

e-FILING REPORT COVER SHEET

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

COMPANY NAME: Pacific Power

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION?  No  Yes

If yes, please submit only the cover letter electronically. Submit confidential information as directed OAR 860-001-0070 or the terms of an applicable protective order.

If known, please select designation:  RE (Electric)  RG (Gas)  RW (Water)  
 RO (Other)

Report is required by:  OAR Enter Rule number; e.g., 860-039-0070  
 Statute Enter Statute; e.g., ORS 757.135  
 Order Enter Order No 06-082  
 Other Enter reason; e.g., at Request of Lee Sparling

Is this report associated with a specific docket/case?  No  Yes  
If Yes, enter docket number: UM-1209

Key words: service standards

If known, please select the PUC Section to which the report should be directed:

- Corporate Analysis and Water Regulation
- Economic and Policy Analysis
- Electric and Natural Gas Revenue Requirements
- Electric Rates and Planning
- Natural Gas Rates and Planning
- Utility Safety, Reliability & Security
- Administrative Hearings Division
- Consumer Services Section

**PLEASE NOTE: Do NOT use this form or e-filing with the PUC Filing Center for:**

- **Annual Fee Statement form and payment remittance or**
- **OUS or RSPF Surcharge form or surcharge remittance or**
- **Any other Telecommunications Reporting or**
- **Any daily safety or safety incident reports or**
- **Accident reports required by ORS 654.715.**



825 NE Multnomah, Suite 2000  
Portland, Oregon 97232

February 24, 2012

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 Pacific Power's semi-annual report for the period January 1, 2011 through December 31, 2011 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

| Description   | Baseline       | Performance at<br>December<br>2011 | Performance at<br>December 2010 | Goal  |
|---|----------------|------------------------------------|---------------------------------|---|
| SAIDI (System average interruption duration index)                            |                | 90                                 | 139                             | Achieve Performance Consistent with AFOR SQMs |
| SAIFI (System average interruption frequency index)                           |                | 0.85                               | 1.19                            | Achieve Performance Consistent with AFOR SQMs |
| Worst Performing Circuits - Circuit Performance Indicator (CPI)               |                |                                    |                                 |   |
| <u>Program Year 11:</u>   | Average: 171   | 147                                | 176                             | Target: 137                                   |
| City  | 105            |                                    |                                 |   |
| Oakgrove  | 230            |                                    |                                 |   |
| South (Hood River)  | 120            |                                    |                                 |   |
| Malin City  | 241            |                                    |                                 |   |
| Safari  | 158            |                                    |                                 |   |
| <u>Program Year 12:</u>   | Average: 175   | 224                                | n/a                             | Target: 140                                   |
| Crystal Spr   | 175            |                                    |                                 |   |
| Warm Springs  | 222            |                                    |                                 |   |
| Idlelyd   | 278            |                                    |                                 |   |
| Pleasant Vly-Merlin   | 127            |                                    |                                 |   |
| Diamond   | 71             |                                    |                                 |   |
| Power supply restored within 3 hours  | Not applicable | 82%                                | 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 | 93%*                               | 100%                            | 95%   |
| Commission complaints resolved within 30 days                                 | Not applicable | 100%                               | 100%                            | 95%   |

\*Goal missed by one complaint out of fourteen disconnect complaints received for the year.

Note: Performance figures exclude impacts of major events.

# customer guarantees

January to December 2011

Oregon

| Description                               | 2011           |           |              |                | 2010           |           |              |                |
|---|----------------|-----------|--------------|----------------|----------------|-----------|--------------|----------------|
|   | Events         | Failures  | % Success    | Paid           | Events         | Failures  | % Success    | Paid           |
| CG1 Restoring Supply                      | 503,049        | 0         | 100%         | \$0            | 694,769        | 0         | 100%         | \$0            |
| CG2 Appointments                          | 7,935          | 7         | 99.9%        | \$350          | 8,205          | 9         | 99.9%        | \$450          |
| CG3 Switching on Power                    | 9,778          | 6         | 99.9%        | \$300          | 8,636          | 6         | 99.9%        | \$300          |
| CG4 Estimates                             | 898            | 3         | 99.7%        | \$150          | 1,020          | 6         | 99.4%        | \$300          |
| CG5 Respond to Billing Inquiries          | 4,950          | 7         | 99.9%        | \$350          | 4,239          | 3         | 99.9%        | \$250          |
| CG6 Respond to Meter Problems             | 1,515          | 2         | 99.9%        | \$100          | 1,133          | 4         | 99.6%        | \$150          |
| CG7 Notification of Planned Interruptions | 20,877         | 5         | 99.9%        | \$250          | 17,224         | 13        | 99.9%        | \$600          |
|   | <b>549,002</b> | <b>30</b> | <b>99.9%</b> | <b>\$1,500</b> | <b>735,226</b> | <b>41</b> | <b>99.9%</b> | <b>\$2,050</b> |

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

Three reconnects for credit were not reconnected within twenty four hours, and are 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.