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February 15, 2005

**VIA E-MAIL AND REGULAR MAIL**

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

**Re: PSE Service Quality Program Filing  
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 Report for the twelve-month period ending December 2004. An electronic copy of the same is delivered via email to [records@wutc.wa.gov](mailto:records@wutc.wa.gov).

The enclosed report includes:

- Monthly data for the reporting period for each of the SQIs including calculated performance with respect to each of the SQIs together with a comparison of calculated performance to the benchmark for each of the SQIs and a description of any unusual events that had a significant effect on service quality performance;
- The number of missed appointments and missed commitments and payments to customers, by appointment and commitment category, under the Customer Service Guarantee, a listing of the promotion measures taken regarding the Customer Service Guarantee, and an assessment of customer awareness of the Customer Service Guarantee;
- A certification by the independent survey company that all surveys conducted in accordance with the service quality program were completed in conformance with applicable procedures and guidelines and that the reported results are unbiased and valid;

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Ms. Carole J. Washburn  
February 15, 2005  
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- Annual statistics for the time duration from first arrival to control of gas emergencies, for incidents subject to reporting under WAC 480-93-200 and WAC 480-93-210; and
- A draft of the proposed customer report card.

If you have any questions regarding this report, please contact me at 425-456-2797.

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**

**Annual Service Quality Program Report**

**Filed February 15, 2005**

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## **PUGET SOUND ENERGY**

### **Annual Service Quality Program Report**

**January 1, 2004 - December 31, 2004**

This filing documents the Puget Sound Energy Service Quality Program performance for the 12-month reporting period of January 1, 2004, through December 31, 2004.

The Service Quality Program includes eleven Service Quality Indices (SQIs). As detailed in this report, the Company has met or exceeded ten of the eleven SQIs for the current twelve month reporting period ending December 31, 2004, but did not achieve the benchmark associated with SQI No. 1 - Overall Customer Satisfaction.

## Background

On November 26, 2001, Puget Sound Energy, Inc. ("PSE" or the "Company") filed tariff revisions designed to effectuate a general rate increase for electric and gas services. On December 3, 2001, PSE filed a request for an interim electric rate increase. These proceedings were consolidated under Docket Nos. UE-011570 and UG-011571. The Commission established procedural schedules for an interim phase (electric) hearing and general rate phase (electric and gas) hearing.

On June 20, 2002, the Commission approved the multi-party settlement stipulation of disputed electric and common issues in PSE's general rate case, Docket Nos. UE-011570 and UG-011571 ("Stipulation") in its Twelfth Supplemental Order: Rejecting Tariff Filing; Approving and Adopting Settlement Stipulation dated June 20, 2002 ("Order"). Exhibit J to the Stipulation set forth details regarding the overall Service Quality Program including, among other things:

1. SQI Performance - Benchmarks, Reporting Mechanics and Penalty & Mitigation Provisions,
2. Customer Report Card - Reporting Mechanics and Provisions, and
3. Customer Service Guarantee - Awareness Promotions and Reporting Mechanics.

On November 25, 2003, Puget Sound Energy, Inc. filed with the Commission in Docket No. UE-031946 an Application for Approval of Amendment to Service Quality Index Reporting Methodology: SQI No. 11 - Electric Safety Response Time. On May 11, 2004, the Commission granted the Application with modifications in Order No. 01. On May 21, 2004, PSE filed with the Commission substitute revised pages of 14-18 of Appendix 2 of Exhibit J to the Stipulation. On June 11, 2004, the Commission issued Order No. 02 to approve the revised pages and to make effective immediately the Amendment to Service Quality Index Reporting Methodology: SQI No. 11 - Electric Safety Response Time. The reporting contained herein reflects the amendment.

## **SQI Performance**

PSE's performance on the eleven SQIs for the reporting period of January 1, 2004, through December 31, 2004, is shown in the following table. The monthly results for each index are reported in Exhibit A.

**Table 1 Benchmarks & Performance for January 2004 - December 2004**

Index No.	Index Description	Index Benchmark <sup>1</sup>	Index Performance	Index Penalty
SQI No. 1	Overall Customer Satisfaction	90% satisfied	85%	NA
SQI No. 2	WUTC Complaint Ratio	0.50 per 1000 Customers	0.25	None
SQI No. 3	SAIDI	136.0 minutes per customer per year	113.0	None
SQI No. 4	SAIFI	1.30 interruptions per year per customer	0.78	None
SQI No. 5	Customer Access Center Answering Performance	75% answered in 30 seconds	78%	None
SQI No. 6	Customer Access Center Transaction Satisfaction	90% satisfied	92%	None
SQI No. 7	Gas Safety Response Time	Average of 55 minutes	37	None
SQI No. 8	Field Service Operations Transactions Customer Satisfaction	90% satisfied	92%	None
SQI No. 9	Disconnection Ratio	Disconnections per Customer - 0.030	0.030	None
SQI No. 10	Missed Appointments	8% of appointments missed	4%	None
SQI No. 11	Electric Safety Response Time	Average of 55 minutes	51	None
Total Penalties:				None

As shown in Table 1, PSE met or exceeded ten out of the eleven service-quality measures in the twelve-month period from January 2004 through December 2004.

