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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, 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 June 2004.

The enclosed report shows detailed performance for the following Service Provider Index (SPI) by service provider and applicable service quality metric for the reporting period for PSE's service providers, Quanta and Pilchuck. The service provider service quality metrics 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
- SPI No 4. Second Safety Response – Gas, Average of 60 minutes from First Response arrival and assessment completed to Second Response arrival.

Performance for SPI No. 2 is not available for the six-month period ending June 2004. Performance for this measure will be surveyed during the next 6 months, and results will be provided in the 2004 Annual Report to be filed February 2005.

If you have any questions regarding this report, please contact Colleen Paulson at 425-462-3205.

Sincerely,

Karl R. Karzmar  
Director, Regulatory Relations

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

