

Exhibit No. ____ (RK-5)
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

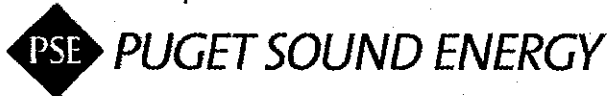
EXHIBIT TO TESTIMONY OF

ROGER KOUCHI

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

***PSE's Service Quality Program-Service Provider Report
(Docket Nos. UE-011570 and UG-011571) for 2005, 2006 and 2007***

May 30, 2008



Puget Sound Energy, Inc.
P.O. Box 97034
Bellevue, WA 98009-9734

February 14, 2006

VIA ELECTRONIC FILING AND REGULAR MAIL

Ms. Carole J. Washburn, Executive Secretary
Washington Utilities and Transportation Commission
PO Box 47250
Olympia, WA 98504-7250

**Re: PSE Service Quality Program - Service Provider Report
Docket Nos. UE-011570 and UG-011571**

Dear Ms. Washburn:

Pursuant to Exhibit J of the Settlement Stipulation Re Service Quality Index (SQI) in Docket Nos. UE-011570 and UG-011571 and as amended by UE-031946, Puget Sound Energy ("PSE" or "the Company") provides herewith an original and 12 copies of PSE's Service Quality Program - Service Provider Report for the six-month period ending December 2005. An electronic copy of the same is submitted through the Records Center Web Portal at <http://www.wutc.wa.gov/efileform>.

The enclosed report shows detailed performance for each Service Provider Index (SPI) by service provider and applicable service quality metric for the reporting period for PSE's service providers, Quanta and Pilchuck. (With the exception of SPI No. 2, performance is gathered and reported on a monthly basis.) The benchmark thresholds of performance for PSE's Service Providers were established using the Company's inhouse performance prior to the implementation of the Service Provider contracts. The thresholds are outlined below.

- SPI No 1. Standards Compliance - 95% of possible site audit check list points,
- SPI No 2. Customer Satisfaction (NCC) - Pilchuck, 83% satisfied (rating of 5 or higher on a 7-point scale) and Quanta, 75% satisfied (rating of 5 or higher on a 7-point scale),
- SPI No 3. Appointments Kept - Meet at least 92% of all commitment dates, and

Ms. Carole J. Washburn
February 14, 2006
Page 2

SPI No 4. Second Safety Response – Gas, Average of 60 minutes or less from First Response arrival and assessment completed to Second Response arrival.

Please contact Mei Cass at (425) 462-3800 for additional information about this filing. If you have any other questions, please contact me at 425-462-3495.