<sup>1</sup> Benchmarks expressed as 12 month or annual targets.



With respect to SQI No. 1 - Overall Customer Satisfaction, the result indicates that, for the twelve-month period, 85% of surveyed customers rated their overall satisfaction at 5 or higher on a 7-point scale (as compared with the benchmark of 90%). Although still short of the benchmark, customer satisfaction has improved significantly from 84% in spring 2004 to 87% in fall 2004. The lingering impact of many external factors<sup>2</sup> continues to negatively affect all classes of customers, regardless of which utility is actually providing the service<sup>3</sup>.

The overall customer satisfaction survey also measures satisfaction of other electric utilities (from our 'gas-only' customers) and other gas utilities (from our 'electric-only' customers that say they have non-PSE natural gas service). The ratings for the other utilities have experienced improvements similar to those realized by PSE. Customer satisfaction for PSE's electric gas customers, although lower than the benchmark, was in fact substantially better than other electric utilities in the region. The customer satisfaction for other electric utilities is 77% as compared with the 85% of PSE's electric customers<sup>4</sup>.

Exhibit A includes, as Attachments A and B, supplemental reporting of all days during the reporting period on which major events or localized emergency event days occurred that resulted in suspension of SQI No. 11, Electric Safety Response Time.

Also included in Exhibit A, as Attachment C, is a report of the time duration from first arrival to control of gas emergencies, for incidents subject to reporting under WAC 480-93-200 and WAC 480-93-210.

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<sup>2</sup> These external factors may include: publicity about PSE rate case settlement and resulting rate increase/change, loss of trust and credibility in utilities in general, and general consumer pessimism due to continued soft economy.

<sup>3</sup> The supplemental questions included in the surveys are directed towards electric and gas customer satisfaction when PSE is not the serving utility. That is, customer satisfaction with gas service in Whatcom County would pertain to Cascade Natural Gas, and customer satisfaction with electric service in the city of Seattle would relate to the customer's satisfaction with Seattle City Light.

<sup>4</sup> Similar comparison of the gas customers' satisfaction is PSE's 86% vs. other gas utilities' 86%. In the case of electric customer satisfaction comparison, the difference is significant at a confidence level of 95%.

The two customer transaction surveys and the overall customer satisfaction survey were performed by The Gilmore Research Group. The Gilmore Research Group's certification that the survey results are unbiased and valid and completed in conformance with applicable procedures and guidelines is provided in Exhibit B.

### **Customer Report Card**

Per the Stipulation, PSE will be providing its customers a report card of the Company's performance for the twelve-month period, January 1, 2004, through December 31, 2004. The Company will begin including this report card with its billings on or before May 15, 2004, following WUTC review and approval of this report. The proposed customer report card is provided as Exhibit C. The draft will be updated subject to the Commission's ruling.

### **Customer Service Guarantee**

The Customer Service Guarantee provides for a \$50 billing credit to customers when the Company fails to meet a scheduled appointment. During the twelve-month reporting period of January 1, 2004, through December 31, 2004, the Company made 139,417 appointments and failed to meet 4% of these appointments. Failed appointments resulted in credits to customers totaling \$47,150. (A list of appointments made and missed by type is provided in Exhibit D.)

Pursuant to the Stipulation, PSE has promoted the \$50 service guarantee and, in turn, has assessed customer awareness levels of the guarantee resulting from these promotions. Exhibit E describes PSE's efforts to promote the Customer Service Guarantee and presents results of customer awareness levels as assessed using two separate Gilmore Research Group's surveys<sup>5</sup>. The table in this exhibit provides the detailed results of each survey instrument, including the number of customers surveyed in each cycle or month, and the specific questions asked each customer.

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<sup>5</sup> These surveys are 1) a monthly survey of field service customers (CFS), and 2), a periodic survey of new construction customers (NCC).

