

Exhibit No. ___ (RK-3)
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**

Electric Company Complaints Per 1,000 Customers

May 30, 2008

Electric Company Complaints per 1,000 Customers

Year	PSE	Industry Average
2002	0.36	0.40
2003	0.22	0.35
2004	0.32	0.38
2005	0.21	0.25
2006	0.31	0.32
2007	0.36	0.32

Electric Complaint Data	2002	2003	2004	2005	2006	2007
PSE Complaints	337	213	315	216	321	376
Residential	839878	854088	874205	893576	909876	926080
Commercial	108242	112447	113630	115481	115386	115577
Total	948120	966535	987835	1009057	1025262	1041659
Complaint Ratio/1000	0.36	0.22	0.32	0.21	0.31	0.36
Avista Complaints	118	105	79	53	72	98
Residential	188648	190989	193934	197187	201276	205056
Commercial	21121	22219	22484	22760	224328	227516
Total	209769	213208	216418	219947	224328	227516
Complaint Ratio/1000	0.56	0.49	0.37	0.24	0.32	0.43
PP&L Complaints	29	25	47	30	39	25
Residential	97154	97629	98222	99298	100158	101245
Commercial	22094	22246	22420	22590	22706	23255
Total	119248	119875	120642	121888	122864	124500
Complaint Ratio/1000	0.24	0.21	0.39	0.24	0.32	0.2