Sincerely,

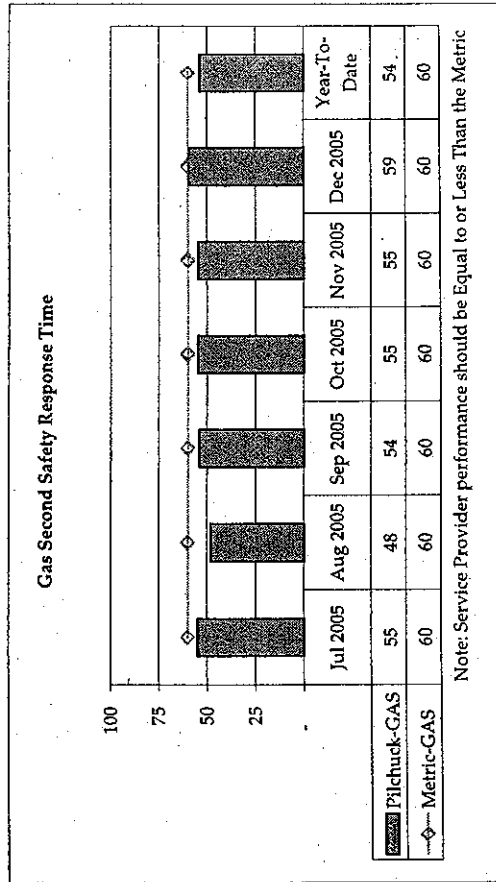
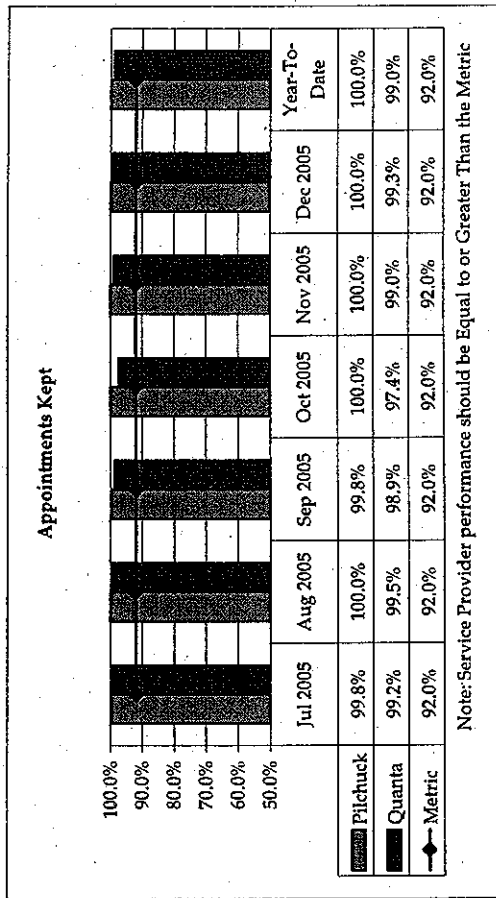
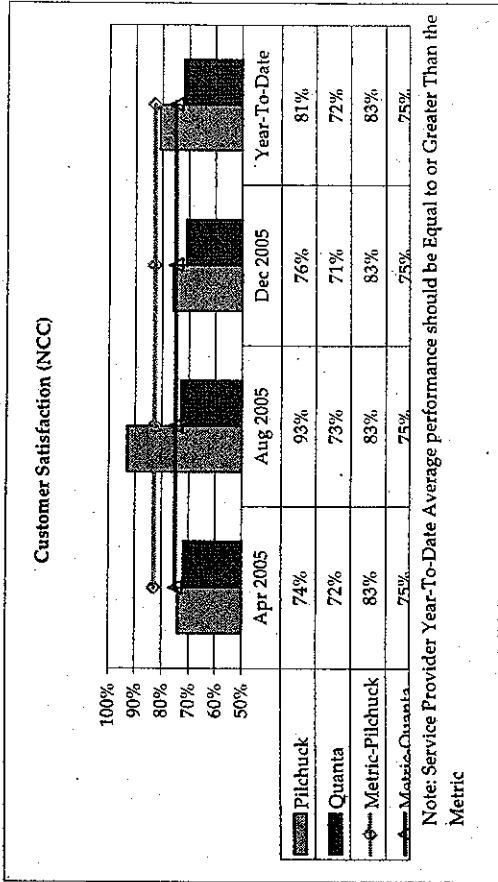
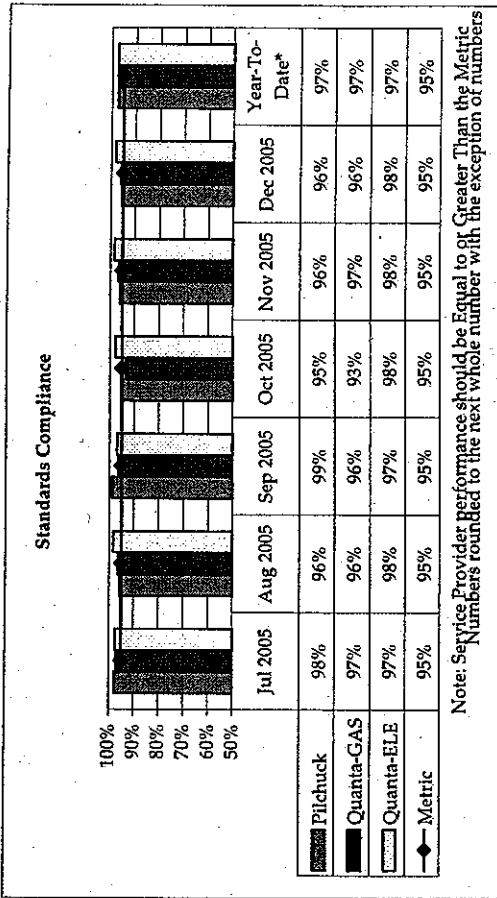