# **Puget Sound Energy**

## **Exhibit A - SQI Performance**

MONTHLY SQI PERFORMANCE

Exhibit A  
Page 1 of 4

Puget Sound Energy																
Service Quality Indices																
For measurement Period: January 2004 through December 2004																
SQI #	Benchmark	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004	Jul 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004	Overall Performance	Difference from Benchmark	Meet or Exceed Benchmark
1	Overall Customer Satisfaction 90% satisfied (rating of 5 or higher on a 7-point scale)				84%						87%			85%	-5%	
2	WUTC Complaint Ratio 0.50 complaints per 1000 customers, including all complaints filed with WUTC	0.014	0.015	0.059	0.029	0.010	0.017	0.020	0.024	0.018	0.021	0.017	0.010	0.25	-0.25	✓
3	SAIDI 136 minutes per customer per year	14.6	5.9	11.0	4.0	8.7	17.5	8.3	9.6	8.7	7.5	8.1	9.4	113	-23.0	✓
4	SAIFI 1.30 interruptions per year per customer	0.074	0.056	0.087	0.033	0.070	0.098	0.063	0.072	0.058	0.057	0.051	0.056	0.78	-0.52	✓
5	Telephone Center Answering Performance 75% of calls answered by a live representative within 30 seconds of request to speak with live operator	33%	28%	70%	83%	91%	92%	93%	92%	91%	90%	84%	84%	78%	3%	✓
6	Telephone Center Customer Satisfaction 90% satisfied (rating of 5 or higher on a 7-point scale)	91%	91%	92%	90%	92%	91%	92%	93%	95%	95%	88%	93%	92%	2%	✓
7	Gas Safety Response Time Average of 55 minutes from customer call to arrival of field technician	38	35	36	35	33	31	33	35	39	42	39	38	37	-18	✓
8	Field Service Operations Customer Satisfaction 90% satisfied (rating of 5 or higher on a 7-point scale)	92%	94%	94%	87%	87%	91%	97%	93%	94%	92%	91%	93%	92%	2%	✓
9	Disconnection Ratio 0.030 disconnections / customer for non-payment of amounts due when WUTC disconnection policy would permit service curtailment	0.0019	0.0026	0.0034	0.0032	0.0030	0.0033	0.0026	0.0024	0.0024	0.0021	0.0020	0.0011	0.030	0.000	✓
10	Missed Appointments 8% of appointments missed	3%	3%	4%	5%	4%	5%	5%	5%	6%	6%	5%	4%	4%	-4%	✓
11	Electric Safety Response Time Average of 55 minutes from customer call to arrival of field technician	55	43	43	45	46	56	56	56	54	50	49	46	51	-4	✓



**SQI NO. 11 SUPPLEMENTAL REPORTING  
MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS  
AFFECTED LOCAL AREAS ONLY**

Date	Type of Event	Local Area	Duration	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization	>5% Customer Affected? (Yes/No)	Comments
1/3/2004	Wind	North	1 day	1,139	169,613	0.7%	39	5	No	5 first Responders and 4 line crews
1/7/2004	Wind	all	5 days	141,731	982,961	14.4%	455	63	Yes	63 first Responders and 71 line crews & 6 tree crews
1/29/2004	Wind	North	2 days	402	169,613	0.2%	74	8	No	8 first Responders and 6 line crews
1/29/2004	Wind	West	2 days	8,539	129,790	6.6%	37	10	Yes	10 first Responders and 6 line crews
3/18/2004	Wind	North Central	1 day	12,060	290,356	4.2%	21	18	No	18 first Responders, 7 line crews and 2 tree crews
3/18/2004	Wind	West	1 day	12,537	113,906	11.0%	33	13	Yes	13 first Responders and 6 line crews
4/27/2004	Wind	North Central	3 day	22,475	290,363	7.7%	62	15	Yes	15 first Responders, 8 line crews and 2 tree crews
4/27/2004	Wind	South Central	3 day	28,676	197,630	14.5%	104	9	Yes	9 first Responders, 20 line crews and 2 tree crews
4/27/2004	Wind	West	3 day	22,768	130,277	17.5%	58	10	Yes	10 first Responders, 17 line crews and 2 tree crews
10/29/2004	Wind	North	1 day	3,587	172,862	2.1%	40	10	No	10 first Responders and 7 line crews
12/12/2004	Wind	North Central	2 day	11,904	295,197	4.0%	29	11	No	11 first Responders and 3 line crews
12/12/2004	Wind	South Central	2 day	46,750	200,858	23.3%	104	14	Yes	14 first Responders and 13 line crews



**SQI NO. 11 SUPPLEMENTAL REPORTING  
LOCALIZED EMERGENCY EVENT DAYS  
NON-AFFECTED LOCAL AREAS ONLY**

Date	Type of Event	Local Area	Duration	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization	>5% Customer Affected? (Yes/No)	Comments
1/3/2004	Wind	North Central	n/a	89	289,697	0.0%	9	7	No	
1/3/2004	Wind	South Central	n/a	1273	196,817	0.6%	6	8	No	
1/3/2004	Wind	South	n/a	22	197,046	0.0%	4	9	No	
1/3/2004	Wind	West	n/a	516	128,790	0.4%	11	9	No	
1/29/2004	Wind	North Central	n/a	2,515	289,697	0.9%	15	12	No	
1/29/2004	Wind	South Central	n/a	2,488	196,817	1.3%	9	7	No	
1/29/2004	Wind	South	n/a	78	197,046	0.0%	11	6	No	
3/18/2004	Wind	North	n/a	491	170,104	0.3%	12	8	No	
3/18/2004	Wind	South Central	n/a	1,189	197,508	0.6%	6	9	No	
3/18/2004	Wind	South	n/a	396	197,817	0.2%	14	12	No	
4/27/2004	Wind	North	n/a	7,519	170,180	4.4%	49	10	No	
4/27/2004	Wind	South	n/a	6,910	198,028	3.5%	69	14	No	
10/29/2004	Wind	North Central	n/a	32	293,755	0.0%	6	3	No	
10/29/2004	Wind	South Central	n/a	168	199,773	0.1%	8	7	No	
10/29/2004	Wind	South	n/a	3,592	200,846	1.8%	19	12	No	
10/29/2004	Wind	West	n/a	742	131,560	0.6%	7	5	No	
12/12/2004	Wind	North	n/a	3,161	174,233	1.8%	11	5	No	
12/12/2004	Wind	South	n/a	9,254	202,152	4.6%	15	7	No	
12/12/2004	Wind	West	n/a	25	132,134	0.0%	5	6	No	

