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Salt Lake City, Utah 84125

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IDAHO PUBLIC
UTILITIES COMMISSION

ROCKY MOUNTAIN POWER
A DIVISION OF PACIFICORP

February 23, 2011

VIA ELECTRONIC FILING
AND OVERNIGHT DELIVERY

Idaho Public Utilities Commission
472 West Washington Street
Boise ID 83720

Attention: Jean Jewell, Commission Secretary

RE: Service Standards Report Submitted Pursuant to Docket No. PAC-E-05-08
Merger Commitment: I 19

Please find enclosed Rocky Mountain Power's semi annual report for the period January 1, 2010 through December 31, 2010 detailing Rocky Mountain Power's performance in meeting the service standards approved in the above docket.

If you have any questions or require further information, please call me at (503) 331-4306.

Sincerely,

Barbara A Coughlin

Barbara Coughlin, Director
Customer and Regulatory Liaison

c: Beverly Barker - Idaho Public Utilities Commission

Enclosure

ROCKY MOUNTAIN POWER
A DIVISION OF PACIFICORP

Idaho

Customer Service Commitments - Performance Standards

January to December 2010

Description	Baseline	Performance at December 2010	Performance at December 2009	Goal
• SAIDI (System average interruption duration index)		244	224	No Underlying SAIDI Goal; newly adopted Controllable Distribution SAIDI has developed targets.
Controllable Distribution SAIDI		67	54	Controllable Distribution SAIDI goal for calendar year 2010 is 42 minutes.
• SAIFI (System average interruption frequency index)		2.27	2.08	No Underlying SAIFI Goal; newly adopted Controllable Distribution SAIFI has developed targets.
Controllable Distribution SAIFI		0.51	0.43	Controllable Distribution SAIFI goal for calendar year 2010 is 0.41 events.
• Worst Performing Circuits - Circuit Performance Indicator (CPI)[1] Program Year 11: Rexburg 16 Sandcreek 13	Average: 122 129 115	80		Target: 98 GOAL MET
• Power supply restored within 3 hours	Not applicable	85%	86%	80%
• Calls answered within 30 seconds	Not applicable	80%	80%	80%
• Respond to commission complaints within 3 days	Not applicable	100%	100%	95%
• Respond to commission complaints regarding service disconnects within 4 hours	Not applicable	100%	100%	95%
• Commission complaints resolved within 30 days	Not applicable	95%	88%[2]	95%

1 Baseline CPI are shown above. Improvement period is 2 years after identification year, followed by a 3-year period to recalculate CPI. Beginning Program Year 10, the company and IPUC agreed to limit the WPC program to two circuits.

2 The company missed its goal on commitment PS6c due to 2 complex complaints that required lengthy investigations and multiple interactions among company staff, commission staff, and customers.

Note: Performance figures exclude impacts of major events.

customer*guarantees*

January to December 2010

Idaho

	Description	2010 Events	2010 Failures	2010 % Success	2010 Paid	2009 Events	2009 Failures	2009 % Success	2009 Paid
CG1	Restoring Supply	165,215	0	100%	$0	147,400	0	100%	$0
CG2	Appointments	914	2	99.8%	$100	1,040	1	99.9%	$50
CG3	Switching on Power	1,146	2	99.8%	$100	1,536	0	100%	$0
CG4	Estimates	231	0	100%	$0	271	0	100%	$0
CG5	Respond to Billing Inquiries	676	1	100%	$50	947	1	99.9%	$50
CG6	Respond to Meter Problems	172	1	99.4%	$50	182	1	99.5%	$50
CG7	Notification of Planned Interruptions	9,371	12	99.9%	$600	5,459	6	99.9%	$300
		177,725	**18**	**99.9%**	**$900**	**156,835**	**9**	**99.9%**	**$450**

General Comments: Overall guarantee performance remains above 99%, demonstrating Rocky Mountain Power's continued commitment to customer satisfaction.

Excludes major events