11, 2014	Vehicle Interference	2.2	0.010	2%	1%
September 26, 2014	Loss of Substation due to Animal Interference	2.6	0.016	2%	2%
October 11, 2014	Loss of Mobile Substation during Station Maintenance	4.3	0.040	4%	5%
October 28, 2014	Contractor Interference	2.5	0.014	2%	2%
November 15, 2014	Equipment/Cold Load	2.4	0.015	2%	2%
November 16, 2014	Interference during Weather	3.0	0.016	2%	2%
November 19, 2014	Weather	3.0	0.009	2%	1%
December 6, 2014	Equipment Failure	2.8	0.015	2%	2%
December 11, 2014	Winter Storm	4.2	0.007	3%	1%
December 21, 2014	Pole Fire /Contractor Interference	2.7	0.017	2%	2%
December 29, 2014	Winter Storm	2.4	0.006	2%	1%
TOTAL		**57.4**	**0.316**	**47%**	**40%**

[1] During calendar 2014, the calculated threshold for a major event was 9.79 SAIDI Minutes; for 2015, it will be 9.46 SAIDI minutes.
[2] On a trial basis, the Company established a variable of 1.75 times the standard deviation of its natural log SAIDI results.

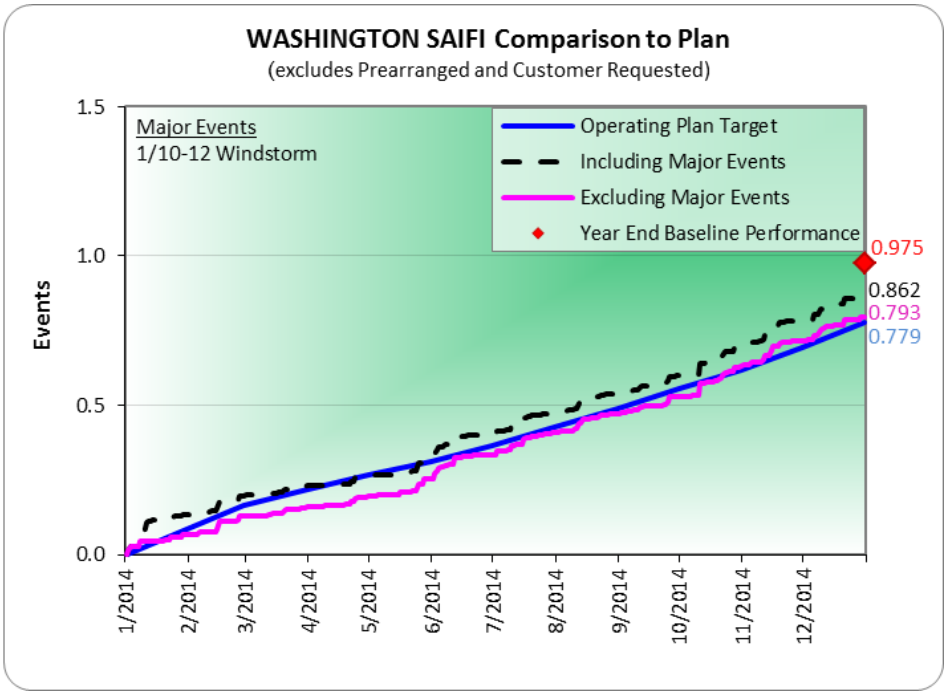
January 1 through December 31, 2014	
2014 SAIDI Goal = 88	**SAIDI Actual**
Total Performance	146
SAIDI-based Major Events Excluded	24
SAIFI-based Major Events Excluded	0
Reported Major Events Excluded	**122**



3.3 System Average Interruption Frequency Index (SAIFI)

The outage frequency for 2014 (0.862) was better than baseline (0.975), but slightly above internal goals (0.779) set for 2014.

January 1 through December 31, 2014	
2014 SAIFI Goal = .779	**SAIFI Actual**
Total Performance	0.862
SAIDI-based Major Events Excluded	0.069
SAIFI-based Major Events Excluded	0
Reported Major Events Excluded	**0.793**



3.4 Operating Area Metrics

Washington operating area performance for the reporting period is listed in the table below.

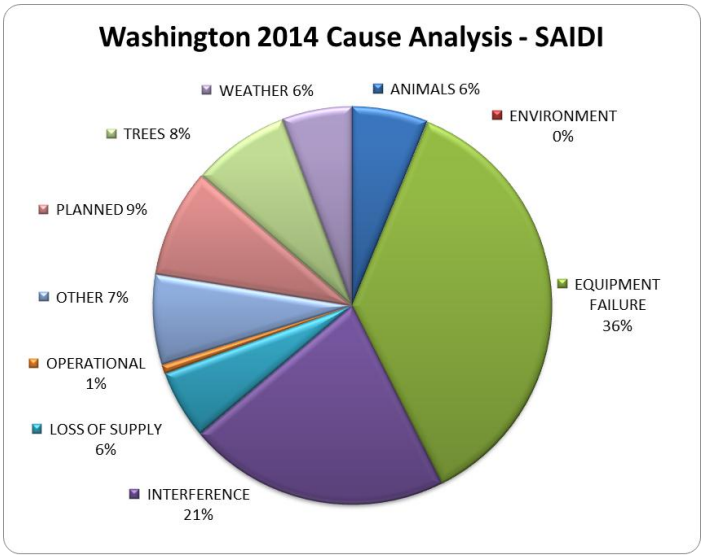
January 1 – December 31, 2014	Including Major Events			Excluding SAIDI-based Major Events			Reported Major Events Excluded		
	SAIDI	SAIFI	CAIDI	SAIDI	SAIFI	CAIDI	SAIDI	SAIFI	CAIDI
SUNNYSIDE	108	0.777	139	91	0.722	126	91	0.722	126
WALLA WALLA	157	0.95	165	156	0.944	165	116	0.894	129
YAKIMA	168	0.882	190	168	0.788	213	133	0.788	169

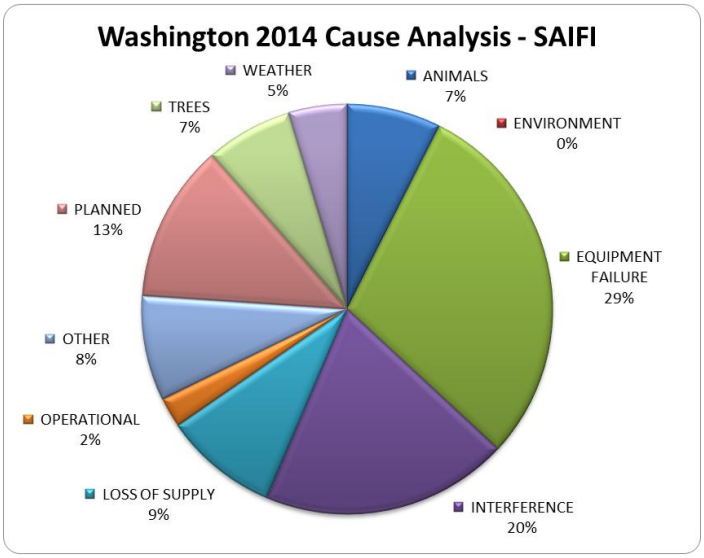
2014 Sunnyside Customer Count: 25,031
2014 Walla Walla Customer Count: 28,603
2014 Yakima Customer Count: 82,901

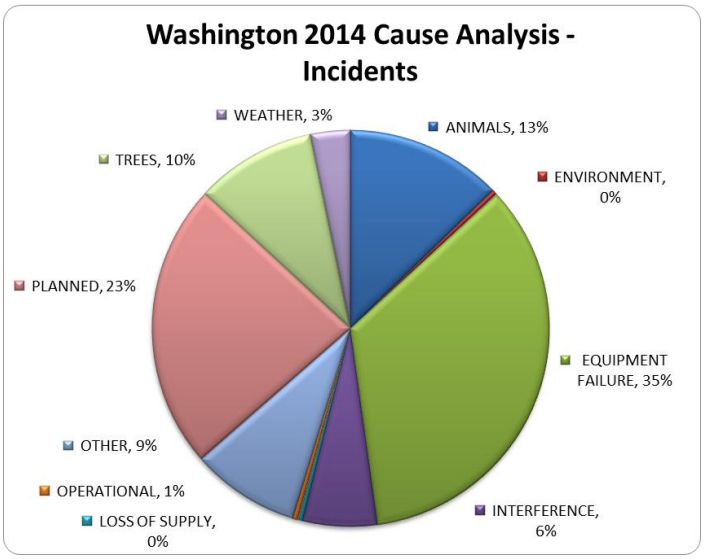
3.5 Cause Code Analysis

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. Thereafter is a historical view of cause codes, as they summarize to annual SAIDI and SAIFI performance.

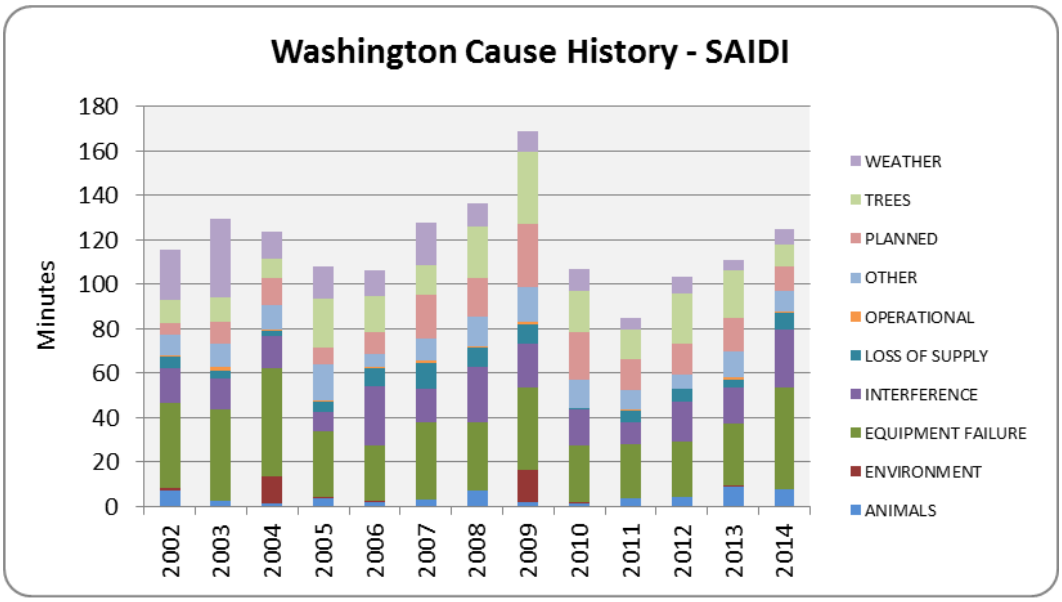
Direct Cause Category Description	Direct Cause	Customer Minutes Lost for Incident	Customers In Incident Sustained	Sustained Incident Count
ANIMALS	ANIMALS	876,383	6,844	144
	BIRD MORTALITY (NON-PROTECTED SPECIES)	30,548	324	124
	BIRD MORTALITY (PROTECTED SPECIES) (BMTS)	104,803	550	10
	BIRD NEST (BMTS)	524	3	2
	BIRD SUSPECTED, NO MORTALITY	36,531	447	38
ENVIRONMENT	CONTAMINATION	0	0	0
	FIRE/SMOKE (NOT DUE TO FAULTS)	6,352	22	10
EQUIPMENT FAILURE	B/O EQUIPMENT	1,591,194	7,842	361
	DETERIORATION OR ROTTING	2,874,965	13,514	440
	NEARBY FAULT	22,314	47	2
	OVERLOAD	108,210	2,596	7
	POLE FIRE	1,605,895	8419	55
	STRUCTURES, INSULATORS, CONDUCTOR	0	0	9
INTERFERENCE	DIG-IN (NON-PACIFICORP PERSONNEL)	321,882	1,197	11
	OTHER INTERFERING OBJECT	354,562	3,420	21
	OTHER UTILITY/CONTRACTOR	192,207	1,481	24
	VANDALISM OR THEFT	31,757	138	12
	VEHICLE ACCIDENT	2,727,511	15,200	83
LOSS OF SUPPLY	LOSS OF SUBSTATION	796,541	7,464	6
	LOSS OF TRANSMISSION LINE	160,625	2,456	3
	SYSTEM PROTECTION	0	0	1
OPERATIONAL	FAULTY INSTALL	1,395	8	5
	IMPROPER PROTECTIVE COORDINATION	230	1	1
	INCORRECT RECORDS	282	4	2
	PACIFICORP EMPLOYEE - FIELD	6,207	352	1
	SWITCHING ERROR	116,577	2,217	1
	TESTING/STARTUP ERROR	533	19	1
OTHER	OTHER, KNOWN CAUSE	60,939	1,498	20
	UNKNOWN	1,195,965	7,614	201
PLANNED	CONSTRUCTION	49,367	292	39
	CUSTOMER NOTICE GIVEN	283,346	1,561	188
	CUSTOMER REQUESTED	12,499	139	103
	EMERGENCY DAMAGE REPAIR	983,077	10,534	168
	INTENTIONAL TO CLEAR TROUBLE	162,083	1,189	21
	MAINTENANCE	8,541	4	63
TREES	TREE - NON-PREVENTABLE	1,354,840	7,558	237
	TREE - TRIMMABLE	706	9	8
	TREE-FELLED BY LOGGER	0	0	1
WEATHER	FREEZING FOG & FROST	4,205	19	5
	ICE	95,708	712	15
	LIGHTNING	140,906	654	19
	SNOW, SLEET AND BLIZZARD	58,765	129	3
	WIND	674,226	3,553	39

