

**EXHIBIT NO. ___(BKG-2)
DOCKET NO. UE-072300/UG-072301
2007 PSE GENERAL RATE CASE
WITNESS: BOOGA K. GILBERTSON**

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY, INC.,

Respondent.

**Docket No. UE-072300
Docket No. UG-072301**

**FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE
PREFILED REBUTTAL TESTIMONY OF
BOOGA K. GILBERTSON
ON BEHALF OF PUGET SOUND ENERGY, INC.**

JULY 3, 2008

1 **PUGET SOUND ENERGY, INC.**

2 **FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE**
3 **PREFILED DIRECT TESTIMONY OF BOOGA K. GILBERTSON**

4 **Q. Please state your name and business address.**

5 A. My name is Booga K. Gilbertson. My business address is 10885 NE 4th Street,
6 P.O. Box 97034, Bellevue WA 98009-9734.

7 **Q. By whom are you employed and in what capacity?**

8 A. I am employed by Puget Sound Energy, Inc. ("PSE") as Director Performance
9 Excellence.

10 **Q. What are your duties as Director Performance Excellence?**

11 A. As Director Performance Excellence, I am responsible for enhancing service
12 quality to customers through implementing sustainable improvements in
13 reliability, compliance, service, and efficiency. My specific duties are to identify
14 opportunities across key operational and customer service functions that will
15 enhance customer responsiveness, reliability, compliance, safety and efficiency
16 and implement broad-reaching end-to-end sustainable process improvements.
17 I report to the Executive Vice President and Chief Operating Officer.

1 **Q. Briefly describe your relevant employment experience.**

2 A. I have been employed by PSE since 1985.

3 For the first three quarters of 2007, I was the director of SAP Roadmap and
4 Transmission Contracts. In this position, I directed a corporate information
5 technology roadmap initiative including start-up staffing and facilities, contract
6 negotiations and administration, PMO, governance, implementation of an ERP
7 system upgrade, related human resources, work management, and training
8 systems, and a new fixed asset accounting system.

9 From 2003 until 2006, I was the director of Planning and Performance. In this
10 position, I (i) directed gas and electric asset management strategy for delivery
11 business unit including planning, standards, engineering, safety, training, quality
12 assurance, purchasing, and performance measurement; (ii) oversaw delivery business
13 budget allocation for construction and maintenance improvements on asset base
14 serving 1.2 million customers and budgets of \$400M; and (iii) achieved
15 improvements of 20–50% in key system performance metrics while keeping costs
16 low.

17 From 2001 until 2003, I was the director of Planning and Project Development. In
18 this position, I (i) directed gas and electric infrastructure planning and major project
19 activities including, project management, engineering, and land planning; and (ii)
20 collaborated with regulators and customer groups on a variety of project, reliability,
21 franchise, and regulatory matters.

1 From 1999 until 2001, I was the manager of Operations Planning and Analysis.
2 In this position, I (i) implemented a best practice planning strategy for energy
3 delivery infrastructure that is scaleable and maximizes service benefits to customers
4 while minimizing costs; (ii) planned, prioritized, and allocated capital budget with
5 staff of 48 engineers and business analysts; and (iii) implemented annual system
6 performance reliability report on key performance indicators.

7 From 1985 until 1999, I held various positions with PSE including, (i) a Customer
8 Service, Test & Design Engineer (1985–1989); (ii) an Apprentice Instructor (1990–
9 1991); (iii) a General Foreman Electric Maintenance/Customers (1991–1994); (iv) a
10 Labor Relations Administrator (1994–1995); and a System Manager (1995 –
11 1999).

12 **Q. Briefly describe your education.**

13 A. I graduated with a Bachelor of Engineering in 1985 from the University of
14 Washington, and in 2004 I received by MBA in Business Innovation from City
15 University.