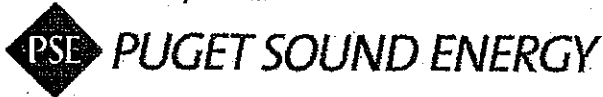
Tom DeBoer
Director, Rates & Regulatory Affairs

Enclosures

cc: Joelle Steward – Washington Utilities & Transportation Commission
Steve Johnson – Public Counsel
Chuck Eberdt – Opportunity Council

**Puget Sound Energy
2005 Service Provider Service Quality Metric Report**





Puget Sound Energy, Inc.
P.O. Box 97034
Bellevue, WA 98009-9734

February 15, 2007

VIA ELECTRONIC FILING AND REGULAR MAIL

Ms. Carole J. Washburn, Executive Secretary
Washington Utilities and Transportation Commission
PO Box 47250
Olympia, WA 98504-7250

**Re: PSE Service Quality Program - Service Provider Report
Docket Nos. UE-011570 and UG-011571**

Dear Ms. Washburn:

Pursuant to Exhibit J of the Settlement Stipulation Re Service Quality Index (SQI) in Docket Nos. UE-011570 and UG-011571 and as amended by UE-031946, Puget Sound Energy ("PSE" or "the Company") provides herewith an original and 12 copies of PSE's Service Quality Program - Service Provider Report for the six-month period ending December 2006.

The enclosed report shows Service Provider Index (SPI) performance by service provider and applicable service quality metric for the reporting period for PSE's service providers, Quanta and Pilchuck. The benchmark thresholds of performance for PSE's Service Providers were established using the Company's inhouse performance prior to the implementation of the Service Provider contracts. The thresholds are outlined below:

- SPI No 1. Standards Compliance - Receive at least 95% compliance with site audit check list points.
- SPI No 2. Customer Satisfaction (NCC) - Achieve 83% satisfactory rating for Pilchuck and 75% for Quanta of the customers surveyed regarding contractor engineering and construction activities (rating of 5 or higher on a 7-point scale).

Ms. Carole J. Washburn

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SPI No 3. Appointments Kept – Meet at least 92% of all NCC commitment dates relative to service guarantee.

SPI No 4. Gas Second Safety Response – Response within an average of 60 minutes from First Response assessment completion to Second Response arrival.

Please contact Mei Cass at (425) 462-3800 for additional information about this filing. If you have any other questions, please contact me at 425-462-3495.

