



825 NE Multnomah, Suite 800  
Portland, Oregon 97232

July 29, 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, 2010 through June 30, 2010 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

# customer guarantees

January to June 2010

Oregon

Description	2010				2009			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	348,259	0	100%	\$0	329,768	0	100%	\$0
CG2 Appointments	4,298	4	99.9%	\$200	4,679	3	99.9%	\$150
CG3 Switching on Power	4,549	5	99.9%	\$250	6,483	14	99.8%	\$700
CG4 Estimates	553	0	100.0%	\$0	621	3	99.5%	\$150
CG5 Respond to Billing Inquiries	2,406	3	99.9%	\$150	3,507	2	99.9%	\$100
CG6 Respond to Meter Problems	647	1	100%	\$50	696	3	100%	\$150
CG7 Notification of Planned Interruptions	6,418	4	99.9%	\$200	7,167	3	99.9%	\$150
	<b>367,130</b>	<b>17</b>	<b>99.9%</b>	<b>\$850</b>	<b>352,921</b>	<b>28</b>	<b>99.9%</b>	<b>\$1,400</b>

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

One reconnect for credit was not reconnected within twenty-four hours, and is 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.

Description	Baseline	Performance at		Goal
		June 2010	June 2009	
<ul style="list-style-type: none"> <li>SAIDI (System average interruption duration index)</li> </ul>	185	72	51	Achieve Performance Consistent with AFOR SQMs
<ul style="list-style-type: none"> <li>SAIFI (System average interruption frequency index)</li> </ul>	1.5	0.61	0.57	Achieve Performance Consistent with AFOR SQMs
<ul style="list-style-type: none"> <li>Worst Performing Circuits - Circuit Performance Indicator (CPI)</li> </ul>				
<u>Program Year 6:</u>	Average: 386	482		Target: 309
Elk Feeder	396			
Dallas	515			
Crater Lake	356			
Umapine	238			
Bunkerhill	427			
<u>Program Year 7:</u>	Average: 411	479		Target: 329
Coos River	574			
North South Grove	476			
Free & Easy	430			
Griffin Creek	345			
<u>Program Year 10:</u>	Average: 1099	534		Target: 880      GOAL MET
Foster	389			
Central	2018			
Necanicum	2163			
North (Myrtle Point)	310			
Jackson Crk	617			
<u>Program Year 11:</u>	Average: 171	(current selection)		Target: 137
City	105			
Oakgrove	230			
South (Hood River)	120			
Malin City	241			
Safari	158			
<ul style="list-style-type: none"> <li>Power supply restored within 3 hours</li> </ul>	Not applicable	83%	83%	80%
<ul style="list-style-type: none"> <li>Calls answered within 30 seconds</li> </ul>	Not applicable	80%	83%	80%
<ul style="list-style-type: none"> <li>Respond to commission complaints within 3 days</li> </ul>	Not applicable	100%	100%	95%
<ul style="list-style-type: none"> <li>Respond to commission complaints regarding service disconnects within 4 hours</li> </ul>	Not applicable	100%	100%	95%
<ul style="list-style-type: none"> <li>Commission complaints resolved within 30 days</li> </ul>	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.