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201 South Main, Suite 2300
Salt Lake City, Utah 84111

July 27, 2012

IDAHO PUBLIC
UTILITIES COMMISSION

VIA 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 semiannual report for the period January 1, 2012 through June 30, 2012 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 Coughlin, Director
Customer and Regulatory Liaison

Cc: Beverly Barker - Idaho Public Utilities Commission

Enclosure



Customer Service Commitments - Performance Standards

Idaho

January 2012 - June 2012

Description	Baseline	Performance at June 2012	Performance at June 2011	Goal
SAIDI (System average interruption duration index)		92	86	Goal performance no longer relevant after modifications to Service Standards Program.
Controllable Distribution SAIDI		17	22	Modifications made and approved to Service Standards Program; controllable distribution metrics will not be reported after 2012.
SAIFI (System average interruption frequency index)		0.80	0.77	Goal performance no longer relevant after modifications to Service Standards Program.
Controllable Distribution SAIFI		0.16	0.15	Modifications made and approved to Service Standards Program; controllable distribution metrics will not be reported after 2012.
Worst Performing Circuits - Circuit Performance Indicator (CPI)				
Program Year 12:	Average: 113	145	n/a	Target: 90
Grace 12	124			
Preston 13	102			
Program Year 13:			n/a	(see below)
Mudlake 12 (west portion)				
Goshen 13				
Power supply restored within 3 hours	Not applicable	86%	85%	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	100%	100%	95%

Note: Performance figures exclude impacts of major events.

customer guarantees

January to June 2012

Idaho

Description	2012				2011			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
CG1 Restoring Supply	59,036	0	100%	\$0	56,709	0	100%	\$0
CG2 Appointments	442	1	100%	\$50	350	0	100%	\$0
CG3 Switching on Power	515	0	100%	\$0	465	0	100%	\$0
CG4 Estimates	113	0	100%	\$0	113	0	100%	\$0
CG5 Respond to Billing Inquiries	355	1	100%	\$50	400	0	100%	\$0
CG6 Respond to Meter Problems	68	0	100%	\$0	98	0	100%	\$0
CG7 Notification of Planned Interruptions	2,907	3	99.9%	\$150	5,918	3	99.9%	\$150
	63,436	5	99.99%	\$250	64,053	3	99.90%	\$150

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