



January 20, 2005

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

Attention: Carole Washburn
Executive Secretary

RE: Advice No. 04-13 – Docket No. UE-042131 - **Replacement Pages**
Rule 25 – Customer Guarantees

Pursuant to discussions with Commission Staff and Public Counsel the Company is submitting replacement Tariff Sheets No. W.1 and No. W.4 to reflect the fact that the Company's Customer Guarantees will be applicable to Schedule 40 customers in Washington and also to provide descriptive information with regard to the Customer Guarantee General Exclusion related to major events.

First Revision of Sheet No. W.1	Rule 25	Customer Guarantees
First revision of Sheet No. W.4	Rule 25	Customer Guarantees

Also as a result of the discussions described above, the Company agrees to provide the Commission with semi-annual reports on service standard performance for the three-year duration of the modified service standard program beginning April 1, 2005. In addition, the Company agrees to include in these reports information on communication provided to customers on the service standards program.

Attachment A is a true and correct copy of the notice to be posted at the Company's designated principal and other business offices in Washington. Attachment B is a listing of the proposed tariff sheet.

It is respectfully requested that all formal correspondence and Staff requests regarding this filing be addressed to the following:

By E-mail (preferred): datarequest@pacificorp.com.

By Fax: (503) 813-6060

By regular mail: Data Request Response Center
PacifiCorp
825 NE Multnomah, Suite 800
Portland, OR 97232

Please direct any informal questions to Carole Rockney at (503) 813-7408.

Sincerely,

D. Douglas Larson
Vice President, Regulation
Enclosures



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