No.	Date	Address	City	Lat/Notes to PSE	First PSE Arrival	Incidents Controlled	Response Time	Control Time
1	1/28/04	1925 Bethel St NE	Olympia	9:02	9:04	11:54	0:02	2:50
2	1/29/04	24216 220 Av SE (Wifle Rd)	Maple Valley	10:01	10:27	12:10	0:26	1:43
3	1/31/04	17716 15 AV NE	Shoreline	18:04	18:15	18:15	0:11	0:00
4	2/17/04	1028 W. Mainline View Drive	Everett	12:59	13:31	13:50	0:32	0:19
5	3/3/04	3221 Rainier Av S.	Seattle	11:38	11:49	14:21	0:11	2:32
6	3/10/04	3505 120 AV SE	Bellevue	9:15	9:52	9:30	0:15	0:22
7	3/15/04	9 St. & State Av.	Marysville	8:04	8:15	8:51	0:11	0:36
8	3/17/04	27200 Pacific Hwy S.	Federal Way	10:00	10:08	12:28	0:08	2:20
9	4/20/04	329 135 AV SE	Machias (Smoh.Co.)	10:59	11:10	13:09	0:11	1:59
10	5/7/04	46 AV SW & SW Trenton St.	Seattle	13:10	13:30		0:20	
11	5/21/04	18100 Rainier View Rd SE	Monroe	7:48	8:09	9:21	0:21	1:12
12	5/25/04	3505 Fremont Av N.	Seattle	13:20	13:31	13:40	0:11	0:09
13	5/27/04	1004 51 St SE	Auburn	9:30	9:57	10:14	0:27	0:17
14	6/1/04	14100 SE Sommerset Blvd	Bellevue	8:45	9:04	9:40	0:19	0:36
15	6/2/04	13327 20 AV NE	Seattle	10:44	11:01	11:41	0:17	0:40
16	6/3/04	1302 N 137 St.	Seattle	14:26	14:49	16:38	0:23	1:49
17	6/7/04	5400 N. Pearl St.	Tacoma	11:27	11:42	11:56	0:15	0:14
18	6/17/04	14233 Chain Lake Road	Monroe	11:01	11:21	13:10	0:20	1:49
19	6/30/04	11811 Willows Road	Redmond	11:50	12:12	13:40	0:22	1:28
20	7/6/04	23958 34 AV SE	Bothell	10:11	10:31	10:31	0:20	0:00
21	7/6/04	1 Broadway Av S.	Tacoma	12:53	13:10	13:17	0:17	0:07
22	7/8/04	703 SW 20 St.	Chenails	11:32	11:47	13:54	0:15	2:07
23	7/26/04	1816 Beach Way Drive NW	Gig Harbor	14:06	14:30	15:29	0:24	0:59
24	8/5/04	228 E. Jonathan Road	Bothell	14:23	14:39	14:57	0:16	0:18
25	8/18/04	3425 Issaquah - Pine Lake Rd	Sammamish	9:26	9:45	12:54	0:19	3:09
26	8/24/04	12326 19 AV SE (SR 527)	Everett	13:49	14:12	14:48	0:23	0:36
27	8/26/04	2053 Faben Drive	Mercer Island	14:23	14:54	15:19	0:31	0:25
28	8/28/04	2808 95 AV NE	Clyde Hill	12:28	13:00	13:10	0:32	0:10
29	9/2/04	16645 SE 26 PL.	Bellevue	8:29	9:00	12:00	0:31	3:00
30	9/16/04	9003 30 AV SW	Seattle	14:30	14:50	15:01	0:20	0:11
31	9/17/04	27130 172 AV SE	Covington	11:40	12:03	13:02	0:23	0:59
32	9/24/04	15670 NE 85 St.	Redmond	11:35	11:57	13:03	0:22	1:06
33	9/29/04	16200 3 AV NE	Duvall	8:09	8:48	8:48	0:39	0:00
34	9/30/04	100 Ward St.	Seattle	16:08	16:19	16:45	0:11	0:26
35	10/4/04	12406 Bothell-Everett Hwy (SR 527)	Everett	8:28	8:52	10:07	0:24	1:15
36	10/4/04	2601 Washington St SE	Olympia	10:04	10:16	10:53	0:12	0:37
37	10/18/04	400 BIR NE Virginia St.	Duvall	11:15	12:27	13:03	1:12	0:36
38	10/26/04	1200 John St.	Seattle	8:41	9:10	9:31	0:29	0:21
39	11/10/04	13905 SE 272 St.	Kent	8:00	8:00	14:50	0:00	6:50
40	11/12/04	12411 NE Totem Lake Way	Kirkland	13:00	13:22	14:15	0:22	0:53
41	11/18/04	8830 9 AV SW	Seattle	9:24	9:42	11:58	0:18	2:16
42	11/19/04	6003 Fauntleroy Way SW	Seattle	7:42	8:20	8:20	0:33	0:05
43	11/22/04	223 Yale Av N	Seattle	8:36	8:45	9:12	0:09	0:27
44	11/28/04	22 AV NW & 96 St NW (FT Reg #1700)	Gig Harbor	8:47	10:20		1:33	
45	12/10/04	5923 Woodland Av E.	Puyallup	1:04	1:51		0:47	
46	12/19/04	27517 NE 141Pl	Duvall	18:16	19:05	21:03	0:49	1:58
						Averages	0:23	1:09

