

Performance Standards

Standard	Clarification
System Availability (SAIDI)	SAIDI will exclude extreme events (storms). This allows measurement of the underlying performance of the asset base.
System Reliability (SAIFI)	SAIFI will exclude extreme events
Momentary Interruptions (MAIFI)	MAIFI will exclude extreme events
Worst Performing Circuits	CPI will exclude extreme events. It will also exclude instances where the company is delayed due to the company's inability to obtain the appropriate planning consents.
Supply Restoration	Restoration time will exclude extreme events. It will also exclude situations where a customer agrees to remain without power or where PacifiCorp is unable to restore supply due to problems with the customer's facility, or where PacifiCorp does not have access.
Telephone Service Levels	Telephone service levels will be defined as percent of calls answer within targeted time frame. Telephone service levels will be measured from the time the customer selects a menu option and is placed in queue until a CSE or interactive voice response (IVR) unit answers the call.
Commission Complaint Resolution	The company may request an extension of time to respond to a complaint, which may be granted by Commission Staff. Business days are defined as Monday through Friday excluding company holidays. Business hours are defined as 8:00 a.m. to 5:00 p.m.

Customer Guarantees

Standard	Clarification
Restoring Your Supply	Guarantee does not apply if any one of the following occur: 1) Extreme events, 2) Strikes, 3) There are safety-related issues, 4) Customer has agreed to remain without power, or 5) Problems exist with the customer's facility.
Appointments	Guarantee does not apply if any one of the following occur: 1) Extreme events, 2) Strikes, 3) Major system outages, 4) Customer is out when PacifiCorp calls, 5) Customer cancels the appointment, or 6) PacifiCorp cancels the appointment and provides you with at least 24 hours notice.
Switching on the Customer's Power	Guarantee does not apply if any one of the following occur: 1) Extreme events, 2) Strikes, 3) Major system outages, 4) Customer is out when PacifiCorp calls, or 5) There are safety-related issues.
Estimates for Providing a New Supply	Guarantee does not apply if any one of the following occur: 1) Extreme events, 2) Strikes, 3) Major system outages, 4) Customer is out when PacifiCorp calls, 5) Customer cancels the appointment, 6) PacifiCorp cancels the appointment and provides you with at least 24 hours notice, or 7) Customer has not supplied all the necessary information so PacifiCorp can provide the estimate.
Response to Bill Inquiry	Working days are defined as Monday through Friday excluding company holidays.
Problems with Your Meter	Guarantee does not apply if any one of the following occur: 1) Extreme events, 2) Strikes, 3) PacifiCorp personnel do not have access to the customer's meter, 4) Meter tests shall be limited to no more frequently than once every 12 months.
Planned Interruptions	Guarantee does not apply if any one of the following occur: 1) Extreme events, 2) Strikes, 3) Major system outages, or 4) There are safety-related issues.
Power Quality Complaints	Working days are defined as Monday through Friday excluding company holidays.

EXHIBIT ____ (BM-3)

Definition Clarifications