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February 23, 2011

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

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

Attention: Filing Center

RE: Docket UM 1209 Compliance - Pacific Power Service Standards Annual Report

Please find enclosed PacifiCorp d/b/a Pacific Power's annual report for the period January 1, 2010 through December 31, 2010 detailing Pacific Power's performance in meeting the service standards approved in the above-referenced 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

Enclosure

Description	Performance at			Goal
	Baseline	December 2010	Performance at December 2009	
● SAIDI (System average interruption duration index)	185	139	127	Achieve Performance Consistent with AFOR SQMs
● SAIFI (System average interruption frequency index)	1.5	1.19	1.32	Achieve Performance Consistent with AFOR SQMs
● Worst Performing Circuits - Circuit Performance Indicator (CPI) ¹				
<u>Program Year 6:</u>	Average: 386	310		Target: 309 GOAL MET
Elk Feeder	396			
Dallas	515			
Crater Lake	356			
Umapine	238			
Bunkerhill	427			
<u>Program Year 7:</u>	Average: 411	204		Target: 329 GOAL MET
Coos River	574			
North South	476			
Grove	430			
Free & Easy	345			
Griffin Creek	230			
<u>Program Year 11:</u>	Average: 171	176		Target: 137
City	105			
Oakgrove	230			
South (Hood River)	120			
Malin City	241			
Safari	158			
● Power supply restored within 3 hours	Not applicable	83%	83%	80%
● Calls answered within 30 seconds	Not applicable	80%	80%	80%
● Respond to commission complaints within 3 days	Not applicable	100%	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 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 December 2010

Oregon

Description	2010				2009			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	694,769	0	100%	\$0	763,765	0	100%	\$0
CG2 Appointments	8,205	9	99.9%	\$450	9,004	13	99.9%	\$650
CG3 Switching on Power	8,636	6	99.9%	\$300	10,990	17	99.8%	\$850
CG4 Estimates	1,020	6	99.4%	\$300	1,208	5	99.6%	\$250
CG5 Respond to Billing Inquiries	4,239	3	99.9%	\$250	5,379	7	99.9%	\$350
CG6 Respond to Meter Problems	1,133	4	99.6%	\$150	1,163	3	99.7%	\$150
CG7 Notification of Planned Interruptions	17,224	13	99.9%	\$600	16,761	10	99.9%	\$500
	735,226	41	99.9%	\$2,050	808,270	55	99.9%	\$2,750

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

Three reconnect for credit was not reconnected within twenty four hours, and is not included in the above numbers. Credit customers are exempted from CG3, switching on power, but the company attempts to connect these customers within twenty four hours.