Sincerely,



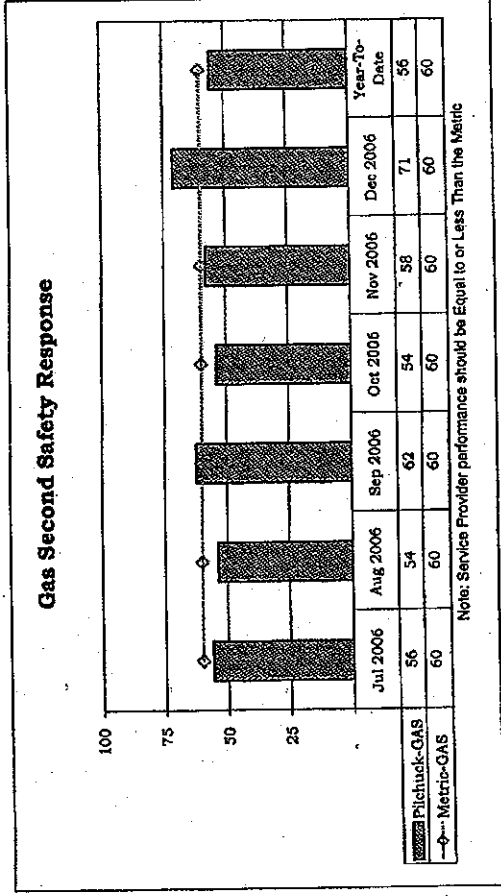
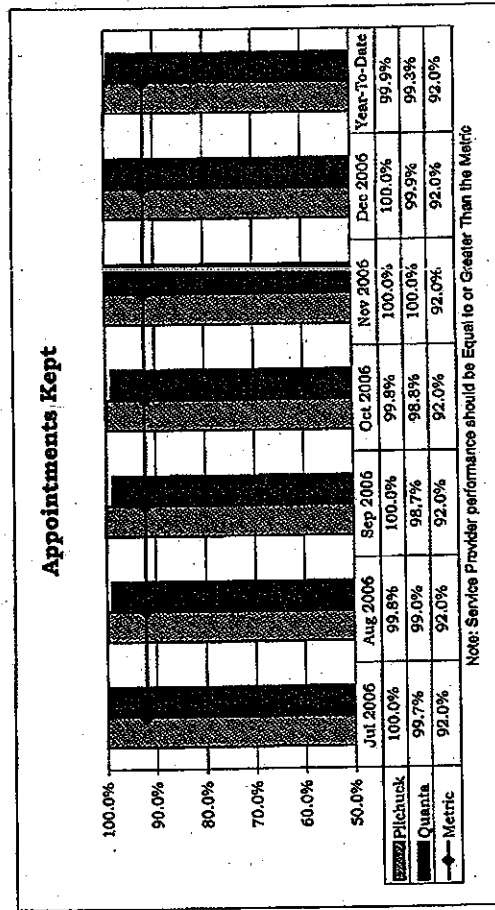
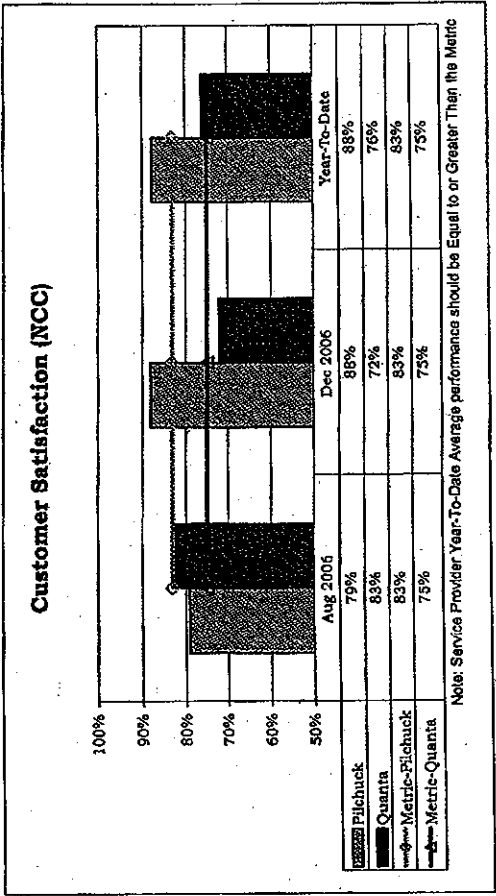
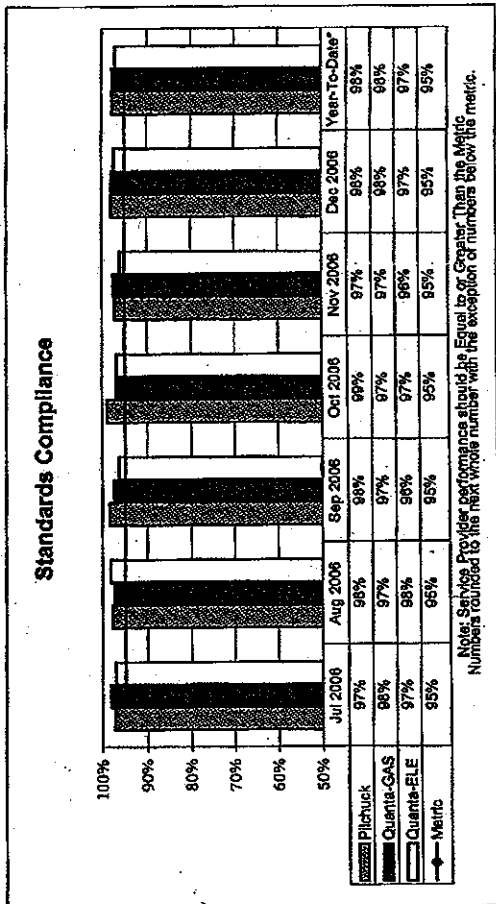
Tom DeBoer

