

July 28, 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: 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 June 30, 2011 detailing Pacific Power's performance in meeting the service standards approved in the above docket.

The company is also refiling an amended version of the 2010 annual report originally filed in February 2011. An error with the 2009 data has been corrected. The 2009 data is provided as a comparison to the reporting year. The data for reporting period, 2010, is unchanged from the original filing.

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 June 2011	Performance at June 2010	Goal
SAIDI (System average interruption duration index)	185	47	72	Achieve Performance Consistent with AFOR SQMs
SAIFI (System average interruption frequency index)	1.5	0.48	0.61	Achieve Performance Consistent with AFOR SQMs
Worst Performing Circuits - Circuit Performance Indicator (CPI)				
<u>Program Year 11:</u>	Average: 171	167	n/a	Target: 137
City	105			
Oakgrove	230			
South (Hood River)	120			
Malin City	241			
Safari	158			
<u>Program Year 12:</u>	Average: 175	(current year selection)	n/a	Target: 140
Crystal Spr	175			
Warm Springs	222			
Idleyld	278			
Pleasant Vly-Merlin	127			
Diamond	71			
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%

# customer guarantees

January to June 2011

Oregon

Description	2011				2010			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	286,845	0	100%	\$0	348,259	0	100%	\$0
CG2 Appointments	4,090	4	99.9%	\$200	4,298	4	99.9%	\$200
CG3 Switching on Power	4,957	3	99.9%	\$150	4,549	5	99.9%	\$250
CG4 Estimates	466	2	99.6%	\$100	553	0	100%	\$0
CG5 Respond to Billing Inquiries	2,948	0	100%	\$0	2,406	3	99.9%	\$150
CG6 Respond to Meter Problems	909	1	99.9%	\$50	647	1	99.8%	\$50
CG7 Notification of Planned Interruptions	10,918	2	99.9%	\$100	6,418	4	99.9%	\$200
	<b>311,133</b>	<b>12</b>	<b>99.9%</b>	<b>\$600</b>	<b>367,130</b>	<b>17</b>	<b>99.9%</b>	<b>\$850</b>

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

The company connected all credit customers within twenty-four hours of the customer's request. Credit customers are exempted from CG3, Switching on Power, but the company continues to track and report our performance.

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) <sup>1</sup>				
<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 Grove	476			
Free & Easy	430			
Griffin Creek	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%	82%	80%
● Respond to commission complaints within 3 days	Not applicable	100%	99%	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%

<sup>1</sup> 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.