

**PUBLIC UTILITY COMMISSION OF OREGON  
STAFF REPORT  
PUBLIC MEETING DATE: April 1, 2002**

**REGULAR** \_\_\_\_\_ **CONSENT**  X  **EFFECTIVE DATE**  April 2, 2002

**DATE:** March 7, 2002

**TO:** John Savage through Lee Sparling and Jack Breen

**FROM:** Reed Harris

**SUBJECT:** PACIFIC POWER & LIGHT: (Advice No. 02-012) Reduces the hours to meet Customer Guarantee 1, restoring the Customer's Supply, from 24 to 20 hours.

**STAFF RECOMMENDATION:**

I recommend the Commission allow Pacific Power & Light Company's First Revision of Sheet No. Y-1, Rule 25 to become effective with service rendered on and after April 2, 2002.

**DISCUSSION:**

Customer Guarantees for Pacific Power & Light Company's Oregon customers were adopted in Order No. 99-616 (UM 918), within the merger of Scottish Power plc and PacifiCorp. The Customer Guarantees establish minimum levels of customer service for specific utility activities. Should the service provided to individual customers in those specified activity areas not meet the guaranteed levels, the customer is then entitled to a Customer Guarantee payment (or account credit).

On March 1, 2002, PacifiCorp filed Advice No. 02-012 to enhance Customer Guarantee number 1, Restoring the Customer's Supply, by narrowing the allowable window for restoration of a customer's electric service following an outage. This voluntary enhancement reduces the guaranteed allowable period for restoration of an individual customer's service following an outage from the previously guaranteed 24-hour maximum window to a guaranteed 20-hour maximum window. This is a 16.6% improvement in the guaranteed level of service.

While the performance window has been reduced, the amount of the guarantee payment to inconvenienced customers remains unchanged. The customer credits to be issued, should the company exceed the guaranteed restoration period, remain at

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\$50.00 for residential service and \$100.00 for non-residential service. There is also an additional credit of \$25.00 for each additional 12-hour increment beyond the initial 20-hour Customer Guarantee window.

This reduction of the service restoration window is an outcome of discussions between PacifiCorp and the Commission's Safety and Consumer Services Staff and reflects an ongoing cooperative commitment to improved customer service.

**PROPOSED COMMISSION MOTION:**

Pacific Power & Light Company's First Revision of Sheet No. Y-1, Rule 25 be allowed into effect with service rendered on and after April 2, 2002.

PACIFIC POWER & LIGHT: (Advice No. 02-012)