



RECEIVED

FEB 2 8 41 AM '04 VIA OVERNIGHT MAIL

UTAH PUBLIC
SERVICE COMMISSION
January 30, 2004

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

Attention: Julie P. Orchard
Commission Secretary

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

Please find enclosed PacifiCorp's third quarter report for the period October 2003 through December 2003 detailing the Company's performance in meeting the Customer Guarantees which were agreed to as a result of the merger between ScottishPower and PacifiCorp. Year-to-date information is provided as well.

The number of events for Customer Guarantee 1 and 7 are currently unavailable. We will be resubmitting our report at the end of February for the quarter October 2003 through December 2003 to include this information. The detailed reports for the State of Utah will also be provided at this time.

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

Sincerely,

Carole Rockney, Director,
Customer and Regulatory Liaison

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

Enclosures

customerguarantees

October-December 2003 (FY2004)



PACIFICORP

Utah

Description	Fiscal YTD 2004			Fiscal YTD 2003			
	Events	Failures	% Success	Events	Failures	% Success	Paid
CG1 Restoring Supply	*	6	*	1,337,471	26	99.9%	\$2,350
CG2 Appointments	6,499	21	99.7%	5,260	29	99.4%	\$1,450
CG3 Switching on Power	27,890	72	99.7%	20,474	86	99.6%	\$9,575
CG4 Estimates	4,490	97	97.8%	4,965	232	95.3%	\$11,600
CG5 Respond to Billing Inquiries	8,007	44	99.5%	8,897	64	99.3%	\$3,200
CG6 Respond to Meter Problems	698	3	99.6%	501	8	98.4%	\$400
CG7 Notification of Planned Interruptions	*	15	*	24,900	58	99.8%	\$3,200
CG8 Power Quality Complaints	182	0	100.0%	36	0	100.0%	\$0
	47,766	258	*	1,402,504	503	99.9%	\$31,775

General Comments: PacifiCorp's overall success rate remains high. CG1 and CG7 events were not available at the time of this reporting. A second filing will be provided by February 29, 2004, which will include these events.

CG3 - Switching on Power: The increase in events is primarily due to increased collection activities throughout the company, resulting in more requests for reconnect.