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Portland, Oregon 97232

February 27, 2009

***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 No. UM-1209**

Please find enclosed PacifiCorp d/b/a Pacific Power's annual report for the period January 1, 2008 through December 31, 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" followed by a stylized flourish.

Barbara Coughlin, Director  
Customer and Regulatory Liaison

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

Enclosure

# customer guarantees

January to December 2008

*Oregon*

Description	2008				2007			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	677,860	0	100%	\$0	892,563	2	99.9%	\$100
CG2 Appointments	10,272	24	99.8%	\$1,200	12,952	19	99.9%	\$950
CG3 Switching on Power	12,114	20	99.8%	\$1,000	12,492	22	99.8%	\$1,100
CG4 Estimates	1,824	5	99.7%	\$250	2,355	6	99.7%	\$300
CG5 Respond to Billing Inquiries	5,682	11	99.8%	\$550	6,487	12	99.8%	\$600
CG6 Respond to Meter Problems	1,125	1	100%	\$50	839	8	99.0%	\$400
CG7 Notification of Planned Interruptions	18,638	7	99.9%	\$350	14,316	13	99.9%	\$650
	<b>727,515</b>	<b>68</b>	<b>99.9%</b>	<b>\$3,400</b>	<b>942,004</b>	<b>82</b>	<b>99.9%</b>	<b>\$4,100</b>

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

Fourteen 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
		December 2008	December 2007	
• SAIDI (System availability in minutes per customer) <sup>1</sup>	185	144	145	Achieve Performance Consistent with AFOR SQMs
• SAIFI (System reliability in interruptions per customer) <sup>1</sup>	1.5	1.20	1.55	Achieve Performance Consistent with AFOR SQMs
• Worst Performing Circuits - Circuit Performance Indicator (CPI) <sup>1,2</sup>				
<u>Program Year 6:</u>	Average: 386	336		Target: 309
Elk Feeder	396			
Dallas	515			
Crater Lake	356			
Umapine	238			
Bunkerhill	427			
<u>Program Year 7:</u>	Average: 411	765		Target: 329
Coos River	574			
North South	476			
Grove	430			
Free & Easy	345			
Griffin Creek	230			
<u>Program Year 8:</u>	Average: 549	536		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	82%	88%	80%
• Calls answered within 30 seconds	Not applicable	85%	83%	80%
• Respond to commission complaints within 3 days	Not applicable	98%	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%

<sup>1</sup> Performance Standards Program extended through 12/31/2008.

<sup>2</sup> 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. Circuits in Year 9 do not have performance improvements reported since work has been underway during this period.

Note: Performance figures exclude impacts of major events.