

June 2, 2008

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

Oregon Public Utility Commission
550 Capital Street NE, Ste. 215
Salem, OR 97301-2551

Attn: Vikie Bailey-Goggins
Administrator - Regulatory Operations

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

Please find enclosed Pacific Power's report for the modified Performance Standards and Customer Guarantee Program implemented on April 1, 2005 until March 31, 2008. This summary report details the company's performance during that time frame, and includes several measures the Company believed were important for customers.

Notably, the Network Performance Standards are comprised of the System Average Interruption Duration Index (SAIDI) and the System Average Interruption Frequency Index (SAIFI) targets, three hour restoration targets, and improvement of identified underperforming circuits. In the area of SAIDI and SAIFI, Pacific Power had committed to delivering improved frequency and duration of outages over a consecutive twelve month rolling period within the three year period. For the entire three year period it committed to restoring, on average, at least 80% of customers impacted by an outage within three hours of notification. Finally, it committed to improving underperforming (or worst-performing) circuits selected in each year an average of 20%, using a company-derived weighted reliability metric, named circuit performance index (CPI). In addition, the remaining performance standards (customer service-related standards) met the established goals during this time frame and have been routinely reported during semi-annual reporting of the company's performance.

Although the program was to expire in 2008, it was affirmed and extended through December 31, 2011 as part of MidAmerican Energy Holding Company's acquisition of PacifiCorp in Docket No. UM-1209. As part of that docket, the company reserved the option to request approval of modifications to the existing program after March 31, 2008 expiration date. The Company has evaluated the program and intends to file a request for minor modifications in how its targets are established for several of the standards.

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 A. Coughlin". The signature is written in a cursive, flowing style.

Barbara A. Coughlin, Director
Customer and Regulatory Liaison

Enclosures

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

Customer Guarantee Performance Report

Description	Events	Failures	Success	Paid
CG1: Restoring Supply	2,603,360	2	100.0%	\$100
CG2: Appointments	39,090	66	99.8%	\$3,300
CG3: Switching on Power	43,268	83	99.8%	\$4,150
CG4: Estimates	7,652	33	99.6%	\$1,650
CG5: Respond to Billing Inquiries	18,496	71	99.6%	\$3,550
CG6: Respond to Meter Problems	2,447	29	98.8%	\$1,450
CG7: Notification of Planned Interruptions	40,118	25	99.9%	\$1,250
	2,754,431	309	99.9%	\$15,450

Description	Baseline	Commitment Target	Actual Annual Performance	Program Period during which Commitment was Met	Goal
<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)² 					Achieve Performance Consistent with AFOR SQMs Achieve Performance Consistent with AFOR SQMs Reduce CPI by 20% from baseline GOAL NOT YET MET Program Year 6
<u>Program Year 6:</u> Elk Feeder Dalias Crater Lake Umapine Bunkerhill	Average: 386 396 515 356 238 427	309	Average: 395 295 467 684 168 362		GOAL NOT YET MET Program Year 7
<u>Program Year 7:</u> Coos River North South Grove Free & Easy Griffin Creek	Average: 411 574 476 430 345 230	329	Average: 701 660 545 1441 657 203		GOAL NOT YET MET Program Year 8
<u>Program Year 8:</u> Calapooia 29th Street Wild Prairie Lake Siskiyou	Average: 549 838 532 478 613 283	439	Average: 537 669 330 472 773 441		
<ul style="list-style-type: none"> • Power supply restored within 3 hours 	Not applicable	80%	87%	3/31/2008	GOAL MET
<ul style="list-style-type: none"> • Calls answered within 30 seconds 	Not applicable	80%	81%	3/31/2008	GOAL MET
<ul style="list-style-type: none"> • Respond to commission complaints within 3 days 	Not applicable	95%	99%	3/31/2008	GOAL MET
<ul style="list-style-type: none"> • Respond to commission complaints regarding service disconnects within 4 hours 	Not applicable	95%	100%	3/31/2008	GOAL MET
<ul style="list-style-type: none"> • Commission complaints resolved within 30 days 	Not applicable	95%	100%	3/31/2008	GOAL MET

¹ Annual performance reported in Alternative Form of Regulation (AFOR) Service Quality Measure reports and performance level measures accepted by Commission Order.

² Program years prior to Year 6 have previously met their 20% improvement target and been reported on in Annual AFOR Reports submitted and accepted by the OPUC.

Note: Performance figures exclude impacts of major events.