

November 10, 2011

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

Public Service Commission of Utah  
Heber M. Wells Building, 4<sup>th</sup> Floor  
160 East 300 South  
Salt Lake City, UT 84114

Attention: Julie P. Orchard  
Commission Secretary

Re: Extend Performance Standards and Customer Guarantees Program

PacifiCorp (“Rocky Mountain Power” or “Company”) hereby submits to extend the Company’s Network Performance Standards and Customer Guarantees program. The requested effective date is January 1, 2012.

Background

In 1999, PacifiCorp agreed to implement a program titled the Service Standards Program (“Program”), comprised of Performance Standards and Customer Guarantees. The Company committed to a five-year term for the program duration and began offering the Customer Guarantees to customers as of February 29, 2000. Improvements to network and customer service performance were initiated at approximately the same time. This program expired on March 31, 2005, but was initially extended voluntarily and then later affirmed and further extended through December 31, 2011, as part of the MidAmerican Energy Holding Company’s acquisition of PacifiCorp in Docket No. 05-035-54.

On April 19, 2011, the Utah Public Service Commission (“Commission”) initiated Rulemaking Docket No. 11-999-05 to address service reliability and continuity requirements for electric public utilities. The purpose behind the rulemaking procedure is to establish rules defining service quality and reliability and reporting standards. A working group was created to develop these rules. Rocky Mountain Power is actively participating in this procedure and the working group to form the service quality and continuity requirement rules.

Extension Proposal

The Company understands that the rules in the rulemaking procedure are currently under review of the working group and will take some time before the rules are implemented. With the current Program expiring on December 31, 2011, the Company is proposing to extend the Program in the interim until the new Commission rules in the rulemaking procedure take effect. The Company agrees to maintain the current level of service quality and reliability at the end of the Program based on Underlying events and will continue reporting reliability performance through the Service Quality Review. The Company is always committed to provide excellent customer service to its Utah customers.

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It is respectfully requested that all formal correspondence and Staff requests regarding this filing be addressed to the following:

By E-mail (preferred):        [datarequest@pacificorp.com](mailto:datarequest@pacificorp.com)  
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   [barb.coughlin@pacificorp.com](mailto:barb.coughlin@pacificorp.com)

By regular mail:                Data Request Response Center  
   PacifiCorp  
   825 NE Multnomah, Suite 2000  
   Portland, OR 97232

Please direct any informal questions to Barbara Coughlin at (503) 331-4306.

Sincerely,

Jeffrey K. Larsen  
Vice President – Regulation

Enclosures