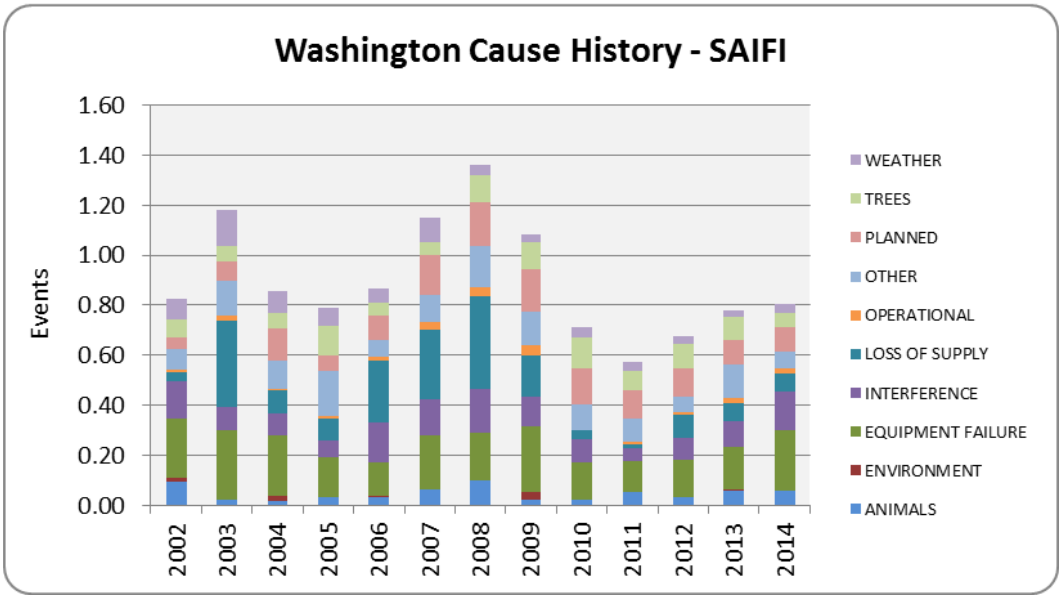

Washington 2014 Cause Analysis - SAIDI
WEATHER 6%
ANIMALS 6%
ENVIRONMENT 0%
TREES 8%
PLANNED 9%
EQUIPMENT FAILURE 36%
OTHER 7%
OPERATIONAL 1%
LOSS OF SUPPLY 6%
INTERFERENCE 21%


Washington 2014 Cause Analysis - SAIFI
WEATHER 5%
ANIMALS 7%
TREES 7%
ENVIRONMENT 0%
PLANNED 13%
EQUIPMENT FAILURE 29%
OTHER 8%
OPERATIONAL 2%
LOSS OF SUPPLY 9%
INTERFERENCE 20%


Washington 2014 Cause Analysis - Incidents
WEATHER, 3%
ANIMALS, 13%
TREES, 10%
ENVIRONMENT, 0%
PLANNED, 23%
EQUIPMENT FAILURE, 35%
OTHER, 9%
OPERATIONAL, 1%
LOSS OF SUPPLY, 0%
INTERFERENCE, 6%

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 Pacific Power or Pacific Power'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.


Washington Cause History - SAIDI
Minutes
180
160
140
120
100
80
60
40
20
0
2002
2003
2004
2005
2006
2007
2008
2009
2010
2011
2012
2013
2014
WEATHER
TREES
PLANNED
OTHER
OPERATIONAL
LOSS OF SUPPLY
INTERFERENCE
EQUIPMENT FAILURE
ENVIRONMENT
ANIMALS


Washington Cause History - SAIFI
Events
1.60
1.40
1.20
1.00
0.80
0.60
0.40
0.20
0.00
2002
2003
2004
2005
2006
2007
2008
2009
2010
2011
2012
2013
2014
WEATHER
TREES
PLANNED
OTHER
OPERATIONAL
LOSS OF SUPPLY
INTERFERENCE
EQUIPMENT FAILURE
ENVIRONMENT
ANIMALS

3.6 Areas of Greatest Concern

During 2014, reliability enhancement efforts continue to focus on improved system hardening and protection. Through history this has included replacement of hydraulic reclosers, upgrades of substation breakers and/or relays and coordination of circuit protection devices, such as fuses and reclosers. The company regularly finds some of its most cost-effective reliability improvements can be achieved by focusing on circuits that do not appear to be well coordinated, which it finds through data mining of its outage reporting data. A well-coordinated circuit will minimize how many customers experience an interruption as the result of a fault event.
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.
In this year's improvement plans, replacement of mechanical relays with electronic relays is planned. These devices have fault memories which allow for targeted inspection when faults occur. They also provide better coordination between the substation circuit equipment and down-line protective equipment, such as reclosers and fuses.
Additional devices that help diagnose the location of circuit's fault events are planned with the installation of fault indicators. These allow for faster restoration after an event as well as targeting specific hardening opportunities for segments where the fault indicators exist.
Finally, the company continues to grow its ability to use reliability data strategically with the development and implementation of reliability-centered tools. It launched a web-based notification tool, which alerts when interrupting devices (such as substation breakers, line reclosers or fuses) have exceeded proscribed performance thresholds has helped to promptly focus field investigative activities; this new capability has delivered substantial improvements to customers. Enhancements to the datasets that drive the web notification enable association between inspection conditions and zones of protection for circuits, which allow for prioritization of specific conditions within protective zones close to the substation breaker. Further it has overhauled its geospatial reliability analysis tool, augmenting its functionality to better distinguish circuit details in light of reliability events. The use of these tools results in maximum improvement for the efforts expended, improving reliability to customers at the best possible costs.

The table below lists reliability projects identified and currently underway for Washington's Areas of Greatest Concern; these circuits will be subsequently reported as Program Year 16 circuits in Section 3.7.

Sub	Circuit Name	Circuit	2015 Project	Baseline CPI99
Sunnyside	Van Belle	5Y312	Install recloser, coordinate circuit fault protection; correct conditions in first & second zones of protection.	149
Prospect Point	Taumarson Feeder	5W50	Obtain better spacing by installing spacers or intersetting poles; coordinate circuit fault protection.	29
Mill Creek (WA)	Russell Creek	5W121	Install 2 reclosers, coordinate circuit fault protection.	23
Wiley	Draper	5Y156	Replace relays at Wiley[1] substation	162
Bowman	Pine Street (Bowman)	5W150	FuseSaver pilot; improve river crossing resilience to animal interference	26

[1] Wiley substation relays were rescheduled to coincide with other work being performed at the substation, so 5Y380 and 5Y382 will be experiencing improvement work at the same time as 5Y156 (summer/fall 2015).

3.7 Reduce CPI[1] 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 is to be improved by at least 20% (as measured by comparing current performance against baseline performance). Program years 1-12 have previously met improvement targets so are no longer shown in the performance update below.

WASHINGTON WORST PERFORMING CIRCUITS	BASELINE	Performance 12/31/2014
PROGRAM YEAR 15		
MEMORIAL 5W2	60	48
OCCIDENTAL 5Y382	35	36
TAMPICO 5Y380	100	77
10TH STREET 5Y437	77	80
GRAVEL 5Y99	63	91
TARGET SCORE =54	**67**	**66**
PROGRAM YEAR 14		
CITY 5W324	46	92
BONNEVIEW 5Y302	111	129
CHESTNUT 5Y458	119	59
SOUTH (WENAS) 5Y600	65	85
COUGAR 5Y658	113	139
TARGET SCORE =73	**91**	**101**
PROGRAM YEAR 13		
DONALD 5Y330	57	72
FORNEY 5Y94	172	60
PRESCOTT 5W305	57	73
STEIN 5Y164	148	134
TERRACE HTS 5Y10	99	60
GOAL MET! TARGET SCORE =85	**107**	**80**

[1] The company has historically used CPI05 which includes transmission and major event outages to evaluate the effectiveness of the distribution improvements made. In other states the company serves it has found that the inclusion of these outages may direct resources in a manner not cost-effective, thus it has transitioned to the use of CPI99, which excludes transmission and major event outage impacts into the circuit ratings. The baseline and current performance statistics reflect this transition.

3.8 Restore Service to 80% of Customers within 3 Hours

The Company targets restoring power to 80% of its customers within 3 hours, however during 2014 this target was not met, mostly due to the impact of certain significant events that resulted in longer than-desired restoration.

WASHINGTON RESTORATIONS WITHIN 3 HOURS					
January – December 2014 = **77%**					
January	February	March	April	May	June
60%	68%	51%	81%	76%	87%
July	August	September	October	November	December
82%	72%	72%	70%	86%	73%

3.9 Telephone Service and Response to Commission Complaints

COMMITMENT	GOAL	PERFORMANCE
PS5-Answer calls within 30 seconds	80%	80%
PS6a) Respond to commission complaints within 3 days[1]	95%	100%
PS6b) Respond to commission complaints regarding service disconnects within 4 hours	95%	100%
PS6c) Resolve commission complaints within 30 days	95%	100%

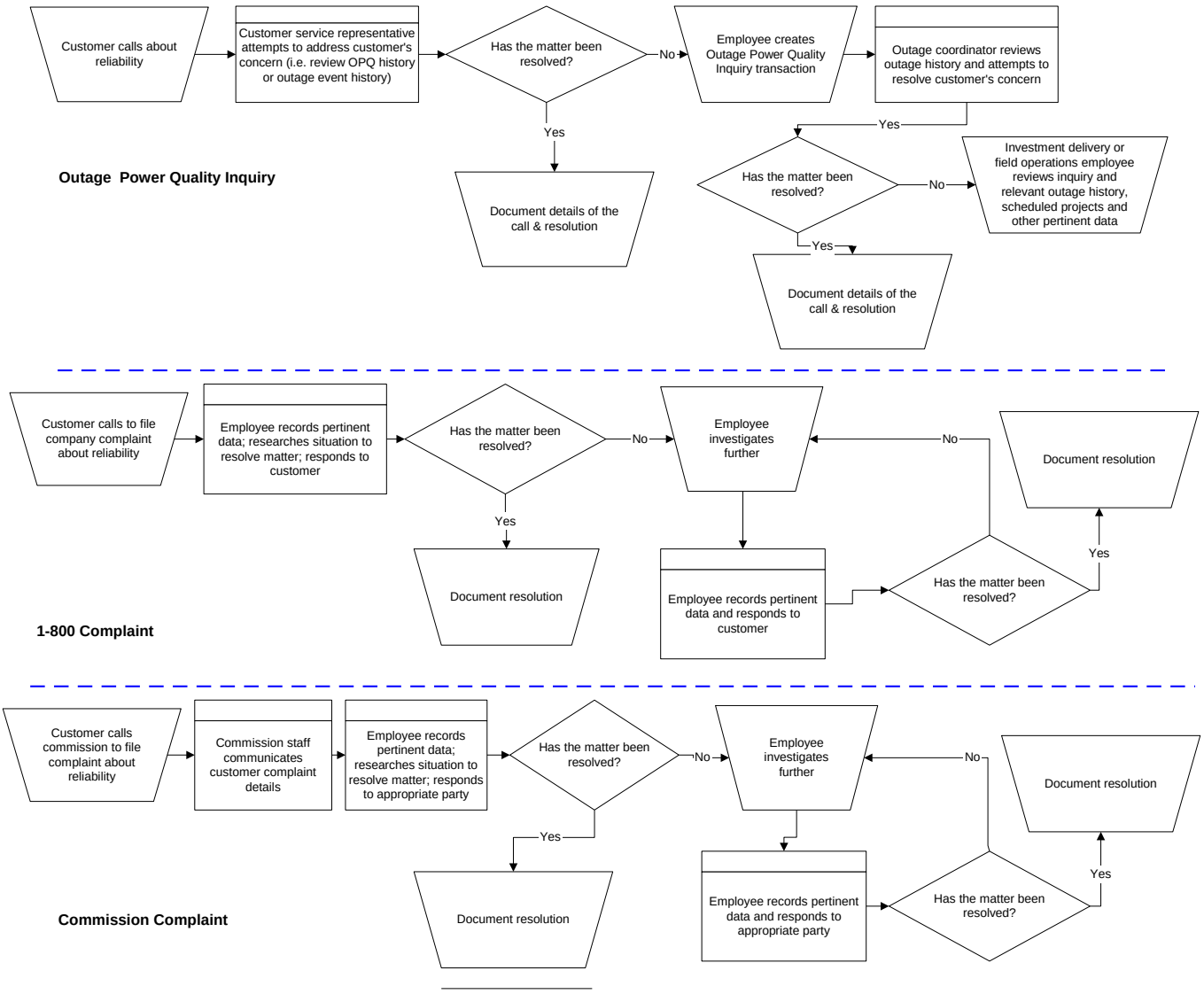
[1] Although the Performance Standard indicates that complaints will be responded to within 3 days, the Company acknowledges and adheres to the requirements set forth in 480-100-173(3)(a).

