



PUGET SOUND ENERGY

The Energy To Do Great Things

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December 27, 2010

VIA ELECTRONIC FILING AND U.S. MAIL

Mr. David Danner, Executive Director and Secretary
Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, Washington 98504-7250

RE: Compliance Filing— Order 17, Docket Nos. UE-072300 and UG-072301
(Consolidated)

Dear Mr. Danner:

Enclosed for filing are the updated Appendices 1 and 2 to Exhibit J in the Twelfth Supplemental Order in consolidated Docket Nos. UE-011570 and UG-011571. A redline version of Appendix 2 is also enclosed for review and reference purpose. The updated appendices reflect all up-to-date reporting and program mechanics changes to Puget Sound Energy, Inc.'s ("PSE") Service Quality Program (the "Program") approved by the Commission in Orders 1 and 2 of Docket No. UE-031946 and Orders 12, 14, 16, and 17 of Docket Nos. UE-072300 and UG-072301 (consolidated).

The tariff schedules in Appendix 1 detail the terms and the application of the service guarantees component of the Program. Electric and natural gas customer service guarantees for missing certain appointments were established in 1997 under Docket No. UE-960195. An additional guarantee that provides for a \$50 prolonged electric service outage credit to an eligible customer became effective in November 2008 as provided in Order 12 of Docket Nos. UE-072300 and UG-072301.

Appendix 2 summarizes the reporting requirements of the Program and the mechanics of the Service Quality Index ("SQI"). The relevant authority of each change is indicated in the footnote section of the appendix. The text regarding SQI No. 1, Overall Customer Satisfaction, and SQI No. 9, Disconnection Ratio, are shown with strikethrough format as these two have been eliminated at this time. Outdated Program requirements from the various SQI dockets remain as they were and are not updated or deleted to maintain consistency with the original Appendix 2 and SQI settlements.

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In addition to this filing, Order 17 of Docket Nos. UE-072300 and UG-072301 also prescribed a compliance filing regarding the Electric Service Reliability Monitoring and Reporting Plan per WAC 480-100-393. PSE filed the Plan to the Commission on December 13, 2010.

Please contact Mei Cass at (425) 462-3800 or mei.cass@pse.com for additional information about this filing. If you have any other questions please contact me at (425) 462-3495.

Very truly yours,



Tom DeBoer
Director, Federal & State Regulatory Affairs

Enclosure

cc: Chuck Eberdt - Energy Project
Robert D. Cedarbaum – WUTC
Simon J. ffitch – Public Counsel