

IDAHO PUBLIC UTILITIES COMMISSION

Case No. PAC-E-04-7, Order No. 29698

February 2, 2005

Contact: Gene Fadness (208) 334-0339

Website: www.puc.idaho.gov

Commission accepts PacifiCorp performance standards

Boise – The Idaho Public Utilities Commission accepted PacifiCorp’s proposal to continue, with minor modifications, a number of customer guarantees and performance standards imposed on the company since its 2000 merger with ScottishPower.

When the merger was approved, PacifiCorp, which serves customers in southeastern Idaho as Utah Power, 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 agreeing 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 adjusting 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 is also changing 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.

A full text of the commission’s order, along with other documents related to this case, are available on the commission’s Web site at www.puc.idaho.gov. Click on “File Room” and then on “Electric Cases” and scroll down to Case No. PAC-E-04-7.

Interested parties may petition the commission for reconsideration by no later than Feb. 21. Petitions can be delivered to the commission at 472 W. Washington St. in Boise, mailed to P.O. Box 83720, Boise, ID, 83720-0074, or faxed to 208-334-3762.