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

Listed below, by the recording source, are reliability-related customer complaints if any were received for Washington services during the reporting period.

- **Informal Complaints (1-800 Customer Advocacy Team)**

  There were no Informal Complaints received by the company in the reporting period.

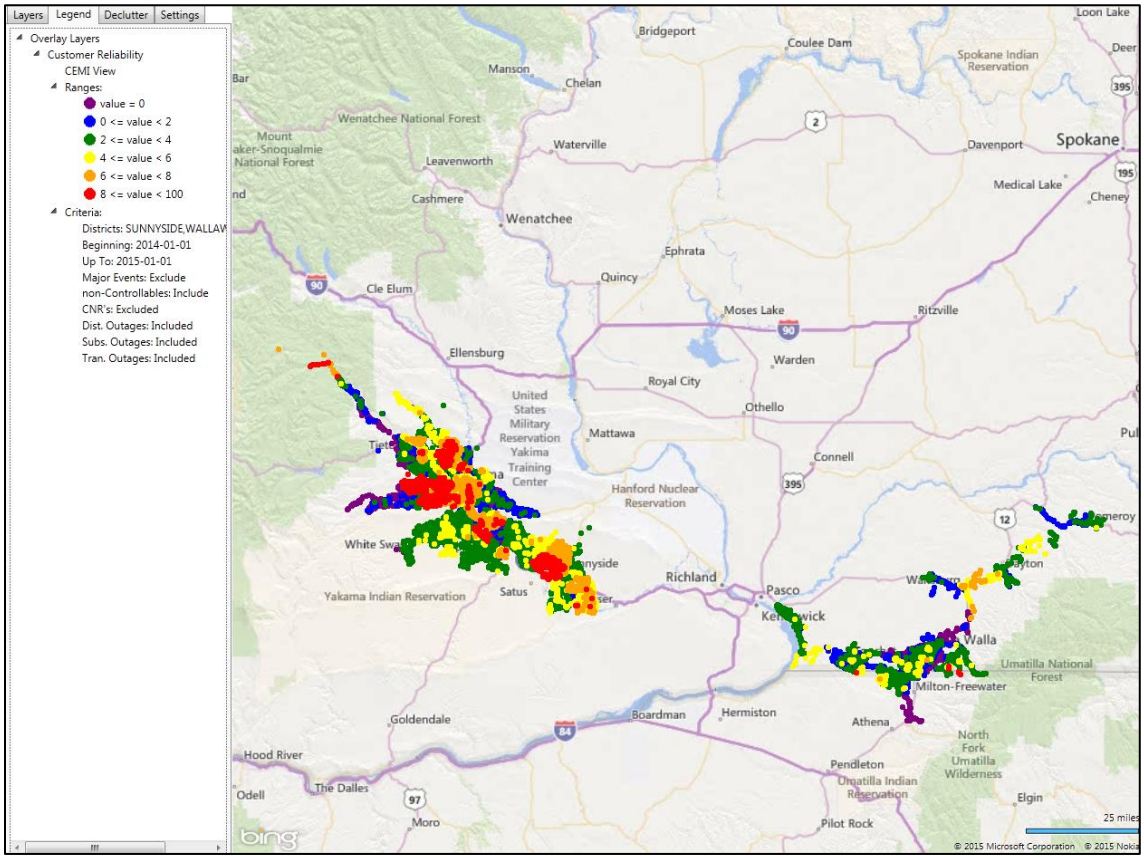
- **Commission Complaints**

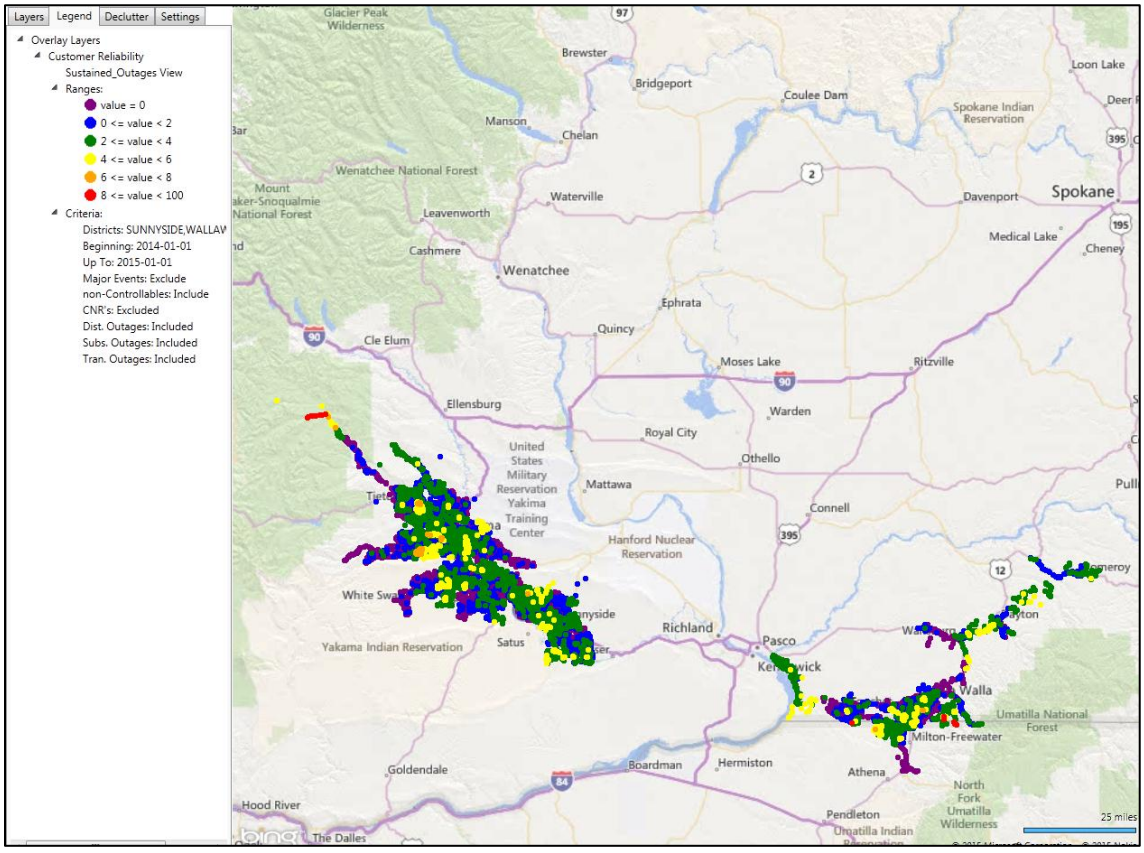
  There were no Commission Complaints in the reporting period.

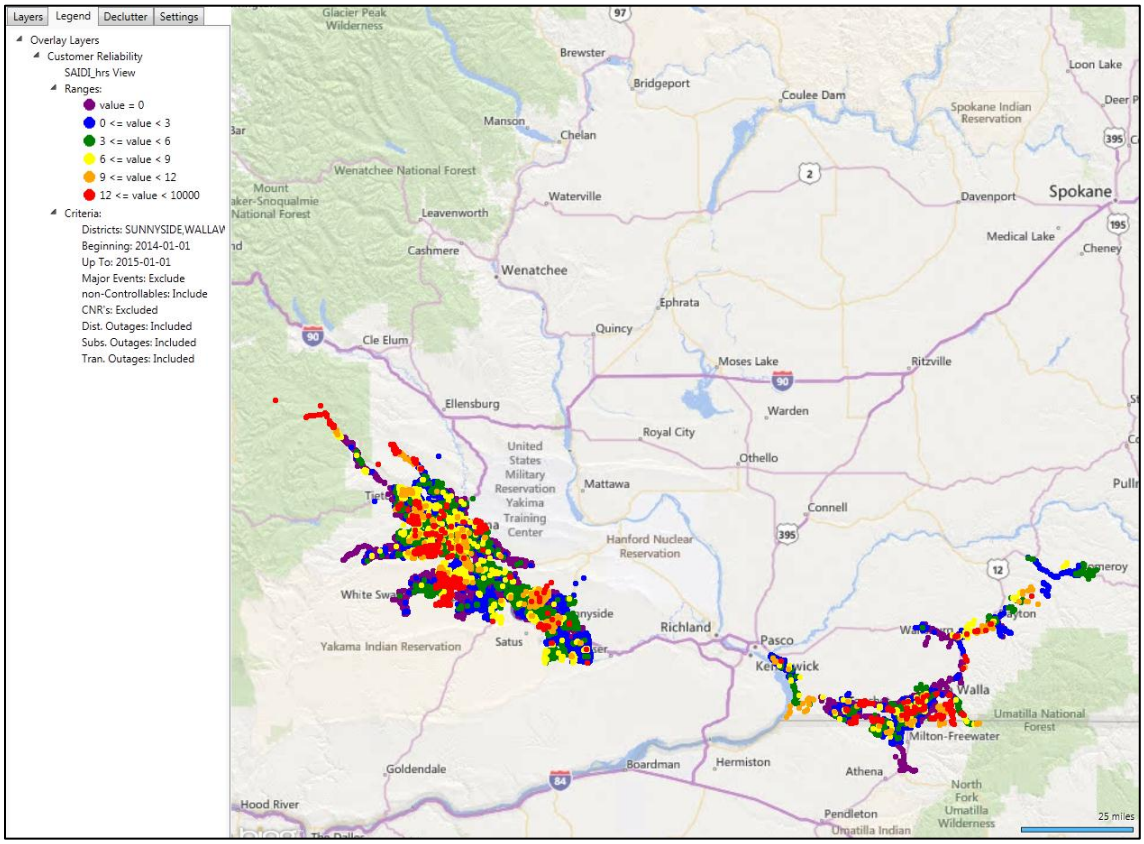
5 WASHINGTON RELIABILITY RESULTS DURING 2014

To geospatially display reliability results the Company has developed its GREATER 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. In each plot thumbnails are used to orient the graphic. 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. Note that this depiction exceeds the requirements of the reporting rule, but is helpful to the Company in selecting areas of reliability concern. Second sustained interruptions are shown. This measure shows how many sustained outages a service transformer has experienced, which is aligned with the requirements of the reporting rules. 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.)