(1) Report of the time duration from first arrival to control of gas emergencies, for incidents subject to reporting under WAC 480-95-200 and WAC 480-93-210.



**Puget Sound Energy**

**Exhibit B - Certification of Survey Results**

Puget Sound Energy  
P.O. Box 97034  
MS: PSE-08S  
Bellevue, WA. 98009-9734

December 30, 2004

Dear Mr. Robert Yetter,

This letter constitutes certification by The Gilmore Research Group that the attached report and the underlying surveys were conducted and prepared in accordance with the procedures established in Docket No. UE-960195. These procedures, the data collection methods and the quality controls are consistent with industry practices and, we believe, ensure that the information produced in the surveys is unbiased and valid.

We would be glad to answer any questions or provide any additional information that you may need.

Sincerely,

A handwritten signature in cursive script, appearing to read "Margie Cooper".

The Gilmore Research Group

**Puget Sound Energy**

**Exhibit C - Proposed Customer Report Card**

Feb 15, 2005 FINAL

<front panel of 1-fold bill insert>

PUGET SOUND ENERGY  
ANNUAL PERFORMANCE REPORT CARD

Over the past seven years, Puget Sound Energy has made available to you this annual performance report card, which allows you *and* us to see progress as well as areas for improvement in providing you with high levels of service.

We value what you want and when you want it, as reflected in 11 service-quality areas (See other side). If we ever fail to meet a scheduled appointment, then we will provide you with a \$50 credit to your account.

**2004 Customer Service Performance Highlights**

- In 2004, we improved in three areas compared to 2003: Fewer power outages; faster restoration of power when it did go out; and a greater number of times we answered your call live in 30 seconds or less.
- While we make steady progress in the delivery of specific services to you, survey results indicate we fall short in your satisfaction with our overall performance. The 85-percent rating, similar to our 2003 score, means we still have more work to do to reach our 90-percent customer-satisfaction benchmark.
- Through our *Customer Service Guarantee* program, we credited customers a total of \$47,150 from missing 4% percent of our total 139,417 appointments scheduled in 2004.

Your satisfaction is our most important asset. Through more efficient processes and the use of new technology, we are building on the desire of Puget Sound Energy employees to serve you.

&lt;back panel of 1-fold bill insert&gt;

## Puget Sound Energy Performance Report Card – 2004

KEY MEASUREMENT	BENCHMARK	2004 PERFORMANCE	ACHIEVED
1. Percent of customers satisfied with our performance	90 percent	85 percent	<input type="checkbox"/>
2. Number of complaints to the WUTC per 1,000 customers	Less than 0.5	0.25	✓
3. Length of non-storm power outages per year	Less than 136 minutes	113 minutes	✓
4. Frequency of non-storm power outages, per year, per customer	Less than 1.30 outages	0.78 outages	✓
5. Percent of calls answered live within 30 seconds by our Customer Access Center	At least 75 percent ✓	78 percent	✓
6. Percent of customers more than satisfied with our Customer Access Center, based on survey	90 percent	92 percent	✓
7. Time from customer call to arrival of field technicians in response to gas emergencies	No more than 55 minutes	37 minutes	✓
8. Percent of customers more than satisfied with field services, based on survey	At least 90 percent	92 percent	✓
9. Percent of customers disconnected for non-payment	No more than 3.0 percent	3.0 percent	✓
10. Percent of appointments kept, as promised	At least 92 percent	96 percent	✓
11. Time from customer call to arrival of field technicians in response to power system emergencies	No more than 55 minutes	51 minutes	✓

