

**Exhibit No. \_\_\_ (RK-2)**  
**Dockets UE-072300-**  
**UG-072301-UG-080064**  
**Witness: Roger Kouchi**

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**Complainant,**

**v.**

**PUGET SOUND ENERGY, INC.,**

**Respondent.**

**DOCKET UE-072300**  
**DOCKET UG-072301**  
**(Consolidated)**

**DOCKET UG-080064**

**EXHIBIT TO TESTIMONY OF**

**ROGER KOUCHI**

**STAFF OF  
WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION**

***Gas Company Complaints Per 1,000 Customers***

**May 30, 2008**

**Gas Company Complaints per 1,000 Customers**

<b>Year</b>	<b>PSE</b>	<b>Industry Average</b>
2002	0.25	0.18
2003	0.13	0.09
2004	0.16	0.10
2005	0.11	0.11
2006	0.23	0.16
2007	0.15	0.10

Natural Gas Data	2002	2003	2004	2005	2006	2007
PSE Complaints	150	83	102	77	164	109
Residential	565003	583439	605505	629563	649373	666756
Commercial	46523	47388	49001	50647	51446	52487
Total	611526	630827	654506	680210	700819	719243
Complaint Ratio/1000	0.25	0.13	0.16	0.11	0.23	0.15
Avista Complaints	12	6	8	9	7	5
Residential	114001	116188	118972	121859	125230	128088
Commercial	12397	12583	12811	13064	13238	13494
Total	126398	128771	131783	134923	138468	141582
Complaint Ratio/1000	0.09	0.05	0.06	0.07	0.05	0.04
CNG Complaints	29	28	19	26	45	24
Residential	133065	141851	143830	150541	156280	160993
Commercial	20890	21456	21697	22307	22651	22994
Total	153955	163307	165527	172848	178931	183987
Complaint Ratio/1000	0.19	0.17	0.11	0.15	0.25	0.13
NWNG Complaints	12	5	7	7	12	8
Residential	43222	46868	50517	54131	57291	59654
Commercial	4180	4328	4522	4735	4921	5077
Total	47402	51195	55039	58866	62212	64731
Complaint Ratio/1000	0.25	0.10	0.13	0.12	0.19	0.12

NOTE: Information taken from FERC Form 2