

February 28, 2012

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

Washington Utilities & Transportation Commission
1300 S. Evergreen Park Drive SW, Mail Stop: FY-11/7250
Olympia, WA 98504-7250

Attention: Carole Washburn, Executive Secretary

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

Please find enclosed Pacific Power's annual report for the period January 1, 2011 through December 31, 2011 detailing Pacific Power's performance in meeting the service standards approved in the above docket.

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

Sincerely,



Barbara Coughlin, Director
Customer and Regulatory Liaison

cc: Sharon Wallace - Washington Utilities and Transportation Commission
Deborah Reynolds - Washington Utilities and Transportation Commission
Suzanne Stillwell - Washington Utilities and Transportation Commission
Roger Kouchi - Washington Utilities and Transportation Commission

Enclosures

Description	Baseline	Performance at	Performance at	Goal
		December 2011	December 2010	
SAIDI (System average interruption duration index)		80	103	
SAIFI (System average interruption frequency index)		0.55	0.69	
Worst Performing Circuits - Circuit Performance Indicator (CPI)				
<u>Program Year 6:</u>	Average: 262	261	376	Target: 209
Nile	383			
Forney	246			
Harrah	220			
Windward	233			
Ferndale	227			
<u>Program Year 7:</u>	Average: 134	120	173	Target: 107
West	210			
Granger	116			
Russell Creek	149			
Tampico	140			
Gore	56			
<u>Program Year 8:</u>	Average: 268	219	269	Target: 215
Zillah	114			
Gurley	87			
Stone Creek	135			
Nile	760			
Highland	247			
<u>Program Year 12:</u>	Average: 115	115	n/a	Target: 92
Freeway	106			
Pomeroy	97			
Sheller	131			
Park Feeder	128			
Cambell	114			
Power supply restored within 3 hours	Not applicable	77%	84%	80%
Calls answered within 30 seconds	Not applicable	80%	80%	80%
Respond to commission complaints within 3 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	97%	100%	95%

Note: Performance figures exclude impacts of major events.

customer guarantees

January to December 2011

Washington

Description	2011				2010			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	72,806	0	100%	\$0	88,616	0	100%	\$0
CG2 Appointments	1,830	4	99.8%	\$200	1,940	6	99.7%	\$300
CG3 Switching on Power	3,428	4	99.9%	\$200	2,654	2	99.9%	\$100
CG4 Estimates	231	3	98.7%	\$150	271	3	98.9%	\$150
CG5 Respond to Billing Inquiries	715	0	100%	\$0	1,329	2	99.8%	\$100
CG6 Respond to Meter Problems	382	0	100%	\$0	226	1	99.6%	\$50
CG7 Notification of Planned Interruptions	2,945	14	99.5%	\$700	2,904	8	99.7%	\$400
	82,337	25	99.9%	\$1,250	97,940	22	99.9%	\$1,100

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