

**(AMENDED) Customer Service Commitments - Performance Standards**

Washington

January 2010 - December 2010

Description	Baseline	Performance at December 2010	Performance at December 2009	Goal
<ul style="list-style-type: none"> <li>• SAIDI (System average interruption duration index)</li> </ul>	138	103	161	SAIDI goal <sup>1</sup> due prior to 12/31/2011 of 111 minutes. GOAL MET
<ul style="list-style-type: none"> <li>• SAIFI (System average interruption frequency index)</li> </ul>	0.975	0.69	1.04	SAIFI goal <sup>1</sup> due prior to 12/31/2011 of 0.778 events. GOAL MET
<ul style="list-style-type: none"> <li>• Worst Performing Circuits - Circuit Performance Indicator (CPI)<sup>2</sup></li> </ul>				
<ul style="list-style-type: none"> <li><u>Program Year 6:</u></li> <li>Nile</li> <li>Forney</li> <li>Harrah</li> <li>Windward</li> <li>Ferndale</li> </ul>	Average: 262 383 246 220 233 227	376		Target: 209
<ul style="list-style-type: none"> <li><u>Program Year 7:</u></li> <li>West</li> <li>Granger</li> <li>Russell Creek</li> <li>Tampico</li> <li>Gore</li> </ul>	Average: 134 210 116 149 140 56	173		Target: 107
<ul style="list-style-type: none"> <li><u>Program Year 8:</u></li> <li>Zillah</li> <li>Gurley</li> <li>Stone Creek</li> <li>Nile</li> <li>Highland</li> </ul>	Average: 268 114 87 135 760 247	269		Target: 215
<ul style="list-style-type: none"> <li><u>Program Year 9:</u></li> <li>Garden</li> <li>Hay</li> <li>Rivard</li> <li>Franklin</li> <li>Boulevard</li> </ul>	Average: 96 109 166 81 82 41	94		Target: 77
<ul style="list-style-type: none"> <li><u>Program Year 10:</u></li> <li>Boyer</li> <li>Mount View</li> <li>Occidental</li> <li>Memorial</li> <li>13th Street</li> </ul>	Average: 57 38 89 44 61 55	121		Target: 46
<ul style="list-style-type: none"> <li><u>Program Year 11:</u></li> <li>Ferndale</li> <li>Mabton Expr</li> <li>Draper</li> <li>Washington</li> <li>Dazet</li> </ul>	Average: 243 650 128 211 102 125	230		Target: 195
<ul style="list-style-type: none"> <li>• Power supply restored within 3 hours</li> <li>• Calls answered within 30 seconds</li> <li>• Respond to commission complaints within 3 days</li> <li>• Respond to commission complaints regarding service disconnects within 4 hours</li> <li>• Commission complaints resolved within 30 days</li> </ul>	Not applicable	84%	84%	80%
	Not applicable	80%	82%	80%
	Not applicable	100%	100%	95%
	Not applicable	100%	100%	95%
	Not applicable	100%	100%	95%

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 Program modifications had been proposed; proposal rescinded and results reported consistent with historic reporting method.

<sup>2</sup> Baseline CPI figures are based on 3 years data. Improvement period is 2 years after identification year, followed by a 3-year period to recalculate CPI.

Note: Performance figures exclude impacts of major events.