



825 NE Multnomah, Suite 800
Portland, Oregon 97232

July 26, 2007

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, 2007 through June 30, 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,

A handwritten signature in black ink that reads "Carole A. Rockney". The signature is written in a cursive style.

Carole Rockney, Director,
Customer and Regulatory Liaison

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

Enclosures



Oregon

Customer Service Commitments - Performance Standards
January 2007 - June 2007

Description	Performance at			Goal
	Baseline	June 2007	June 2006	
<ul style="list-style-type: none"> SAIDI (System availability in minutes per customer)¹ SAIFI (System reliability in interruptions per customer)¹ Worst Performing Circuits - Circuit Performance Indicator (CPI)^{1,2} 	185	62	70	Achieve Performance Consistent with AFOR SQMs
<ul style="list-style-type: none"> Elk Feeder Dallas Crater Lake Umapine Bunkerhill 	1.5	0.61	0.69	Achieve Performance Consistent with AFOR SQMs
<ul style="list-style-type: none"> Program Year 6: Coos River North South Grove Free & Easy Griffin Creek 	396 515 356 238 427			Reduce CPI by 20% from baseline
<ul style="list-style-type: none"> Program Year 7: Power supply restored within 3 hours Calls answered within 30 seconds Respond to commission complaints within 3 days Respond to commission complaints regarding service disconnects within 4 hours Commission complaints resolved within 30 days 	574 476 430 345 230			
	Not applicable	91%	84%	80%
	Not applicable	82%	80%	80%
	Not applicable	100%	100%	95%
	Not applicable	100%	100%	95%
	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.

Note: Performance figures exclude impacts of major events.

customer guarantees

January to June 2007

Oregon

Description	2007			2006			
	Events	Failures	% Success	Events	Failures	% Success	Paid
CG1 Restoring Supply	350,307	1	99.9%	389,434	0	100.0%	\$0
CG2 Appointments	6,766	6	99.9%	6,905	12	99.8%	\$600
CG3 Switching on Power	6,619	11	99.8%	8,755	27	99.7%	\$1,350
CG4 Estimates	1,224	5	99.6%	1,357	9	99.3%	\$450
CG5 Respond to Billing Inquiries	3,943	9	99.8%	3,474	36	99.0%	\$1,800
CG6 Respond to Meter Problems	439	6	98.6%	384	10	97.4%	\$500
CG7 Notification of Planned Interruptions	6,813	2	99.9%	5,424	3	99.9%	\$150
	376,111	40	99.9%	415,733	97	99.9%	\$4,850

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

Six 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.