# **Puget Sound Energy**

## **Exhibit D - Customer Service Guarantee Performance Detail**

**CUSTOMER SERVICE GUARANTEE PERFORMANCE DETAIL**  
**Summary Missed Appointments Report**

12 Months All Service Type:		January	2004	December	2004	Manual		Total Kept	Canceled	Service Guarantee Payment
Total Appts (Exclude Canceled)	Missed Approved	Missed Denied	Missed Open	Total Missed	Kept	System Kept	Total Kept			
<b>Electric</b>										
Permanent SVC	15,363	372	-	790	1,162	2,564	11,637	14,201	-	18,600
Reconnection	33,325	111	-	3,062	3,173	-	30,152	30,152	2,811	5,550
<b>Sub-total</b>	<b>48,688</b>	<b>483</b>	<b>-</b>	<b>3,852</b>	<b>4,335</b>	<b>2,564</b>	<b>41,789</b>	<b>44,353</b>	<b>2,811</b>	<b>\$24,150</b>
<b>Gas</b>										
Diagnostic	38,993	262	-	218	480	-	38,513	38,513	4,813	13,100
Permanent SVC	17,093	111	-	471	582	3,796	12,715	16,511	-	2,050
Reconnection	34,643	157	-	287	444	-	34,199	34,199	2,775	7,850
<b>Sub-total</b>	<b>90,729</b>	<b>530</b>	<b>-</b>	<b>976</b>	<b>1,506</b>	<b>3,796</b>	<b>85,427</b>	<b>89,223</b>	<b>7,588</b>	<b>\$23,000</b>
<b>Grand Total</b>	<b>139,417</b>	<b>1,013</b>	<b>-</b>	<b>4,828</b>	<b>5,841</b>	<b>6,360</b>	<b>127,216</b>	<b>133,576</b>	<b>10,399</b>	<b>\$47,150</b>

**CUSTOMER SERVICE GUARANTEE PERFORMANCE**  
**Detail Missed Appointments Report**

Month	Fuel	Type	Total Apts (Exclude Canceled)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Jan-04	Electric	Permanent SVC	688	2		36	38	295	355	650		\$100
Jan-04	Electric	Reconnection	2,085			160	160		1,925	1,925	188	\$0
Jan-04	Gas	Diagnostic	3,746			26	26		3,720	3,720	646	\$0
Jan-04	Gas	Permanent SVC	893	6		8	14	366	513	879		\$300
Jan-04	Gas	Reconnection	1,660			11	11		1,649	1,649	170	\$0
<b>Jan-04 Total</b>			9,072	8		241	249	661	8,162	8,823	1,004	\$400
Feb-04	Electric	Permanent SVC	1,334	22		46	68	173	1,093	1,266	202	\$0
Feb-04	Electric	Reconnection	2,500			177	177		2,323	2,323	307	\$0
Feb-04	Gas	Diagnostic	1,932			25	25		1,907	1,907		\$0
Feb-04	Gas	Permanent SVC	1,406	6		8	14	285	1,107	1,392		\$300
Feb-04	Gas	Reconnection	1,778			21	21		1,757	1,757	196	\$0
<b>Feb-04 Total</b>			8,950	28		277	305	458	8,187	8,645	705	\$1,400
Mar-04	Electric	Permanent SVC	1,376	62		45	107	242	1,027	1,269		\$3,100
Mar-04	Electric	Reconnection	2,956			221	221		2,735	2,735	267	\$0
Mar-04	Gas	Diagnostic	2,658			43	43		2,615	2,615	336	\$0
Mar-04	Gas	Permanent SVC	1,484	18		15	33	316	1,135	1,451		\$900
Mar-04	Gas	Reconnection	3,740			83	83		3,657	3,657	281	\$0
<b>Mar-04 Total</b>			12,214	80		407	487	558	11,169	11,727	884	\$4,000
Apr-04	Electric	Permanent SVC	1,318	52		71	123	212	983	1,195		\$2,600
Apr-04	Electric	Reconnection	3,018			308	308		2,710	2,710	247	\$0
Apr-04	Gas	Diagnostic	2,073			24	24		2,049	2,049	228	\$0
Apr-04	Gas	Permanent SVC	1,449	24		36	60	313	1,076	1,389		\$1,200
Apr-04	Gas	Reconnection	3,523			30	30		3,493	3,493	212	\$0
<b>Apr-04 Total</b>			11,381	76		469	545	525	10,311	10,836	687	\$3,800
May-04	Electric	Permanent SVC	1,246	49		67	116	179	951	1,130		\$2,450
May-04	Electric	Reconnection	2,866			230	230		2,636	2,636	261	\$0
May-04	Gas	Diagnostic	1,903			15	15		1,888	1,888	168	\$0
May-04	Gas	Permanent SVC	1,457	8		65	73	327	1,057	1,384		\$400
May-04	Gas	Reconnection	3,017			13	13		3,004	3,004	240	\$0
<b>May-04 Total</b>			10,489	57		390	447	506	9,536	10,042	669	\$2,850