5.1 State Reliability



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6 <= value < 9
9 <= value < 12
12 <= value < 10000
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Up To: 2015-01-01
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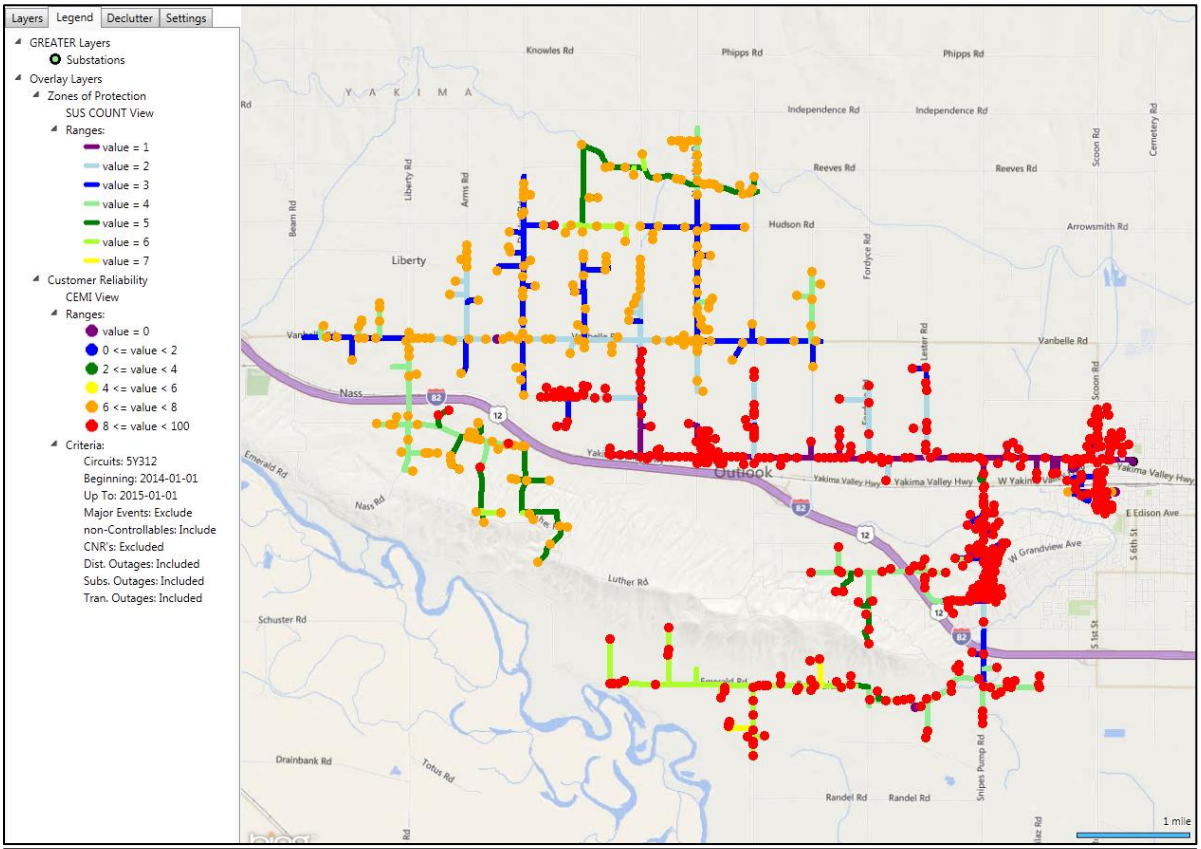
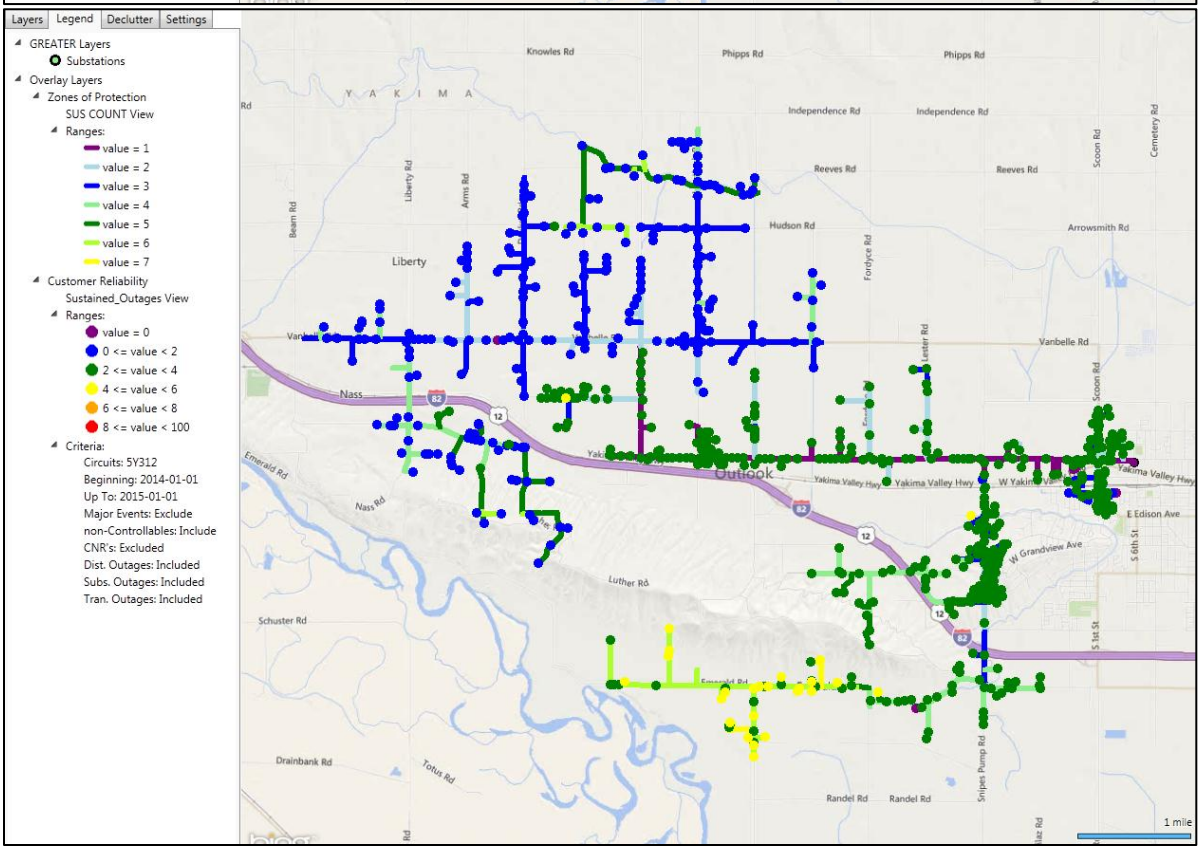
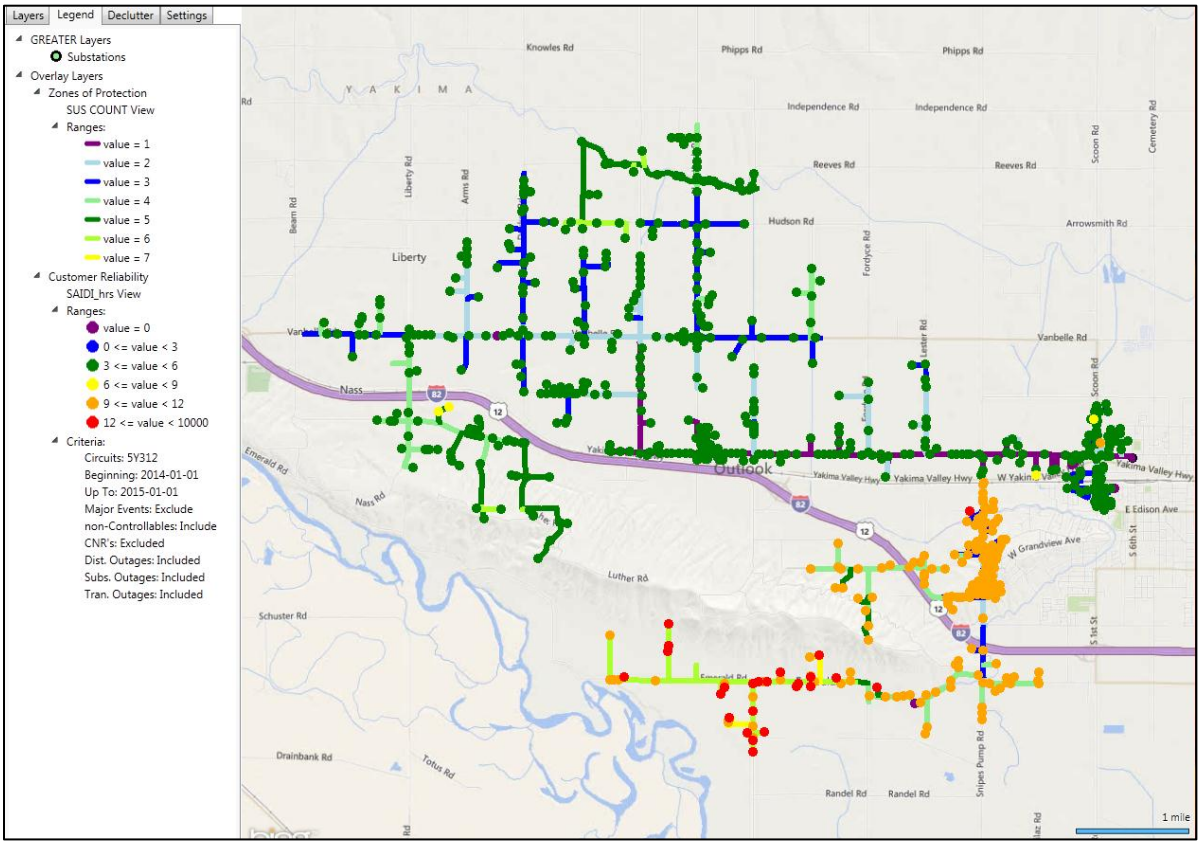
non-Controllables: Include
CNR's: Excluded
Dist. Outages: Included
Subs. Outages: Included
Tran. Outages: Included
Glacier Peak Wilderness
Brewster
Bridgeport
Coulee Dam
Loon Lake
Spokane Indian Reservation
Manson
Chelan
Wenatchee National Forest
Waterville
Davenport
Spokane
Medical Lake
Cheney
Leavenworth
Cashmere
Wenatchee
Ephrata
Quincy
Cle Elum
Moses Lake
Ritzville
Ellensburg
Warden
Royal City
Othello
United States Military Reservation Yakima Training Center
Mattawa
Connell
Hanford Nuclear Reservation
Richland
Pasco
Yakama Indian Reservation
Satus
Walla
Umatilla National Forest
Milton-Freewater
Goldendale
Boardman
Hermiston
Athena
Hood River
Pendleton
North Fork Umatilla Wilderness
25 miles

