



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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January 19, 2021

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

Re: Pacific Power & Light Company Electric Service Reliability Report, Docket UE-200404

Dear Mr. Johnson:

On May 1, 2020, 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-011443 and modified in Docket UE-110634. The report covered the 12-month period, ending December 31, 2019.

Customer Service Standards¹

The Company's customer service guarantee performance continues to look good. Across all the customer service guarantees, Pacific Power missed the established target on 20 of 105,334 total events. Pacific Power met established target 99.98 percent of the time.

Guarantee	Description	Events	Failures	Paid
CG1	Restoring service within 24 hours	92,888	0	\$0
CG2	Keeping service appointments	2,051	3	\$150
CG3	Switching on service within 24 hours of an application for service	2,186	2	\$100
CG4	Provide an estimate for new service within 15 working days	405	8	\$400
CG5	Responding to billing inquiries within 15 days	405	2	\$100
CG6	Respond to meter problems within 10 working days	137	0	\$0
CG7	Provide two day notice for planned interruptions	7,267	5	\$250

¹ Pacific Power began reporting customer service metrics in docket 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

Pacific Power reports electric system reliability in accordance with WAC 480-100-388, 393 and 398, as modified by orders in the various dockets indicated above. Reliability performance for 2019, per the report in this docket, is provided in the table below.

	SAIDI	SAIFI
Total Performance (including major events)	130	1.034
SAIDI-based Major Events Excluded	24	0.101
SAIFI-based Major Events Excluded	18	0.254
Baseline	150	0.975
Reported Major Events Excluded	88	0.679

Conclusion

Commission staff reviewed the compliance filing and believe Pacific Power is in compliance with the reliability reporting plan as modified in docket UE-110634.

If you have any questions, please contact Andrew Roberts at (360) 664-1101, andrew.roberts@utc.wa.gov or David Panco at (360) 664-1313, david.panco@utc.wa.gov.

Sincerely,

Andrew Roberts
Regulatory Analyst, Consumer Protection

Jason Ball
Deputy Assistant Director, Energy: Economics & Reliability (E2R)