

## Comparison of Proposed and Existing Service Standards

<b>Standard</b>	<b>Proposed for PacifiCorp</b>	<b>Idaho Existing</b>	<b>Oregon Existing<sup>1</sup></b>	<b>Utah Existing</b>	<b>Wyoming Existing</b>
SAIDI	10% improvement	None	Standard equals three year weighted average of historical performance	None	None
SAIFI	10% improvement	None	Standard equals three year weighted average of historical performance	None	None
MAIFI	5% improvement	None	Standard equals three year weighted average of historical performance	None	None
Worst Performing Circuits	20% improvement	None	None	None	None
Supply Restoration	80% of customers within 3 hours	None	None	None	None
Telephone Service Levels	80% within 30 seconds	None	None	None	None
Commission Complaint Resolution	Resolve 90% within 30 days	None	Customer "At Fault" complaint frequency standard	None	None
Customer Guarantees	Eight separate guarantees with associated payment to customers for failure to meet standard	None	None	None	None

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<sup>1</sup> Adopted in OPUC Order No. 98-191