5.2 5Y312: Van Belle Feeder



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Up To: 2015-01-01
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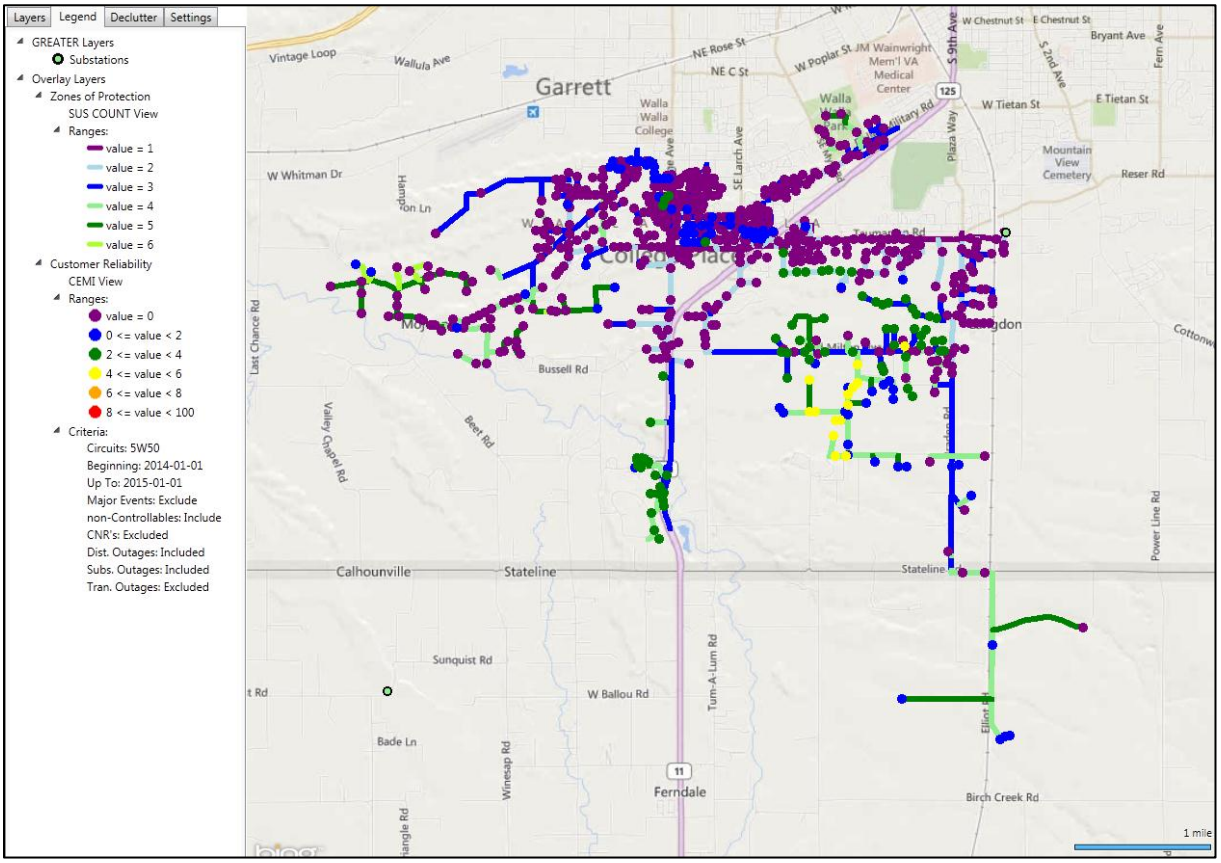
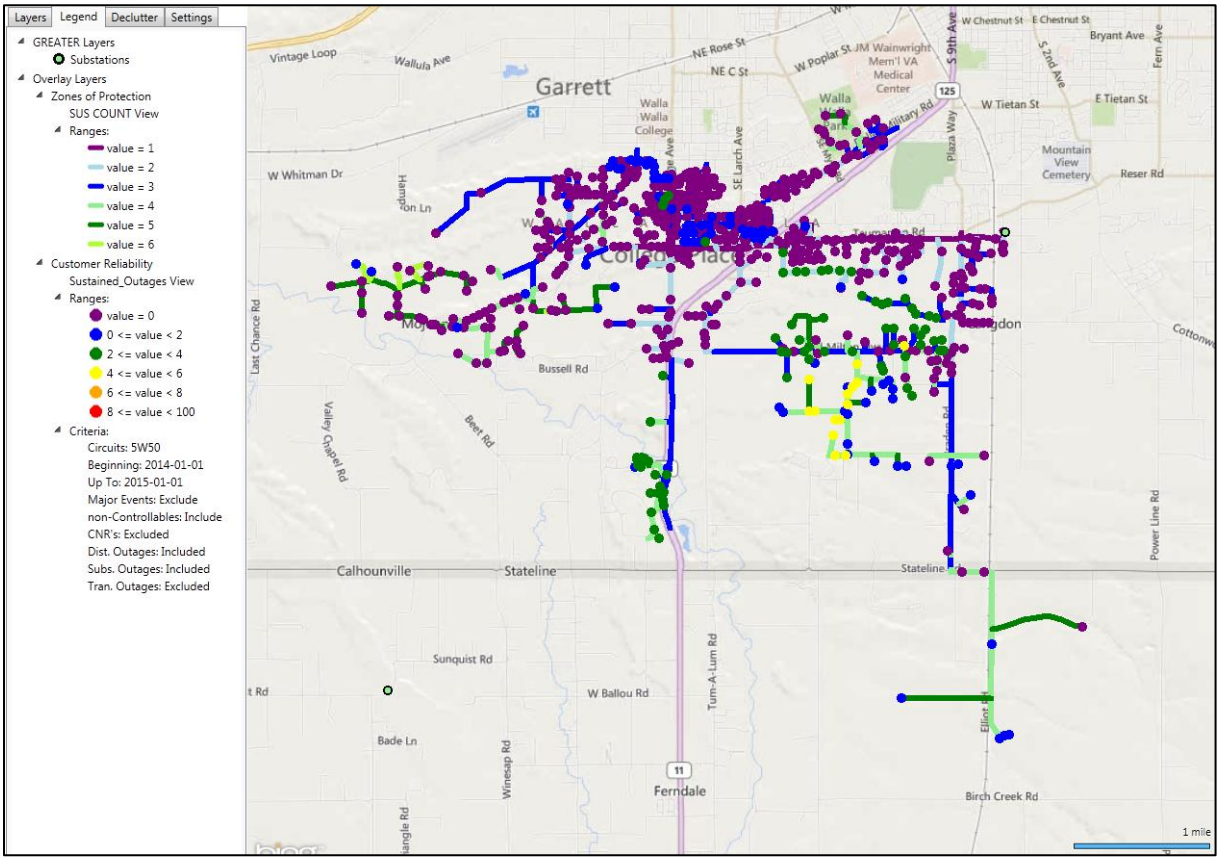
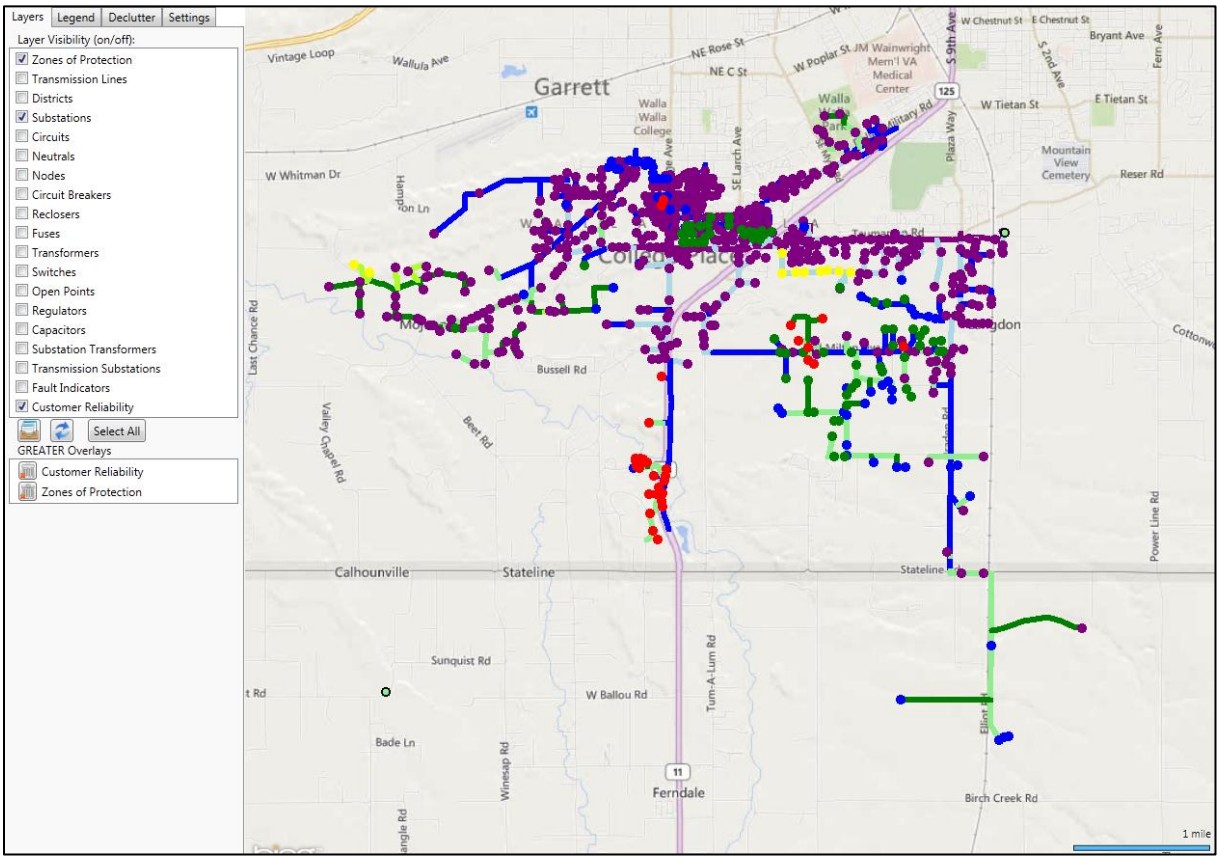
non-Controllables: Include
CNR's: Excluded
Dist. Outages: Included
Subs. Outages: Included
Tran. Outages: Included
Knowles Rd
Phipps Rd
Independence Rd
Reeves Rd
Hudson Rd
Arrowsmith Rd
Liberty
Vanbelle Rd
Nass
Outlook
Yakima Valley Hwy
W Grandview Ave
E Edison Ave
Luther Rd
Schuster Rd
Drainbank Rd
Randel Rd
1 mile