**CUSTOMER SERVICE GUARANTEE PERFORMANCE**  
**Detail Missed Appointments Report**

Month	Fuel	Type	Total Appts (Exclude Canceled)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Jun-04	Electric	Permanent SVC	1,442	32	-	95	127	228	1,087	1,315	280	\$1,600
Jun-04	Electric	Reconnection	3,097			265	265		2,832	2,832	154	\$0
Jun-04	Gas	Diagnostic	1,622			18	18		1,604	1,604		\$0
Jun-04	Gas	Permanent SVC	1,491	8		45	53	308	1,130	1,438		\$400
Jun-04	Gas	Reconnection	2,622			20	20		2,602	2,602	162	\$0
<b>Jun-04 Total</b>			10,274	40	-	443	483	536	9,255	9,791	596	\$2,000
Jul-04	Electric	Permanent SVC	1,318	31		52	83	210	1,025	1,235	206	\$1,550
Jul-04	Electric	Reconnection	2,706			252	252		2,454	2,454		\$0
Jul-04	Gas	Diagnostic	1,273			15	15		1,258	1,258	156	\$0
Jul-04	Gas	Permanent SVC	1,401	7		27	34	342	1,025	1,367		\$350
Jul-04	Gas	Reconnection	2,097			17	17		2,080	2,080	187	\$0
<b>Jul-04 Total</b>			8,795	38	-	363	401	552	7,842	8,394	549	\$1,900
Aug-04	Electric	Permanent SVC	1,315	45		82	127	248	940	1,188		\$2,250
Aug-04	Electric	Reconnection	3,011			299	299		2,712	2,712	251	\$0
Aug-04	Gas	Diagnostic	2,069			16	16		2,053	2,053	195	\$0
Aug-04	Gas	Permanent SVC	1,471	3		22	25	325	1,121	1,446		\$150
Aug-04	Gas	Reconnection	1,731			14	14		1,717	1,717	156	\$0
<b>Aug-04 Total</b>			9,597	48	-	433	481	573	8,543	9,116	602	\$2,400
Sep-04	Electric	Permanent SVC	1,396	15		45	60	237	1,099	1,336		\$750
Sep-04	Electric	Reconnection	2,993			363	363		2,630	2,630	199	\$0
Sep-04	Gas	Diagnostic	2,535			57	57		2,478	2,478	472	\$0
Sep-04	Gas	Permanent SVC	1,442	7		42	49	283	1,110	1,393		\$350
Sep-04	Gas	Reconnection	1,442			27	27		1,415	1,415	214	\$0
<b>Sep-04 Total</b>			9,808	22	-	534	556	520	8,732	9,252	885	\$1,100
Oct-04	Electric	Permanent SVC	1,301	20		57	77	199	1,025	1,224		\$1,000
Oct-04	Electric	Reconnection	3,052			388	388		2,664	2,664	235	\$0
Oct-04	Gas	Diagnostic	2,812			59	59		2,753	2,753	620	\$0
Oct-04	Gas	Permanent SVC	1,669	10		33	43	357	1,269	1,626		\$500
Oct-04	Gas	Reconnection	1,449			35	35		1,414	1,414	274	\$0
<b>Oct-04 Total</b>			10,283	30	-	572	602	556	9,125	9,681	1,129	\$1,500

**CUSTOMER SERVICE GUARANTEE PERFORMANCE**  
**Detail Missed Appointments Report**

Month	Fuel	Type	Total Appts (Exclude Canceled)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Nov-04	Electric	Permanent SVC	1,307	28		59	87	191	1,029	1,220		\$1,400
Nov-04	Electric	Reconnection	2,847			316	316		2,531	2,531	244	\$0
Nov-04	Gas	Diagnostic	2,632			36	36		2,596	2,596	700	\$0
Nov-04	Gas	Permanent SVC	1,467	11		31	42	319	1,106	1,425		\$550
Nov-04	Gas	Reconnection	2,213			48	48		2,165	2,165	396	\$0
<b>Nov-04 Total</b>			10,466	39	-	490	529	510	9,427	9,937	1,340	\$1,950
Dec-04	Electric	Permanent SVC	1,322	14		135	149	150	1,023	1,173		\$700
Dec-04	Electric	Reconnection	1,588			94	94		1,494	1,494	153	\$0
Dec-04	Gas	Diagnostic	3,941			28	28		3,913	3,913	602	\$0
Dec-04	Gas	Permanent SVC	1,463	3		139	142	254	1,067	1,321		\$150
Dec-04	Gas	Reconnection	1,873			20	20		1,853	1,853	253	\$0
<b>Dec-04 Total</b>			10,187	17	-	416	433	404	9,350	9,754	1,008	\$850

## Puget Sound Energy

### Exhibit D - Customer Service Guarantee Performance Detail

**Definition of the categories:**

**Total Appointments (Exclude Canceled):** the total of Total Missed and Total Kept

**Missed Approved:** appointments missed due to PSE reasons. The customer is paid for the \$50 Service Guarantee payment.

**Missed Denied:** appointments missed due to customer reasons or due to major events

**Missed Open:** appointments not yet reviewed by PSE for the \$50 Service Guarantee payment

**Total Missed:** the total of Missed Approved, Missed Denied, and Missed Open

**Manual Kept:** adjusted missed appointments resulting from the review of PSE resource coordinators

**System Kept:** appointments that PSE arrived at the customer site as promised

**Total Kept:** the total of Manual Kept and System Kept

**Canceled:** appointments canceled by either customer or PSE

**Service Guarantee Payments:** the total of the \$50 Service Guarantee payments made to customers

**Puget Sound Energy**

**Exhibit E - Customer Awareness of Customer Service Guarantee**

## Customer Awareness of Service Guarantee

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, PSE initiated the following actions in 2004<sup>3</sup> to promote customer awareness of the customer service guarantee (Schedule 130) for both electric and natural gas service:

