

**IDAHO PUBLIC UTILITIES COMMISSION**

**Case No. PAC-E-04-7, Order No. 29679**

**January 6, 2005**

**Contact: Gene Fadness (208) 334-0339**

**Website: [www.puc.idaho.gov](http://www.puc.idaho.gov)**

**PacifiCorp proposes to extend customer service standards**

Boise – PacifiCorp, which does business in southeastern Idaho as Utah Power, proposes to make minor changes in the customer guarantees and performance standards that were approved as part of the 2000 merger between PacifiCorp and ScottishPower.

When the merger was approved, PacifiCorp agreed to a list of seven performance standards and eight customer guarantees that began on Feb. 29, 2000, and would stay effective through March 31, 2005. With the expiration date nearing, the company is proposing to voluntarily continue the standards with slight modifications. PacifiCorp claims its customer guarantee program has experienced a success rate of 99.9 percent.

The customer guarantees include responding to customer needs within certain time frames in areas such as restoring supply after outages, reconnecting disconnected customers, providing new supply estimates, responding to billing inquiries, resolving meter problems and notifying customers of planned shutoffs. Customers can receive financial credits if certain guarantees are not met. PacifiCorp is proposing to eliminate a customer guarantee to respond to power quality complaints within a certain time frame because the company claims it is rarely used and is already covered by other customer guarantees.

The performance standards have to do with the company's ability to improve system-wide reliability by reducing the number and duration of interruptions, improving under-performing circuits and responding to telephone calls in a certain amount of time. The company is proposing to adjust the service level for telephone response from 80 percent of calls answered in 20 seconds to 80 percent of calls in 30 seconds. The company claims changing that standard complements the company's focus on quality and provides customers service in line with service levels for other electric utilities. The company also proposes changes to the complaint performance standard to indicate that the company will respond to at least 95 percent of complaints received at the Idaho Public Utilities Commission within 30 days.

The commission is taking comments on PacifiCorp's proposal. A complete copy of the proposal can be accessed on the commission's Web site at [www.puc.idaho.gov](http://www.puc.idaho.gov). Click on "File Room" and then on "Electric Cases" and scroll down to the above case number. The application is also available for public inspection at the commission's offices at 472 W. Washington St. in Boise.

Those wishing to submit comments must do so by no later than Jan. 19. Comments are accepted via e-mail by accessing the commission's homepage at [www.puc.idaho.gov](http://www.puc.idaho.gov) and clicking on "Comments & Questions." Fill in the case number (PAC-E-04-7) and enter your comments. Comments can also be mailed to P.O. Box 83720, Boise, ID 83720-0074 or faxed to (208) 334-3762.