

SQI SETTLEMENT APPENDIX 1

WN U-60

Original Sheet No. 130

**PUGET SOUND ENERGY
Electric Tariff G**

**SCHEDULE 130
CUSTOMER SERVICE GUARANTEE**

(N)

1. **APPLICABILITY** - Throughout service territory, to all Customers.
2. **PURPOSE** - To implement a program designed to grant Customers a credit if the Company fails to keep a Guaranteed Appointment or Guaranteed Commitment.
3. **RATE** - \$50.00 will be credited to a Customer's account if the Company fails to keep a Guaranteed Appointment or Guaranteed Commitment. A Guaranteed Appointment is considered kept if the Company representative arrives by the agreed upon date and/or time even if the service is completed at a later date and/or time.
4. **GUARANTEED APPOINTMENTS AND GUARANTEED COMMITMENTS** -
 - A. **SERVICE TYPES:** Guaranteed Appointments and Guaranteed Commitments will be offered for the following Service Types:
 - (1) **Reconnect Existing Service:** Reconnect an existing service following move-out/move-in or disconnection for non-payment.
 - (2) **Connect Permanent Service:** Connect a new permanent service or meter from an existing Secondary source.
 - B. **Guaranteed Appointment:** A Guaranteed Appointment is a mutually agreed appointment between a Customer and the Company for a service to be provided which requires the Customer to be present. The Company shall offer Guaranteed Appointments for the Service Types in 4.A. above if the service to be provided requires the Customer to be present.
 - (1) The Company shall offer a Guaranteed Appointment in the morning (before 1:00 P.M.) or in the afternoon (after 1:00 P.M.) on a given day.
 - (2) The Company may also offer to make a Guaranteed Appointment simply on a given day. If the Customer chooses this option, the Company shall treat the Customer's choice as a Guaranteed Appointment for the purposes of this Schedule.

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Issued: July 7, 1997
Advice No.

Effective: August 1, 1997

Issued By Puget Sound Energy

By: _____ Director, Rates & Regulation
Steve Secrist