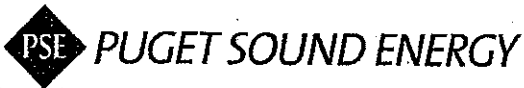
Director, Rates & Regulatory Affairs

Enclosures

cc: Joelle Steward – Washington Utilities & Transportation Commission
Mary Kimball – Public Counsel
Chuck Eberdt – Opportunity Council

**Puget Sound Energy
Service Provider Service Quality Metric Report**





Puget Sound Energy, Inc.
P.O. Box 97034
Bellevue, WA 98009-9734

February 14, 2008

VIA ELECTRONIC FILING AND REGULAR MAIL

Ms. Carole J. Washburn, Executive Secretary
Washington Utilities and Transportation Commission
PO Box 47250
Olympia, WA 98504-7250

**Re: PSE Service Quality Program – Service Provider Report
Docket Nos. UE-011570 and UG-011571**

Dear Ms. Washburn:

Pursuant to Exhibit J of the Settlement Stipulation Re Service Quality Index ("SQI") in Docket Nos. UE-011570 and UG-011571 and as amended in Docket No. UE-031946, Puget Sound Energy ("PSE") provides herewith an original and twelve copies of PSE's Service Quality Program – Service Provider Report for the six-month period ending December 31, 2007.

The enclosed report shows Service Provider Index ("SPI") performance by service providers, Quanta and Pilchuck, and applicable service quality metrics for the reporting period. The benchmark thresholds were established using PSE's in-house performance prior to the implementation of the service provider contracts. The thresholds and the overall performance of the two service providers for the reporting period are outlined below:

SPI No. 1 Standards Compliance – Receive at least 95% compliance with site audit check list points for Pilchuck and Quanta. For the reporting period, the service providers met the benchmark. The results are: Pilchuck at 98%. Quanta-Gas at 98%, and Quanta-Electric at 96%.

SPI No. 2 Customer Satisfaction – Achieve a minimum of 83% satisfactory rating for Pilchuck and a minimum of 78% for Quanta of the new construction customers ("NCC") survey regarding contractor engineering and

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customers ("NCC") survey regarding contractor engineering and construction activities (rating of 5 or higher on a 7-point scale). Survey results indicate that both service providers missed their metrics. Pilchuck's performance was 74% and Quanta's performance was 64%.

SPI No. 3 Appointments Kept – Meet at least 92% for Pilchuck and 98% for Quanta of all NCC commitment dates relative to service guarantee. The two service providers both missed less than 1% of the NCC service guarantee appointments and met the benchmark.

SPI No. 4 Gas Second Safety Response – Response within an average of 60 minutes from First Response assessment completion to Second Response arrival. This index pertains only to Pilchuck. The year-to-date response time of the service provider was 55 minutes, 5 minutes quicker than the threshold.

