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Portland, Oregon 97232

February 26, 2008

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

Oregon Public Utility Commission
550 Capital Street NE, Ste. 215
Salem, OR 97301-2551

Attn: Vikie Bailey-Goggins
Administrator - Regulatory Operations

RE: Service Standards Report Submitted Pursuant to Docket No. UM-1209

Please find enclosed Pacific Power's annual report for the period January 1, 2007 through December 31, 2007 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 contact me at (503) 331-4390.

Sincerely,

Carole Rockney, Director,
Customer and Regulatory Liaison

Enclosures

cc: Jose Gonzalez – Safety Staff OPUC
David Poston – Consumer Services OPUC

customer guarantees

January to December 2007

Oregon

Description	2007				2006			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	892,563	2	99.9%	\$100	882,656	0	100%	\$0
CG2 Appointments	12,952	19	99.9%	\$950	13,580	17	99.9%	\$850
CG3 Switching on Power	12,492	22	99.8%	\$1,100	14,956	41	99.7%	\$2,050
CG4 Estimates	2,355	6	99.7%	\$300	2,782	15	99.5%	\$750
CG5 Respond to Billing Inquiries	6,487	12	99.8%	\$600	5,911	42	99.3%	\$2,100
CG6 Respond to Meter Problems	839	8	99.0%	\$400	756	11	98.5%	\$550
CG7 Notification of Planned Interruptions	14,316	13	99.9%	\$650	11,077	7	99.9%	\$350
	942,004	82	99.9%	\$4,100	931,718	133	99.9%	\$6,650

General Comments: Overall guarantee performance remains above 99%, demonstrating Pacific Power's continued commitment to customer satisfaction.

Eleven reconnects for credit were not reconnected within twenty-four hours. Credit customers are exempted from CG3, but the company attempts to connect these customer's within twenty-four hours.

Description	Baseline	Performance at December 2007	Performance at December 2006	Goal
• SAIDI (System availability in minutes per customer) ¹	185	145	151	Achieve Performance Consistent with AFOR SQMs
• SAIFI (System reliability in interruptions per customer) ¹	1.5	1.56	1.53	Achieve Performance Consistent with AFOR SQMs
• Worst Performing Circuits - Circuit Performance Indicator (CPI) ^{1,2}				Reduce CPI by 20% from baseline ³
<u>Program Year 6:</u>	Average: 386	Average: 395		Target: 309. GOAL NOT YET MET Program Year 6
Elk Feeder	396	295		
Dallas	515	467		
Crater Lake	356	684		
Umapine	238	168		
Bunkerhill	427	362		
<u>Program Year 7:</u>	Average: 411	Average: 701		Target: 329. GOAL NOT YET MET Program Year 7
Coos River	574	660		
North South	476	545		
Grove	430	1441		
Free & Easy	345	657		
Griffin Creek	230	203		
<u>Program Year 8:</u>	Average: 549	Average: 537		Target: 439. GOAL NOT YET MET Program Year 8
Calapooia	838	669		
29th Street	532	330		
Wild Prairie	478	472		
Lake	613	773		
Siskiyou	283	441		
• Power supply restored within 3 hours	Not applicable	88%	87%	80%
• Calls answered within 30 seconds	Not applicable	83%	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	100%	100%	95%

1 Performance Standards Program extended through 3/31/2008.

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.

3 Program years prior to Year 6 have previously met their 20% improvement target and been reported on in Annual AFOR Reports submitted and accepted by the OPUC.

Note: Performance figures exclude impacts of major events.