



825 NE Multnomah, Suite 800
Portland, Oregon 97232

February 26, 2010

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

Oregon Public Utility Commission
550 Capitol Street NE, Suite 215
Salem, OR 97301-2551

Attention: Filing Center

RE: Service Standards Report Submitted Pursuant to Docket UM 1209

Please find enclosed Pacific Power's semi annual report for the period January 1, 2009 through December 31, 2009 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) 331-4306.

Sincerely,

Barbara Coughlin, Director
Customer and Regulatory Liaison

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

Enclosures

Description	Baseline	Performance at	Performance at	Goal
		December 2009	December 2008	
● SAIDI (System average interruption duration index)	185	127	144	Achieve Performance Consistent with AFOR SQMs
● SAIFI (System average interruption frequency index)	1.5	1.3	1.2	Achieve Performance Consistent with AFOR SQMs
● Worst Performing Circuits - Circuit Performance Indicator (CPI)				
<u>Program Year 8:</u>	Average: 386	313		Target: 309
Elk Feeder	396			
Dallas	515			
Crater Lake	356			
Umapine	238			
Bunkerhill	427			
<u>Program Year 7:</u>	Average: 411	415		Target: 329
Coos River	574			
North South	476			
Grove	430			
Free & Easy	345			
Griffin Creek	230			
<u>Program Year 8:</u>	Average: 549	305		Target: 439 GOAL MET
Calapooia	838			
29th Street	532			
Wild Prairie	478			
Lake	613			
Siskiyou	283			
<u>Program Year 9:</u>	Average: 470	322		Target: 376 GOAL MET
Riverview	212			
Gearhart	1442			
Henry Miller	360			
Killingsworth 5	161			
Shady Point	173			
<u>Program Year 10:</u>	Average: 1099	(current year selection)		Target: 880
Foster	389			
Central	2018			
Necanicum	2163			
North (Myrtle Point)	310			
Jackson Crk	617			
● Power supply restored within 3 hours	Not applicable	83%	82%	80%
● Calls answered within 30 seconds	Not applicable	82%	85%	80%
● Respond to commission complaints within 3 days	Not applicable	99%	98%	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 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.

Note: Performance figures exclude impacts of major events.

customerguarantees

January to December 2009

Oregon

Description	2009				2008			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	763,765	0	100%	\$0	677,860	0	100%	\$0
CG2 Appointments	9,004	13	99.9%	\$650	10,272	24	99.8%	\$1,050
CG3 Switching on Power	10,990	17	99.8%	\$850	12,114	20	99.8%	\$1,150
CG4 Estimates	1,208	5	99.6%	\$250	1,824	5	99.7%	\$250
CG5 Respond to Billing Inquiries	5,379	7	99.9%	\$350	5,682	11	99.8%	\$550
CG6 Respond to Meter Problems	1,163	3	99.7%	\$150	1,125	1	99.9%	\$50
CG7 Notification of Planned Interruptions	16,761	10	99.9%	\$500	18,638	7	99.9%	\$350
	808,270	55	99.9%	\$2,750	727,515	68	99.9%	\$3,400

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

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

Excludes major events