5.3 5W50: Tamaursin Feeder



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Districts
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Open Points
Regulators
Capacitors
Substation Transformers
Transmission Substations
Fault Indicators
Customer Reliability
Select All
GREATER Overlays
Customer Reliability
Zones of Protection
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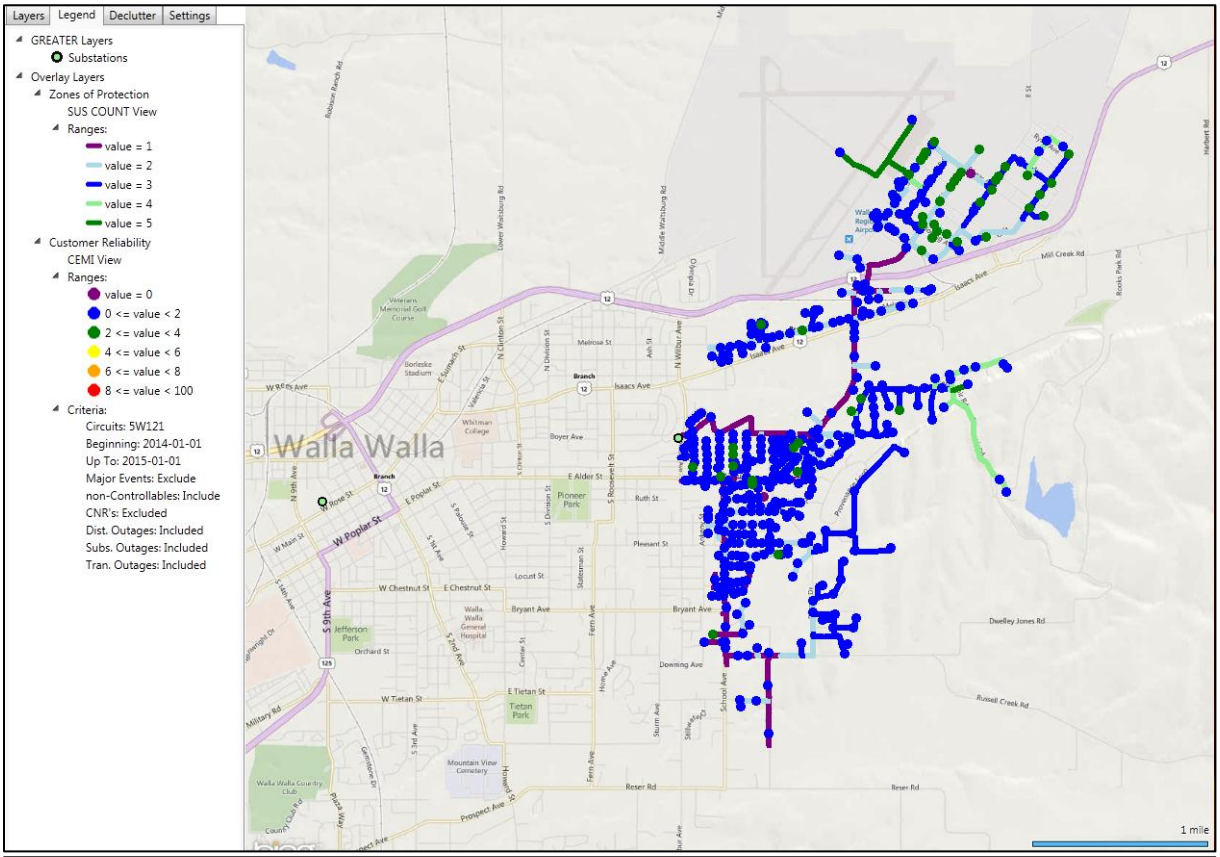
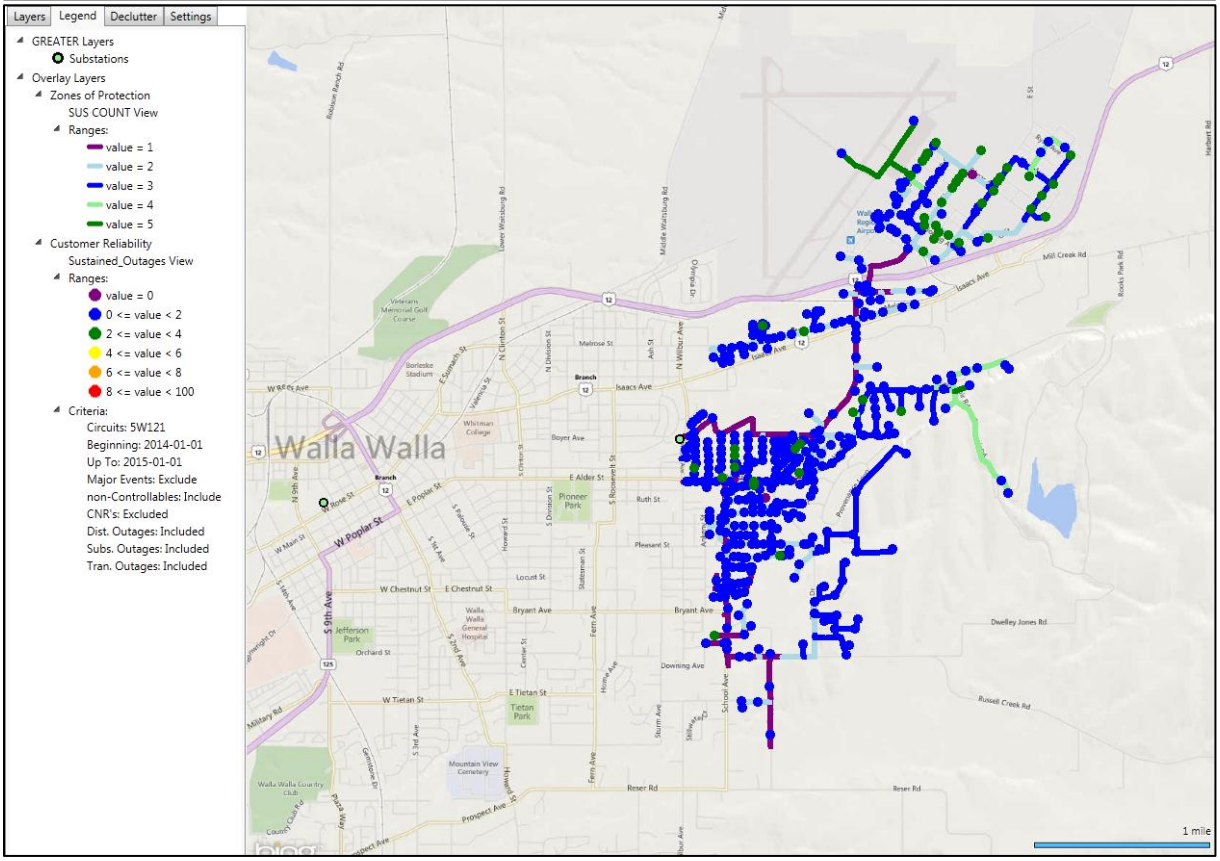
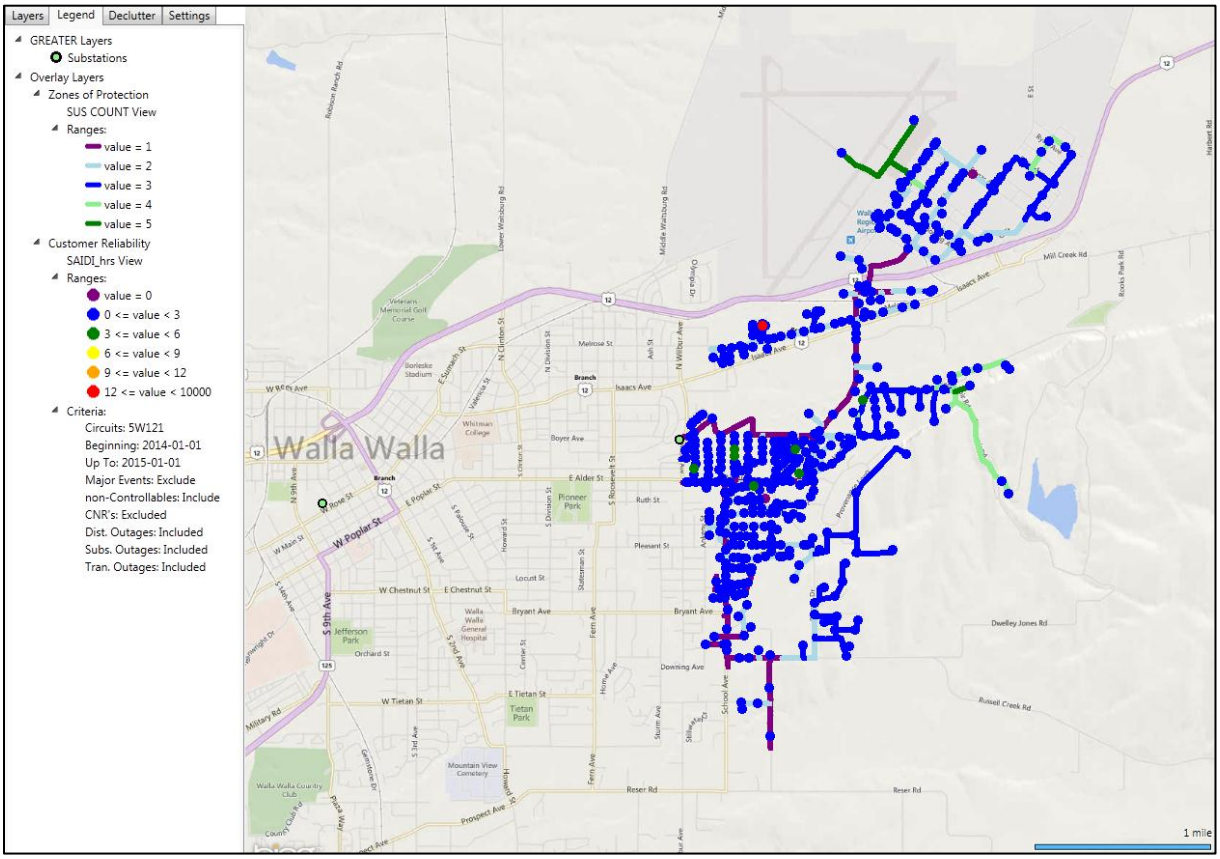
Calhounville
Stateline
Ferndale
Bussell Rd
Sunquist Rd
W Ballou Rd
Bade Ln
Birch Creek Rd
Valley Chapel Rd
Beet Rd
Last Chance Rd
Tum-A-Lum Rd
Power Line Rd
W Whitman Dr
W Tietan St
E Tietan St
Mountain View Cemetery
Reser Rd
Bryant Ave
Vintage Loop
Wallula Ave
NE Rose St
NE C St
W Poplar St
JM Wainwright Mem'l VA Medical Center
Walla Walla College
SE Larch Ave
Plaza Way
S 9th Ave
W Chestnut St
E Chestnut St
S 2nd Ave
Fern Ave
125
11
1 mile

