

July 29, 2011

***VIA ELECTRONIC FILING
AND OVERNIGHT DELIVERY***

Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive SW
Olympia, WA 98504-7250

Attn: David W. Danner
Executive Director and Secretary

RE: Service Standards Report Submitted Pursuant to Docket No. UE-051090

PacifiCorp d.b.a. Pacific Power & Light Company (PacifiCorp or Company) hereby submits an original and two (2) copies of this semi-annual report for the period January 1, 2011 through June 30, 2011 detailing the Company's performance in meeting the service standards approved in the above docket.

The Company is also refiling an amended version of the 2010 annual report, originally filed on February 23, 2011. An error with the 2009 data has been corrected. The 2009 data is provided as a comparison to the reporting year. The data for the 2010 reporting period is unchanged from the original filing.

If you have any questions or require further information, please call me at (503) 331-4306.

Sincerely,



Barbara Coughlin, Director
Customer and Regulatory Liaison

Enclosures

cc: David Pratt, WUTC
Deborah Reynolds, WUTC

Customer Service Commitments - Performance Standards
January 2011 - June 2011

Description	Baseline	Performance at		Goal
		June 2011	June 2010	
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)	Average: 262	262	372	Target: 209
Program_Year_6:	363			
Nile	246			
Forney	220			
Harrish	233			
Winward	227			
Ferdale	Average: 134	133	179	Target: 107
Program_Year_7:	210			
West	116			
Granger	149			
Russell Creek	140			
Tampico	56			
Gore	Average: 268	233	281	Target: 215
Program_Year_8:	114			
Zillah	87			
Gurley	135			
Stone Creek	760			
Nile	247			
Highland	Average: 96	67	98	Target: 77 GOAL MET
Program_Year_9:	109			
Garden	166			
Hay	81			
Rivard	82			
Franklin	41			
Boulevard	Average: 57	36	131	Target: 46 GOAL MET
Program_Year_10:	38			
Boyer	89			
Mount View	44			
Occidental	61			
Memorial	55			
13th Street	Average: 243	127	n/a	Target: 195 GOAL MET
Program_Year_11:	650			
Ferdale	128			
Mabton Expr	211			
Dreper	102			
Washington	125			
Dazet	Average: 115	(current year selection)	n/a	Target: 92
Program_Year_12:	106			
Freeway	97			
Pomeoy	131			
Sheller	128			
Park Feeder	114			
Cambell				
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	Events	Failures	% Success	Paid
CG1 Restoring Supply	40,318	0	100%	40,560	0	100%	\$0
CG2 Appointments	991	1	99.9%	1,069	3	99.7%	\$150
CG3 Switching on Power	1,861	1	99.9%	1,584	0	100%	\$0
CG4 Estimates	140	1	99.3%	165	3	98.2%	\$150
CG5 Respond to Billing Inquiries	484	0	100%	824	1	99.9%	\$50
CG6 Respond to Meter Problems	297	0	100%	131	0	100%	\$0
CG7 Notification of Planned Interruptions	1,321	4	99.7%	1,186	1	99.9%	\$50
	45,412	7	99.9%	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.

(AMENDED) Customer Service Commitments - Performance Standards
January 2010 - December 2010

Description	Baseline	Performance at		Goal	
		December 2010	December 2009		
<ul style="list-style-type: none"> SAIDI (System average interruption duration index) 	138	103	161	SAIDI goal ¹ due prior to 12/31/2011 of 111 minutes. GOAL MET	
<ul style="list-style-type: none"> SAIFI (System average interruption frequency index) 	0.975	0.69	1.04	SAIFI goal ¹ due prior to 12/31/2011 of 0.778 events. GOAL MET	
<ul style="list-style-type: none"> Worst Performing Circuits - Circuit Performance Indicator (CPI)² 					
<ul style="list-style-type: none"> Program Year 6: Nile Forney Harrath Windward Ferndale Program Year 7: West Granger Russell Creek Tampico Gore Program Year 8: Zillah Gurley Stone Creek Nile Highland Program Year 9: Garden Hay Rivard Franklin Boulevard Program Year 10: Boyer Mount View Occidental Memorial 13th Street Program Year 11: Ferndale Mabton Expr Draper Washington Dazet 	Average: 282 383 246 220 233 227 Average: 134 210 116 149 140 56 Average: 268 114 87 135 760 247 Average: 96 109 166 81 82 41 Average: 57 38 89 44 61 55 Average: 243 650 128 211 102 125	376	173	269	Target: 209 Target: 107 Target: 215 Target: 77 Target: 46 Target: 195
<ul style="list-style-type: none"> Power supply restored within 3 hours Calls answered within 30 seconds Respond to commission complaints within 3 days Respond to commission complaints regarding service disconnects within 4 hours Commission complaints resolved within 30 days 	Not applicable Not applicable Not applicable Not applicable Not applicable	84%	84%	80%	
		80%	82%	80%	
		100%	100%	95%	
		100%	100%	95%	
		100%	100%	95%	

1 Program modifications had been proposed; proposal rescinded and results reported consistent with historic reporting method.
 2 Baseline CPI figures are based on 3 years data. Improvement period is 2 years after identification year, followed by a 3-year period to recalculate CPI.

Note: Performance figures exclude impacts of major events.