



825 NE Multnomah, Suite 800
Portland, Oregon 97232

July 29, 2008

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

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

Attention: Vikie Bailey-Goggins
Regulatory Operations Administrator

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

Please find enclosed Pacific Power's semi annual report for the period January 1, 2008 through June 30, 2008 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,

A handwritten signature in black ink that reads "Barbara Coughlin".

Barbara Coughlin, Director
Customer and Regulatory Liaison

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

Enclosures

customerguarantees

January to June 2008

Oregon

Description	2008				2007			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	335,707	0	100%	\$0	350,307	1	99.9%	\$50
CG2 Appointments	5,483	8	99.9%	\$400	6,766	6	99.9%	\$300
CG3 Switching on Power	6,208	9	99.9%	\$450	6,619	11	99.8%	\$550
CG4 Estimates	985	4	99.6%	\$200	1,224	5	99.6%	\$200
CG5 Respond to Billing Inquiries	3,467	6	99.8%	\$300	3,943	9	99.8%	\$500
CG6 Respond to Meter Problems	654	0	100%	\$0	439	6	98.6%	\$300
CG7 Notification of Planned Interruptions	9,659	1	99.9%	\$50	6,813	2	99.9%	\$100
	362,163	28	99.9%	\$1,400	376,111	40	99.9%	\$2,000

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

Eight 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		Goal
		June 2008	June 2007	
• SAIDI (System availability in minutes per customer) ¹	185	75	62	Achieve Performance Consistent with AFOR SQMs
• SAIFI (System reliability in interruptions per customer) ¹	1.5	0.61	0.61	Achieve Performance Consistent with AFOR SQMs
• Worst Performing Circuits - Circuit Performance Indicator (CPI) ^{1,2}				
<u>Program Year 6:</u>	Average: 386			Target: 309
Elk Feeder	396			
Dallas	515			
Crater Lake	356			
Umapine	238			
Bunkerhill	427			
<u>Program Year 7:</u>	Average: 411			Target: 329
Coos River	574			
North South	476			
Grove	430			
Free & Easy	345			
Griffin Creek	230			
<u>Program Year 8:</u>	Average: 549			Target: 439
Calapooia	838			
29th Street	532			
Wild Prairie	478			
Lake	613			
Siskiyou	283			
<u>Program Year 9:</u>	Average: 470			Target: 376
RIVERVIEW	212			
GEARHART	1442			
HENRY MILLER	360			
KILLINGSWORTH #5	161			
SHADY POINT	173			
• Power supply restored within 3 hours	Not applicable	83%	91%	80%
• Calls answered within 30 seconds	Not applicable	85%	82%	80%
• Respond to commission complaints within 3 days	Not applicable	98.6%	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 12/31/2008.

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.

Note: Performance figures exclude impacts of major events.