

PacifiCorp Service Quality Standards

Customer Service

A. Network Performance

1. System Availability
System average interruption index (SAIDI) will be reduced by 10% within 5 years
1. System Reliability
System average interruption frequency index (SAIFI) will be reduced by 10% within 5 years
2. Momentary Interruption
Momentary average interruption frequency index (MAIFI) will be reduced by 5% within 5 years
3. Worst Performing Circuits
Reduce the circuit performing index (CPI) for the 5 worst performing circuits within the state by 20% within 2 years
4. Supply Restoration
For power outages due to fault or damage to the system, restore supplies on average to 80% of customers within 3 hours
5. Penalties
For each standard not achieved at the end of 5 years, PacifiCorp will pay a financial penalty equal to \$1.00 for every customer served in Utah.

B Customer Service Performance

1. Telephone service levels
80% of PacifiCorp business center calls will be answered within 20% by January 1, 2001
2. Complaint resolution
 - a Non-disconnect complaints will be responded to within 3 business days
 - b Disconnect complaints will be responded to within 4 business days
 - c Commission complaints will be resolved within 30 days 95% of the time

C Customer Service Guarantees

1. Restoring the customers service
PacifiCorp will restore power as soon as possible. If power is not restored within 24 hours, customers can claim \$50
2. Appointments
PacifiCorp will keep all mutually agreed appointments. If PacifiCorp fails to meet its guarantee, it will automatically pay the customer \$50.
3. Switching on the customers power
PacifiCorp will activate the customers power supply within 24 hours. If PacifiCorp fails to meet its guarantee, it will automatically pay the customer \$50.

4 Estimates for providing new service

Upon request for new power supply, PacifiCorp will call the customer back within 2 business days, and provide a written estimate within 15 business days. If PacifiCorp fails to meet its guarantee, it will automatically pay the customer \$50.

5 Response to bill inquiry

PacifiCorp will respond to bill inquiries within 15 business days. If PacifiCorp fails to meet its guarantee, it will automatically pay the customer \$50.

6 Problems with the customers meter

PacifiCorp will investigate and report to the customer within 15 business days if the customer suspects a meter problem. If PacifiCorp fails to meet its guarantee, it will automatically pay the customer \$50.

7 Planned Interruptions

PacifiCorp will give the customer at least 2 days notice of a planned maintenance interruption. If PacifiCorp fails to meet its guarantee, it will automatically pay the customer \$50.

8 Power Quality Complaints

Upon notification of a power quality problem, PacifiCorp will explain the problem in writing within 5 business days

9 Implementation

Measurement will be performed by the company and an outside auditor

10 Reporting

- a To Customers. PacifiCorp will issue a report to the customer by June 30 of each year regarding its performance standards and customer service guarantees.
- b To Commission. PacifiCorp will provide an annual report to the Commission by May 31 of each year. (Details of the report are listed)