Please contact Mei Cass at (425) 462-3800 for additional information about this filing. If you have any other questions, please contact me at 425-462-3495.

Sincerely,



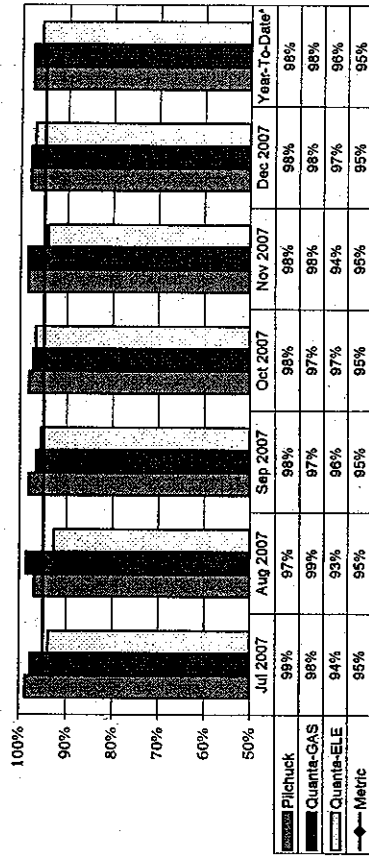
Tom DeBoer
Director, Rates & Regulatory Affairs

Enclosures

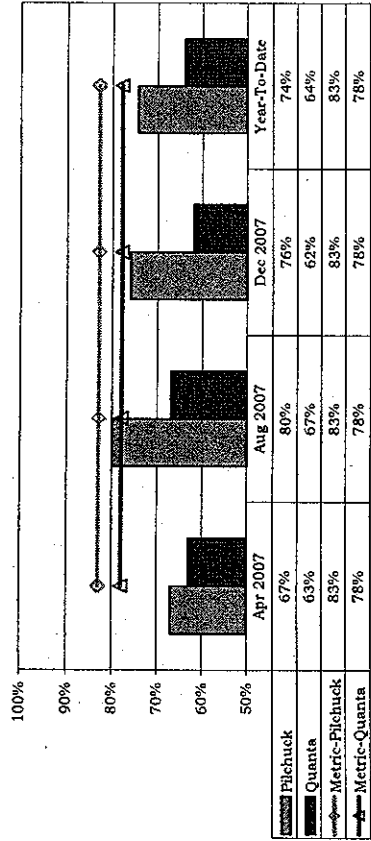
cc: Doug Kilpatrick – Washington Utilities & Transportation Commission
Mary Kimball – Public Counsel
Chuck Eberdt – Opportunity Council

**Puget Sound Energy
Service Provider Service Quality Metric Report**

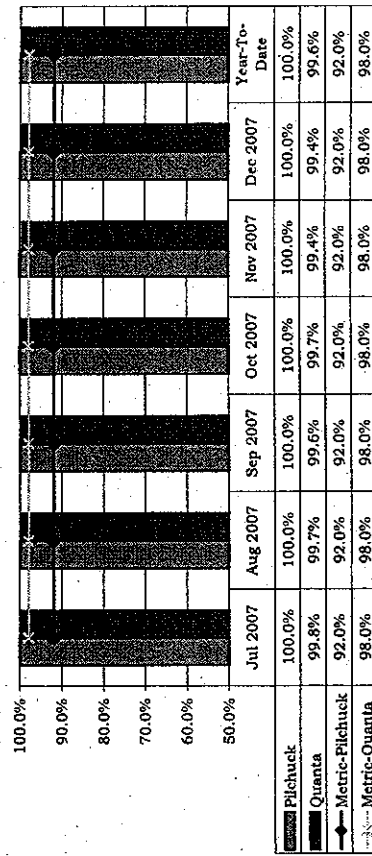
Standards Compliance



Customer Satisfaction (NCC)



Appointments Kept



Gas Second Safety Response

