

**WN U-2**

First Revised Sheet No. 1130-A  
Canceling  
Original Sheet No. 1130-A

**PUGET SOUND ENERGY**  
Gas Tariff  
**SCHEDULE NO. 130 (Continued)**  
Customer Service Guarantee

- (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.

Every Customer shall be offered a morning or afternoon appointment, as set forth above, when the service to be performed requires the Customer to be present. The Company, at its option, may offer given day appointments as set forth above.

C. **Guaranteed Commitments:** The Company will offer Guaranteed Commitments for the Service Types in 4 A. above when the service to be provided does not require the Customer to be present. A Guaranteed Commitment is a mutually agreed commitment between a Customer and the Company to provide service on or before a specific date.

**Section 5: Conditions Of Guarantee**

The \$50 credit for failure to keep a Guaranteed Appointment or Guaranteed Commitment is subject to the following conditions:

- A. **Force Majeure:** Guaranteed Appointments or Guaranteed Commitments that are missed will result in \$50 payments only in the absence of significant adverse events, such as storms, earthquakes, supply interruptions or other events beyond the Company's control including those enumerated in Rule No. 14, Force Majeure of this tariff.
- B. The Company shall not make Guaranteed Appointments or Guaranteed Commitments in the event of Force Majeure. Further, in the event of a labor dispute, the Company will not resume making Guaranteed Appointments or Guaranteed Commitments until 30 calendar days after resolution of the labor dispute or until the backlog of requests for applicable service types has been eliminated.

(N)  
| (K)  
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(N)(K)

(K) Transferred to Sheet No. 1130-B

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**By:** \_\_\_\_\_ Christy A. Omohundro

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