

Exhibit No. ___ (RK-4)
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

Exhibit A to PSE's 2005, 2006 and 2007 Annual SQI Reports

May 30, 2008

Puget Sound Energy

Exhibit A - SQI Performance

Puget Sound Energy
Service Quality Program
Monthly Performance As of December 31, 2005
For Measurement Period : January 2005 through December 2005

EXHIBIT A - SQI Performance
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SQI #	Benchmark	Jan 2005	Feb 2005	Mar 2005	Apr 2005	May 2005	Jun 2005	Jul 2005	Aug 2005	Sep 2005	Oct 2005	Nov 2005	Dec 2005	Overall Performance	Difference from Benchmark	Meet or Exceed Benchmark
1	Overall Customer Satisfaction	84%	84%	84%	84%	84%	84%	84%	84%	84%	84%	84%	84%	84%	-6%	✓
2	WUTC Complaint Ratio	0.010	0.010	0.010	0.012	0.012	0.017	0.014	0.018	0.011	0.013	0.015	0.023	0.17	-0.33	✓
3	SAIDI	12.1	2.8	11.8	7.6	9.7	7.4	9.4	10.1	10.4	6.6	19.1	21.4	129	-7.0	✓
4	SAIFI	0.086	0.028	0.121	0.058	0.071	0.055	0.088	0.077	0.072	0.049	0.124	0.122	0.95	-0.35	✓
5	Telephone Center Answering Performance	73%	60%	61%	67%	64%	79%	88%	92%	91%	85%	68%	70%	75%	0%	✓
6	Telephone Center Transactions Customer Satisfaction	92%	93%	92%	94%	94%	93%	93%	92%	96%	92%	94%	96%	93%	3%	✓
7	Gas Safety Response Time	37	36	39	35	33	32	32	31	35	34	34	36	35	-20	✓
8	Field Service Operations Transactions Customer Satisfaction	89%	88%	91%	83%	91%	93%	85%	93%	88%	90%	96%	95%	90%	0%	✓
9	Disconnection Ratio	0.0013	0.0026	0.0029	0.0020	0.0026	0.0033	0.0026	0.0028	0.0028	0.0026	0.0022	0.0014	0.030	0.000	✓
10	Missed Appointments	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	-7%	✓
11	Electric Safety Response Time	49	41	48	48	51	47	48	49	48	49	51	53	49	-6	✓

Puget Sound Energy

2006 Annual Service Quality Program Filing

Exhibit A - SQI Performance

EXHIBIT A
Monthly Service Quality Program Performance
as of December 31, 2006

SQI #	Benchmark	Jan 2006	Feb 2006	Mar 2006	Apr 2006	May 2006	Jun 2006	Jul 2006	Aug 2006	Sep 2006	Oct 2006	Nov 2006	Dec 2006	Annual Performance
1	Overall Customer Satisfaction 90% satisfied (rating of 5 or higher on a 7-point scale)				89%							89%		89%
2	WUTC Complaint Ratio 0.50 complaints per 1000 customers, including all complaints filed with WUTC	0.030	0.025	0.026	0.020	0.021	0.030	0.017	0.025	0.028	0.018	0.022	0.021	0.28
3	SAIDI 136 minutes per customer per year	40.4	20.6	18.4	8.8	9.0	12.2	10.3	8.4	8.6	9.6	43.4	25.0	214
4	SAIFI 1.80 interruptions per year per customer	0.195	0.101	0.124	0.043	0.067	0.103	0.101	0.071	0.060	0.058	0.213	0.095	1.23
5 ^{Now}	Telephone Center Answering Performance 75% of calls answered by a live representative within 30 seconds of request to speak with live operator	23%	35%	60%	83%	89%	89%	91%	94%	92%	85%	78%	77%	75%
6	Telephone Center Transactions Customer Satisfaction 90% satisfied (rating of 5 or higher on a 7-point scale)	92%	96%	93%	94%	93%	92%	96%	93%	93%	95%	93%	95%	94%
7	Case Safety Response Time Average of 55 minutes from customer call to arrival of field technician	36	35	34	35	34	35	34	34	38	40	38	39	36
8	Field Service Operations Transactions Customer Satisfaction 90% satisfied (rating of 5 or higher on a 7-point scale)	93%	88%	89%	89%	91%	83%	88%	96%	95%	90%	89%	91%	91%
9	Disconnection Ratio 0.030 disconnections / customer for non-payment of amount due when WUTC disconnection policy would permit service curtailment	0.029	0.024	0.032	0.026	0.019	0.023	0.018	0.026	0.018	0.020	0.009	0.005	0.024
10	Missed Appointments 8% of appointments missed	1%	3%	1%	1%	1%	0%	1%	1%	1%	1%	2%	8%	2%
11	Electric Safety Response Time Average of 55 minutes from customer call to arrival of field technician	50	48	45	46	41	48	50	45	48	43	63	60	49

Note: During the 2nd quarter of 2006, FSE hired a consultant to develop a reporting dashboard for the call center and review the accuracy of all customer service business reports. The service level calculation was found to be on a 24 hour clock for business calls and it was changed to reflect our hours of business operation: 7:30 a.m. - 6:30 p.m. Service level calculation was unchanged for emergency call hours which are on the 24 hour clock. This correction changed the six-month average from 62% to 63% of calls answered live within 30 seconds.

Puget Sound Energy

2007 Annual Service Quality Program Filing

Exhibit A - SQI Performance

EXHIBIT A
Monthly Service Quality Program Performance
as of December 31, 2007

SOI #	Benchmark	Jan 2007	Feb 2007	Mar 2007	Apr 2007	May 2007	Jun 2007	Jul 2007	Aug 2007	Sep 2007	Oct 2007	Nov 2007	Dec 2007	Annual Performance	Difference from Benchmark (Annual Performance - Benchmark)	Meet or Exceed Benchmark
1	Overall Customer Satisfaction						82%					84%		83%	-7%	
2	WUTC Complaint Ratio	0.040	0.030	0.030	0.025	0.023	0.018	0.017	0.017	0.011	0.028	0.019	0.016	0.27	-0.23	✓
3	SARDI	54.8	7.9	16.6	7.7	10.7	9.5	11.8	6.3	11.9	8.4	13.6	8.2	167	31.0	
4	SARDI	0.181	0.049	0.064	0.037	0.101	0.096	0.096	0.054	0.077	0.076	0.078	0.047	0.97	-0.33	✓
5	Telephone Center Answering Performance	39%	48%	50%	76%	85%	91%	93%	90%	87%	92%	78%	73%	75%	0%	✓
6	Telephone Center Transactions Customer Satisfaction	90%	87%	91%	90%	94%	95%	92%	94%	92%	94%	94%	92%	92%	2%	✓
7	Gas Safety Response Time	40	39	38	39	39	38	36	40	38	35	37	37	38	-17	✓
8	Field Service Operations Transactions Customer Satisfaction	87%	92%	84%	90%	92%	99%	92%	91%	93%	88%	90%	92%	90%	0%	✓
9	Disconnection Ratio	0.0020	0.0028	0.0033	0.0032	0.0031	0.0029	0.0023	0.0025	0.0021	0.0022	0.0015	0.0005	0.028	-0.002	✓
10	Misled Appointments	5%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	-7%	✓
11	Electric Safety Response Time	54	51	49	49	47	48	52	50	53	57	51	57	52	-3	✓