

PUGET SOUND ENERGY
Gas Tariff
SCHEDULE NO. 130
Customer Service Guarantee

Section 1: Applicability

Throughout service territory, to all Customers.

Section 2: Purpose

To implement a program designed to grant Customers a credit if the Company fails to keep a Guaranteed Appointment or a Guaranteed Commitment.

Section 3: Rate

Fifty dollars (\$50.00) will be credited to a Customer's account if the Company fails to keep a Guaranteed Appointment or a 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.

Section 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 main.
 - (3) Miscellaneous Service: Customer equipment diagnostic service appointments.
- 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.

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By: _____ James A. Heidell **Title:** Director, Federal & State Regulation