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UTILITIES AND TRANSPORTATION COMMISSION

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January 4, 2019

Mark L. Johnson
Executive Director and Secretary
Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

Re: Pacific Power Electric Service Reliability Report, Docket UE-180377

Dear Mr. Johnson:

On May 1, 2018, Pacific Power submitted its annual Electric Service Reliability Report in accordance with WAC 480-100-393, 480-100-398, and the Service Quality Reporting Plan submitted in Docket UE-110634. The report covered the 12-month period, ending December 31, 2017.

Customer Service Standards¹

The Company continues to improve meeting customer service standards. The company missed four guarantees compared to seven in 2016 and twelve in 2015. Standards missed in 2017 are reflected in CG2 and CG4.

Guarantee	Description	Events	Failures	Paid
CG1	Restoring service within 24 hours	103,535	0	-
CG2	Keeping service appointments	1,732	1	\$50
CG3	Switching on service within 24 hours of an application for service	2,534	0	-
CG4	Provide an estimate for new service within 15 working days	314	3	\$150
CG5	Responding to billing inquiries within 15 days	468	0	-
CG6	Respond to meter problems within 10 working days	295	0	-
CG7	Provide two day notice for planned interruptions	4,437	0	-

¹ Pacific Power began reporting customer service metrics UE-042131, the program was extended through the MidAmerican acquisition in docket UE-051090, through 2011. The company continues to report customer service standards.

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Electric System Reliability

PacifiCorp reported meeting the established System Average Interruption Frequency Index (SAIFI) and System Average Interruption Duration Index (SAIDI) baselines.²

	SAIDI (Minutes)	SAIFI (Events)
Total Performance	253	1.228
SAIDI-based Major Events Excluded	136	0.435
SAIFI-based Major Events Excluded	3	0.033
Baseline	150	0.975
Reported Major Events Excluded	114	0.76

Reliability Improvements

PacifiCorp's reporting plan, most recently updated in Docket UE-110634, requires the company to annually identify five areas of concern. The plan states that these areas will usually be underperforming circuits. The company sets a goal to improve performance by 20 percent within five years.³ The company reports meeting reliability improvement goals for the five identified areas reported in program year 2013, 2014, 2015, 2016, 2017, and 2018.

Staff Recommendation

The Company has met all of its baselines. Staff recommends continued monitoring in future SQI annual reports.

Sincerely,

Andrew Roberts
Regulatory Analyst, Consumer Protection

Jason Ball
Deputy Assistant Director, Energy

² Baseline set pursuant to the Eight Supplemental Order in Docket UE-981627 and WAC 480-100-393

³ Updated reporting plan in docket UE-110634, page 9