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UTAH PUBLIC
SERVICE COMMISSION

VIA OVERNIGHT MAIL

October 30, 2002

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

Attention: Julie Orchard
Commission Secretary

RE: Docket No. 98-2035-04 Scottish Power/PacifiCorp Merger Commitments

Please find enclosed PacifiCorp's semi-annual report for the period July 2002 through September 2002 detailing the Company's performance in meeting the Customer Guarantees which were agreed upon as a result of the merger between ScottishPower and PacifiCorp. Year-to-date information is provided as well.

If you have any questions or require further information, please call me at (503) 813-7408.

Sincerely,

Carole Rockney, Director
Customer and Regulatory Liaison

Enclosures

- c: Mark Flandro- Utah Division of Public Utilities
- Rea Petersen- Utah Division of Public Utilities
- Matthew Wright - Executive Vice President, Power Delivery

customerguarantees

July-September 2002 (FY2003)



Utah

Description	July-September 2002 (FY2003)			Fiscal YTD 2003			Fiscal YTD 2002		
	Events	Failures	% Success	Events	Failures	% Success	Events	Failures	% Success
CG1 Restoring Supply	510,263	22	99.99%	1,113,594	23	99.99%	963,056	9	99.99%
CG2 Appointments	1,770	10	99.4%	3,514	21	99.4%	3,362	6	99.8%
CG3 Switching on Power	8,395	35	99.6%	16,178	49	99.7%	17,274	27	99.8%
CG4 Estimates	1,621	72	95.6%	3,581	110	96.9%	3,876	70	98.2%
CG5 Respond to Billing Inquiries	3,681	30	99.2%	6,051	43	99.3%	4,661	17	99.6%
CG6 Respond to Meter Problems	193	3	98.4%	319	4	98.7%	238	3	98.7%
CG7 Notification of Planned Interruptions	7,569	14	99.8%	21,921	25	99.9%	15,035	23	99.8%
CG8 Power Quality Complaints	9	0	100.0%	26	0	100.0%	410	6	98.5%
	533,501	186	99.97%	\$12,425	275	99.98%	\$18,000	161	99.98%
				1,165,184			1,007,912		\$10,800

General Comments: On-going internal audits continue to improve employee adherence to guarantee procedures. As a result, the number of paid failures has continued to increase, especially in CG4. However, PacificCorp's overall success rate remains high.

CG3 - Switching on Power - The increase in failures occurred partially due to incorrect future turn-on dates being set.

CG7 - Planned Interruptions - Although Utah has seen a significant increase in the number of planned interruptions, the number of failures has remained very low.



Utah

Customer Service Commitments - Performance Standards

April 2002 - Sept 2002

Description	Performance at		Goal
	Baseline	Sept 2002	
<ul style="list-style-type: none"> SAIDI (System availability in minutes per customer) SAIFI (System reliability in interruptions per customer) MAIFI (Momentary interruptions per customer) Worst Performing Circuits - Circuit Performance Indicator (CPI)² 	Revised baselines under development ¹	177.6 1.6 0.2	Reduce SAIDI by 10% from revised baseline Reduce SAIFI by 10% from revised baseline Reduce MAIFI by 5% from revised baseline Reduce CPI's by 20% from revised baseline
<u>Fiscal Year 2001:</u> Coalville 12 Lewiston 11 Pioneer 11 Pioneer 13 Pioneer 14 <u>Fiscal Year 2002:</u> Woods Cross 11 Eden 11 Rattlesnake 22 Lark 11 Bothwell 11 <u>Fiscal Year 2003:</u> University 1 West Cedar Parowan Valley 25 Eureka 12 Coleman 15	288 377 425 529 393 311 339 308 419 323 107 613 1563 90 110	New CPI will be reported in May 2005 New CPI will be reported in May 2006 New CPI will be reported in May 2007	
<ul style="list-style-type: none"> Power supply restored within 3 hours Calls answered <ul style="list-style-type: none"> Within 20 seconds³ Respond to commission complaints within 3 days Respond to commission complaints regarding service disconnects within 4 hours Commission complaints resolved within 30 days⁴ 	Not applicable Not applicable Not applicable Not applicable Not applicable	86% 80% 100% 100% 99%	80% 80% 100% 100% 95%

1 Baseline uplift methodology developed and analysis submitted and reviewed by Commission Staff. Staff to provide feedback during Fall 2002. If uplift factors cannot be jointly developed, Commission Staff may recommend other measures to ensure operational improvements in alignment with this merger commitment.
 2 Baseline CPI figures are based on 3-years ended data as of December 31, 1998 for FY 2001 circuits; 3-years ended data as of December 31, 2000 for FY 2002 circuits; 3-years ended December 31, 2001 for FY 2003 circuits. Improvement period is 2 years after identification year, followed by a 3-year period to recalculate CPI.
 3 Reflects system-wide performance for improved accuracy.
 4 The target in Utah for complaint resolution is 5 days.

Note: Performance figures exclude impacts of major events.