

Description	Baseline	Performance at June 2011	Performance at June 2010	Goal
SAIDI (System average interruption duration index)	138	45	45	Program extended through December 31, 2011. ¹
SAIFI (System average interruption frequency index)	0.975	0.31	0.32	Program extended through December 31, 2011. ¹
Worst Performing Circuits - Circuit Performance Indicator (CPI)				
<u>Program Year 6:</u>	Average: 262	282	372	Target: 209
Nile	383			
Forney	246			
Harrah	220			
Windward	233			
Ferndale	227			
<u>Program Year 7:</u>	Average: 134	133	179	Target: 107
West	210			
Granger	116			
Russell Creek	149			
Tampico	140			
Gore	56			
<u>Program Year 8:</u>	Average: 268	233	281	Target: 215
Zillah	114			
Gurley	87			
Stone Creek	135			
Nile	760			
Highland	247			
<u>Program Year 9:</u>	Average: 96	67	98	Target: 77 GOAL MET
Garden	109			
Hay	166			
Rivard	81			
Franklin	82			
Boulevard	41			
<u>Program Year 10:</u>	Average: 57	36	131	Target: 46 GOAL MET
Boyer	38			
Mount View	89			
Occidental	44			
Memorial	61			
13th Street	55			
<u>Program Year 11:</u>	Average: 243	127	n/a	Target: 195 GOAL MET
Ferndale	650			
Mabton Expr	128			
Draper	211			
Washington	102			
Dazet	125			
<u>Program Year 12:</u>	Average: 115	(current year selection)	n/a	Target: 92
Freeway	106			
Pomeroy	97			
Sheller	131			
Park Feeder	128			
Cambell	114			
Power supply restored within 3 hours	Not applicable	84%	84%	80%
Calls answered within 30 seconds	Not applicable	80%	80%	80%
Respond to commission complaints within 2 days	Not applicable	100%	100%	95%
Respond to commission complaints regarding service disconnects within 4 hours	Not applicable	100%	100%	95%
Commission complaints resolved within 30 days	Not applicable	96%	100%	95%

¹ SAIDI and SAIFI goals previously met and filed.

customer *guarantees*

January to June 2011

Washington

Description	2011				2010			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	40,318	0	100%	\$0	40,560	0	100%	\$0
CG2 Appointments	991	1	99.9%	\$50	1,069	3	99.7%	\$150
CG3 Switching on Power	1,861	1	99.9%	\$50	1,584	0	100%	\$0
CG4 Estimates	140	1	99.3%	\$50	165	3	98.2%	\$150
CG5 Respond to Billing Inquiries	484	0	100%	\$0	824	1	99.9%	\$50
CG6 Respond to Meter Problems	297	0	100%	\$0	131	0	100%	\$0
CG7 Notification of Planned Interruptions	1,321	4	99.7%	\$200	1,186	1	99.9%	\$50
	45,412	7	99.9%	\$350	45,519	8	99.9%	\$400

General Comments: Overall guarantee performance remains above 99%, demonstrating Pacific Power's continued commitment to customer satisfaction.

Customer Communications: The Customer Guarantee program was highlighted throughout the year in customer communications as follows: Performance reports are included in all billing statements beginning in June. Performance reports were also highlighted in Voices, the company's newsletter. In addition, Pacific Power's website features the program, and each new customer is sent a welcome aboard packet which features the program and describes how to file a claim.