5.4 5W121: Russell Creek Feeder



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Up To: 2015-01-01
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non-Controllables: Include
CNR's: Excluded
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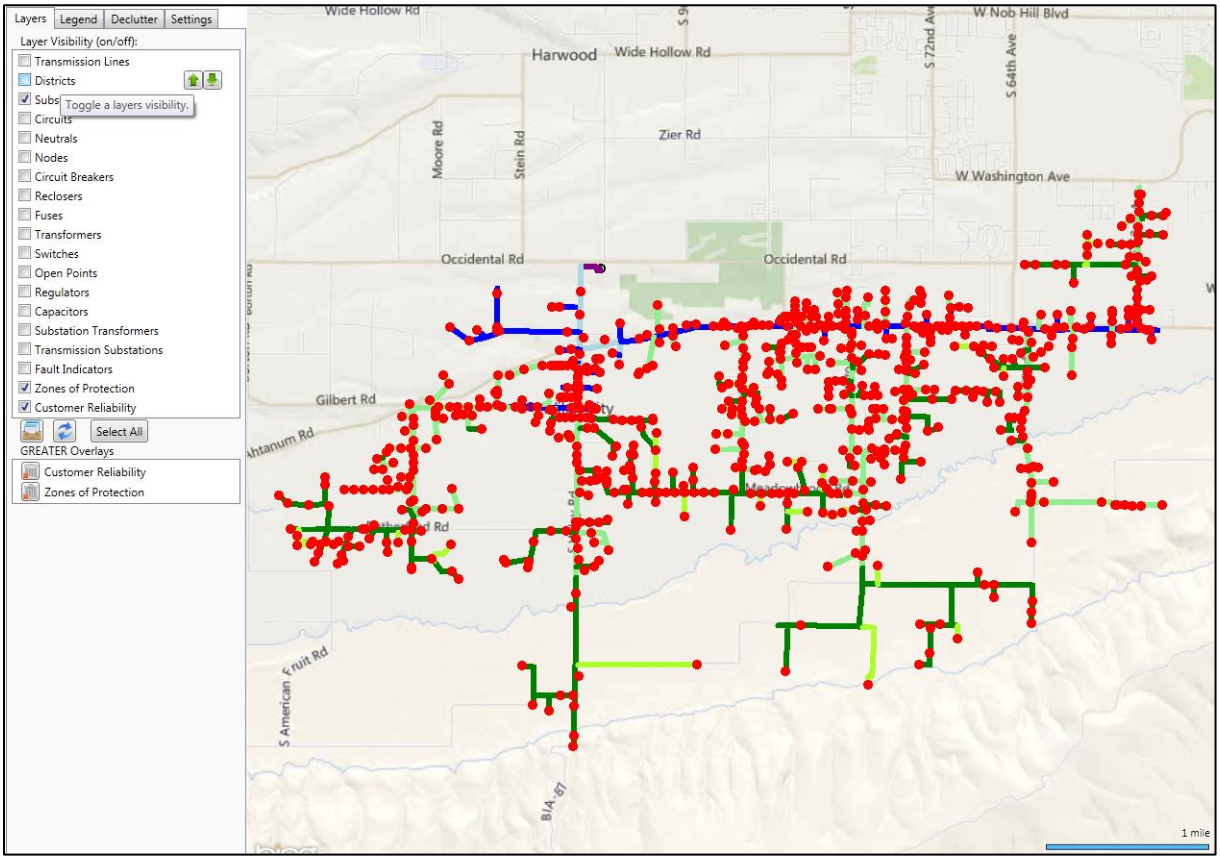
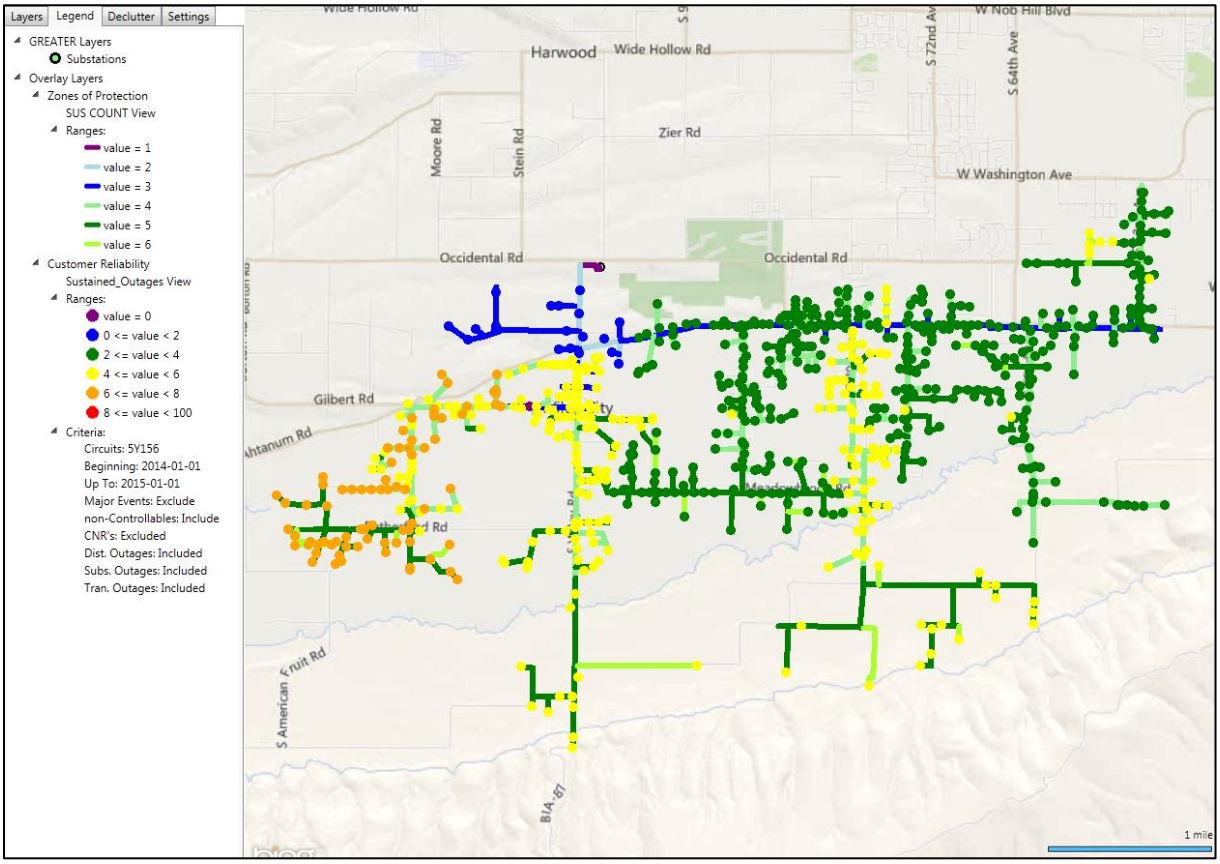
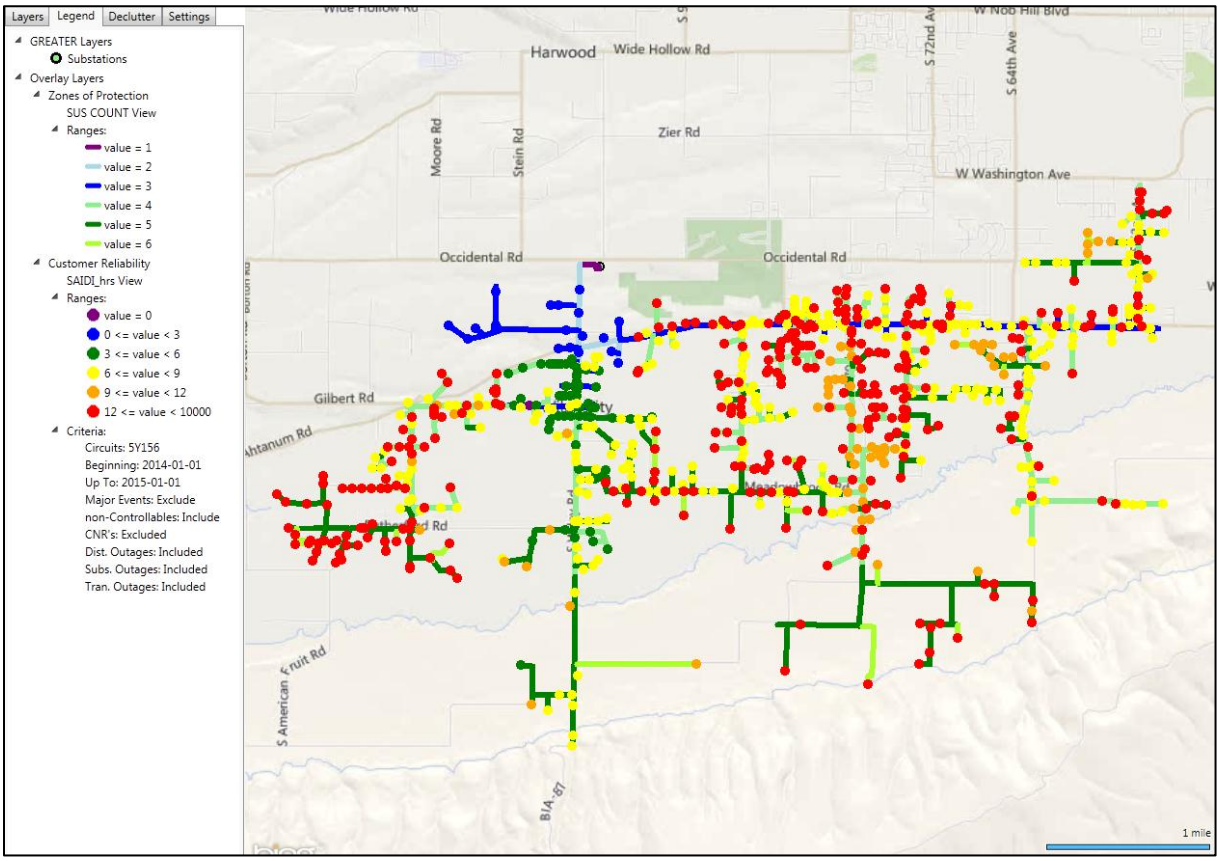
Subs. Outages: Included
Tran. Outages: Included
Walla Walla
W Poplar St
1 mile

5.5 5Y156: Draper Feeder



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Subs. Outages: Included
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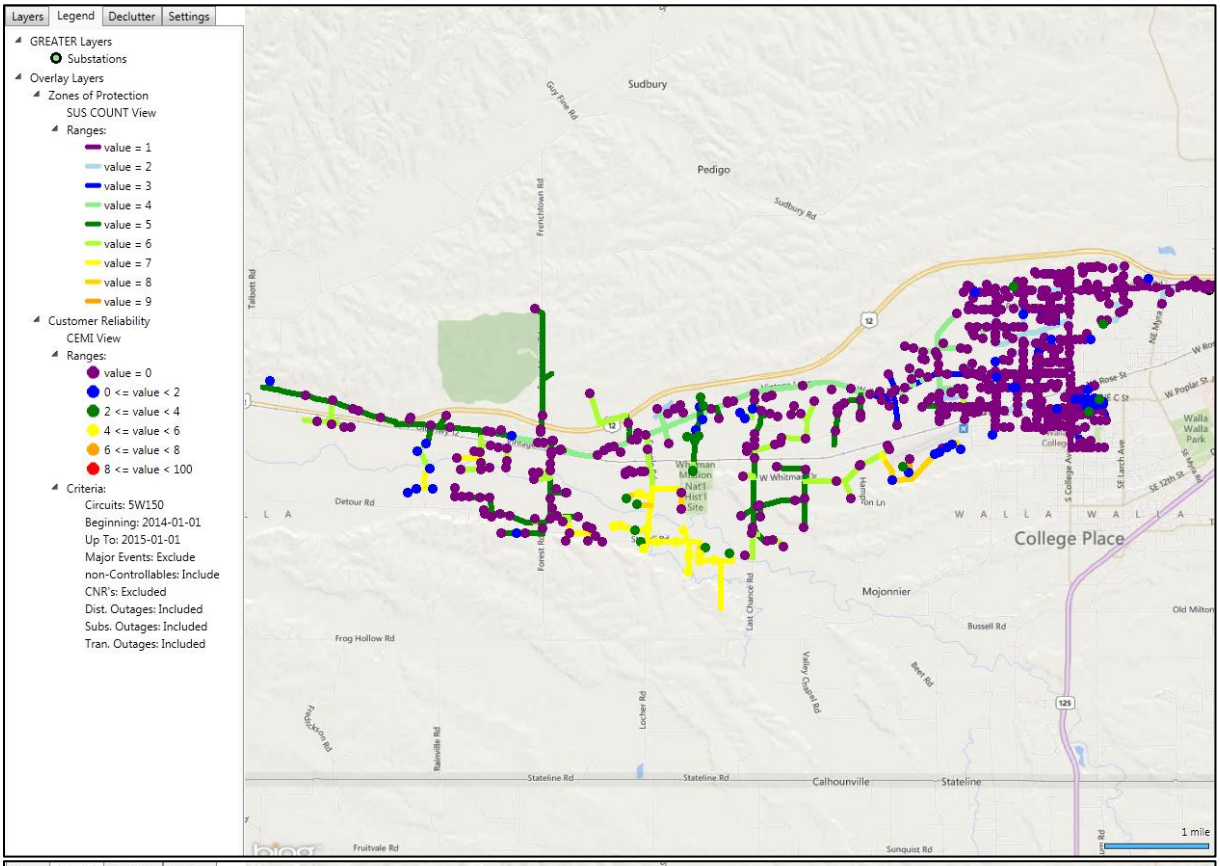
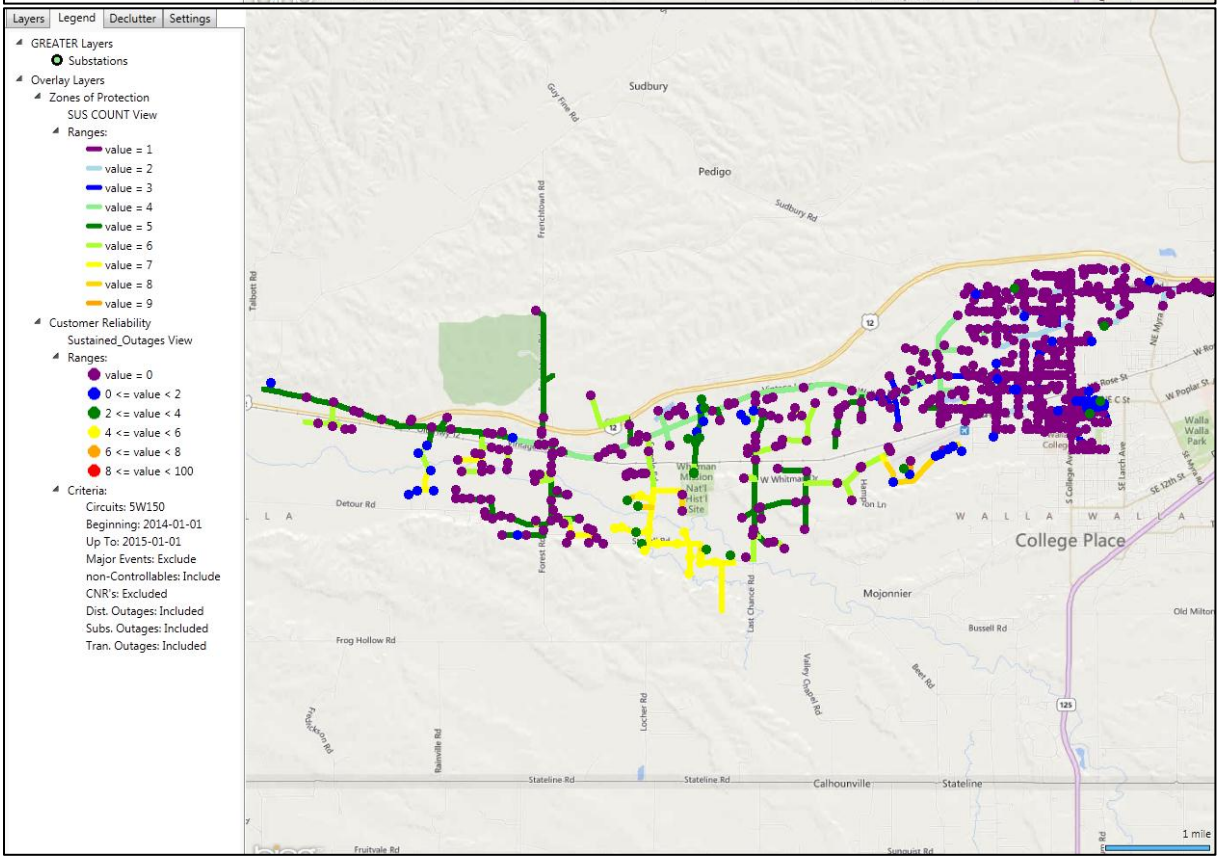
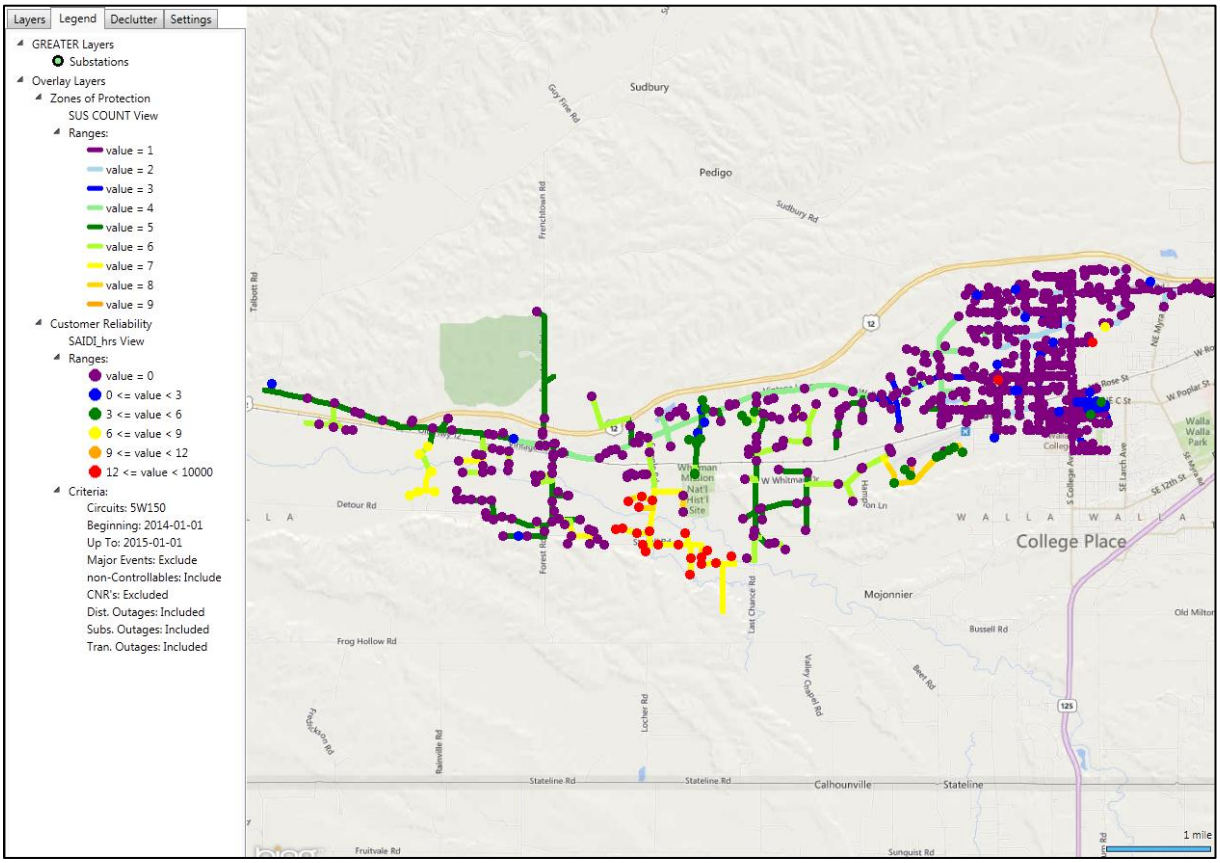
Harwood
Wide Hollow Rd
Moore Rd
Stein Rd
Zier Rd
W Nob Hill Blvd
S 72nd Ave
S 64th Ave
W Washington Ave
Occidental Rd
Occidental Rd
Gilbert Rd
S American Fruit Rd
1 mile

5.6 5W150: Pine Street (Bowman) Feeder



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Up To: 2015-01-01
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CNR's: Excluded
Dist. Outages: Included
Subs. Outages: Included
Tran. Outages: Included
Sudbury
Pedigo
College Place
Mojonnier
Calhounville
Stateline
Detour Rd
Frog Hollow Rd
Stateline Rd
Fruitvale Rd
Sunquist Rd
Bussell Rd
1 mile

APPENDIX A: Reliability Definitions

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 Pacific Power'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 event is defined as an outage equal to or less than 5 minutes in duration, and comprises all operations of the device during the momentary duration; if a breaker goes to lockout (it is unable to clear the faulted condition after the equipment's prescribed number of operations) the momentary operations are part of the ensuing sustained interruption. This sequence of events typically occurs when the system is trying to re-establish energy flow after a faulted condition, and is associated with circuit breakers or other automatic reclosing devices. Pacific Power uses the locations where SCADA (Supervisory Control and Data Acquisition) exists and calculates consistent with IEEE 1366-2003/2012. Where no substation breaker SCADA exists fault counts at substation breakers are to be used.

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 P1366-2003/2012. 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 SAIDI by SAIFI.

[1] IEEE1366-2003/2012 was first adopted by the IEEE Commissioners on December 23, 2003. The definitions and methodology detailed therein are now industry standards, which have since been affirmed in recent balloting activities.

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.

$MAIFI_E$

MAIFIE (momentary average interruption event frequency index) is an industry standard index that quantifies the frequency of all momentary interruption events that the average customer experiences during a given time-frame. It is calculated by counting all momentary interruptions which occur within a 5 minute time period, as long as the interruption event did not result in a device experiencing a sustained interruption.

CPI99

CPI99 is an acronym for Circuit Performance Indicator, which uses key reliability metrics of the circuit to identify underperforming circuits. It excludes Major Event and Loss of Supply or Transmission outages. The variables and equation for calculating CPI are:

CPI = Index * ((SAIDI * WF * NF) + (SAIFI * WF * NF) + (MAIFI * WF * NF) + (Lockouts * WF * NF))
Index: 10.645
SAIDI: Weighting Factor 0.30, Normalizing Factor 0.029
SAIFI: Weighting Factor 0.30, Normalizing Factor 2.439
MAIFI: Weighting Factor 0.20, Normalizing Factor 0.70
Lockouts: Weighting Factor 0.20, Normalizing Factor 2.00

Therefore, 10.645 * ((3-year SAIDI * 0.30 * 0.029) + (3-year SAIFI * 0.30 * 2.439) + (3-year MAIFI * 0.20 * 0.70) + (3-year breaker lockouts * 0.20 * 2.00)) = CPI Score

CPI05

CPI05 is an acronym for Circuit Performance Indicator, which uses key reliability metrics of the circuit to identify underperforming circuits. Unlike CPI99 it includes Major Event and Loss of Supply or Transmission outages. The calculation of CPI05 uses the same weighting and normalizing factors as CPI99.

Performance Types & Commitments

Pacific Power 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

Pursuant to WAC 480-100-393 Electric Reliability Annual Monitoring and Reporting Plan, modified February 2011, the company recognizes two types of major events in Washington:

- A SAIDI-based Major Event is defined as a 24-hour period where SAIDI exceeds a statistically derived threshold value, as detailed in IEEE Distribution Reliability Standard 1366-2003/2012.
- A SAIFI-Based Major Event is defined as an event in which more than 10% of an operating area's customers are simultaneously without service as a result of a sustained interruption.

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 would achieve performance by 12/31/2011 that maintains performance targets set in prior Merger Commitment Periods. Additionally in WAC 480-100-393 the Company is required to set baseline metrics and when performance deviates from those baselines, explain the reasons for that deviation and any action plans which may result from that level of performance.

APPENDIX B: 2014 Major Event Filings

Report to the Washington Utilities and Transportation Commission
Electric Service Reliability - Major Event Report

Date:	January 10-12, 2014
Date Submitted:	February 17, 2014
Primary Operating Area(s) Affected:	Yakima
Exclude from Reporting Status:	Yes
Report Prepared by:	Diane DeNuccio
Report Approved by:	Heide Caswell

Event Description:
Windstorms in Washington January 10-12, 2014 caused damage to PacifiCorp facilities and sustained interruptions to more than 7% of the Company's total Washington customers served. Yakima customers were most significantly impacted at 9% of area customers. High winds blew numerous trees, branches and other foreign objects into facilities, which took several poles over and burned conductor down.

Facilities replacements included 9 distribution poles, 11 crossarms, 7 transformers and approximately 3700 line feet of conductor.

Customers Out Sustained:	9,363
Total Customer Minutes Lost:	3,274,590
Sustained Interruptions:	130

PacifiCorp is requesting this event and the consequences thereof to be classified a "Major Event" because it exceeded the design limits of the system and the Company's current annual IEEE 1366-2003 threshold of 1,100,633 customer minutes lost in a 24-hour period in Washington.

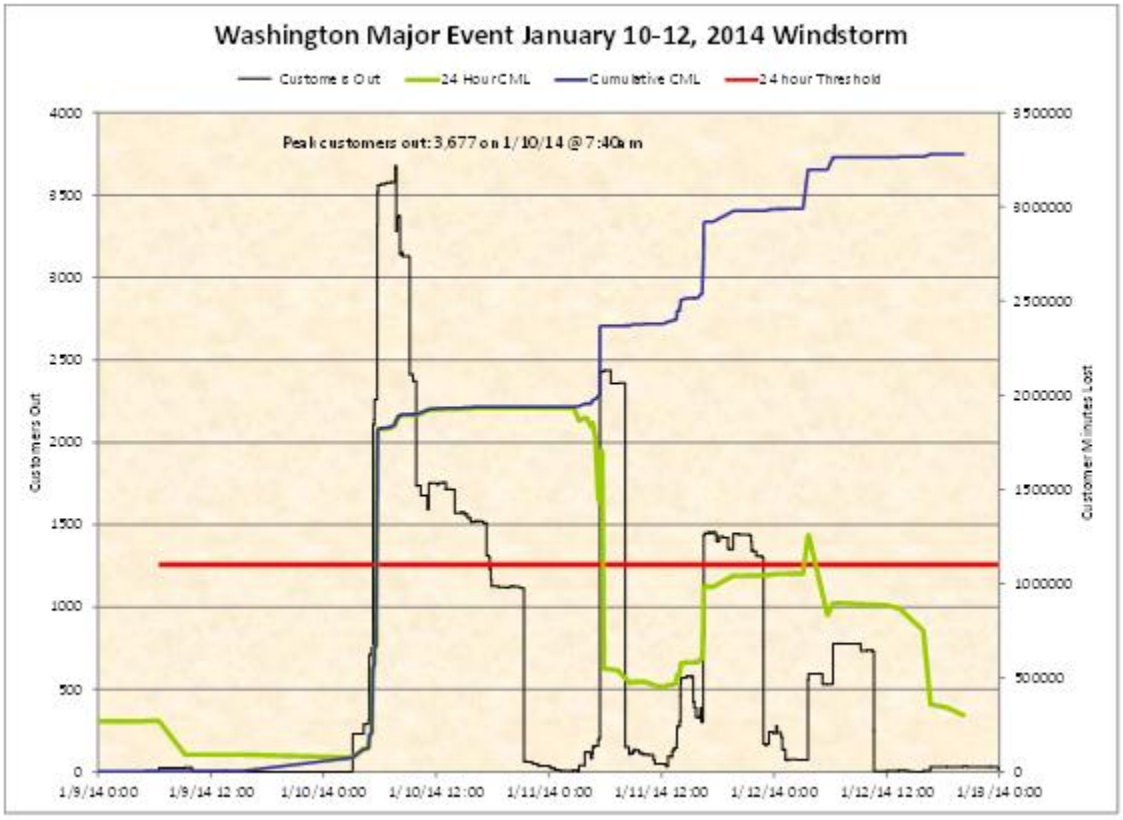
Restoration:
Additional company crews from Walla Walla and Bend, Oregon were borrowed to assist Yakima crews during restoration. Damages on circuit 4Y1 Nile were not accessible except on foot requiring crews to hike in with equipment to make repairs to a broken insulator and several downed poles.

Thirty-eight percent of customer interruptions were restored within three hours; no customers were off supply for more than 24 hours.

Estimated Major Event Cost:

Capital: $120,000 Expense: $150,000 TOTAL: **$270,000**

SAIDI, SAIFI, CAIDI Report: Attached


Washington Major Event January 10-12, 2014 Windstorm
Customers Out
24 Hour CML
Cumulative CML
24 hour Threshold
Peak customers out: 3,677 on 1/10/14 @ 7:40a m
Customers Out
Customer Minutes Lost
4000
3500
3000
2500
2000
1500
1000
500
0
9500000
9000000
2500000
2000000
1500000
1000000
500000
0
1/9/14 0:00
1/9/14 12:00
1/10/14 0:00
1/10/14 12:00
1/11/14 0:00
1/11/14 12:00
1/12/14 0:00
1/12/14 12:00
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