~~2. Articles that publicized the Customer Service Guarantee were included in the April and summer of 2004 issues of the customer newsletter, "Energywise". A third insertion was scheduled for December, but there was no December issue of Energywise due to budget cutbacks. It was printed in January 2005, the next available issue. A total of four newsletter issues were deleted from the 2004 schedule. Articles that publicized the Customer Service Guarantee were included in the April, and Summer, 2004 issues of the customer newsletter, "Energywise". There was no December issue of Energywise due to budget cutbacks, but it was printed in January 2005, the next available issue. A total of four newsletter issues were deleted from the 2004 schedule. Articles that advertised customer service guarantee were included in the February, May, and December 2003 issues of customer newsletter, "EnergyWise".~~

~~1.~~

2. The text of the service guarantee appeared on the back of the bill-stock beginning in fFall 2002.

~~2.3. The Customer Service Guarantee was incorporated in the natural gas and the electric customer rights and responsibilities that were distributed for 2004 in the new customer letter and in response to individual requests. Both gas and electric "rights and responsibilities" brochures were posted on www.PSE.com. Furthermore, PSE will combine the two gas and electric brochures in 2005. Edits planned include standardizing to one form and retaining the service guarantee. PSE will consult with Commission Staff and Public Counsel as to form and content of this brochure before it is finalized.~~

~~The Customer Service Guarantee was incorporated in the natural gas and the electric customer rights and responsibilities that were distributed for 2004 in the new customer letter and in response to individual requests, and were posted on pse.com. PSE will revise and combine the two "rights and responsibilities" brochures in 2004. Edits planned include standardizing to one form for gas and electric and including a description of the service guarantee. PSE will consult with Commission Staff and Public Counsel as to form and content of this brochure before it is finalized.~~

### Exhibit E—Customer Awareness of Service Guarantee

4. PSE began the process of updating and revising the The “rights and responsibilities” brochure in 2003. Edits planned include standardizing to one form for gas and electric and including a s are in the process of being updated to include the addition of the description of the service guarantee and many other edits PSE will consult with Commission Staff and Public Counsel as to form and content of this brochure in the final review stage before it is finalized. Also, PSE continued to promote the customer service guarantee in the following ways:

- On relevant paths where a qualifying appointment will be generated, tThe Access Center phone tree invites customers to ask about the Ceompany’s service guarantee program - before directly speaking with an agent.

Access Center employees are provided training and scripting on the service guarantee program.

- Information about the service guarantee program is included in PSE’s on-line Quick Reference Manual. This data is accessible 24 hours per day on PSE’s Intranet -and is available to all customer service, CFS and new construction employees within the Ceompany.
- The Energy Efficiency Hotline, which facilitates setting up the bulk of customer appointments for The Checkup program for CFS, notifies customers of the service guarantee at the time the appoint is madeThe Energy Advisors, who facilitate scheduling the majority of customer appointments for The Checkup program for CFS, notify customers of the service guarantee via a reminder card which is mailed to the customer shortly after the appointment is scheduled.
- Other measures used to inform customers of the service guarantee include the Gas & Electric Service Handbooks (inside cover page), the Builder Fax Order Form (bottom of form), and the PSE web site at www.PSE.com.

The Company is taking measures to ensure that agents are trained on its policy to advise customers of the guarantee before the end of any call in which an eligible appointment or commitment is made. The VRU (Voice Response Unit) message advises the customer of the \$50.00 service guarantee credit for all applicable phone calls. Also, in the course of the conversation with a customer which resulted in an eligible appointment being scheduled, agents would advise our customers of the service guarantee.

~~Exhibit E—Customer Awareness of Service Guarantee~~

The results of customer awareness surveys ~~levels~~ as assessed using two separate Gilmore Research Group's surveys are presented in the following table. ~~PSE will continue to include questions in customer surveys regarding customer awareness of the service guarantee as lined in the Settlement agreement.~~

Customer Awareness of Service Guarantee

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Total
<b>CFS Survey</b>													
Q26A. When you called to make the appointment for a service technician to come out, did the customer service representative tell you about PSE \$50 Service Guarantees?													
Yes (Continue to Q.2)	10	16	12	11	14	13	10	6	16	20	10	22	160
No	66	60	70	60	71	65	65	79	67	65	80	60	808
Don't Know	24	24	18	30	14	22	24	16	17	15	10	19	233
Refused													
<b>Total Customers Surveyed</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>1,201</b>
Q26B. Did a PSE representative call you to reschedule your appointment?													
Yes (Continue to Q.3)			1							1		3	5
No	10	15	11	11	14	13	10	5	17	17	10	19	135
Don't Know		1						1	16	2		20	20
<b>Total Customers Surveyed</b>	<b>10</b>	<b>16</b>	<b>12</b>	<b>11</b>	<b>14</b>	<b>13</b>	<b>10</b>	<b>6</b>	<b>16</b>	<b>20</b>	<b>10</b>	<b>22</b>	<b>160</b>
Q26C. Which of the following best fits your understanding of how the service guarantee works if a scheduled appointment has to be changed by PSE.													
A. You are given the \$50.00 service guarantee if the rescheduled time causes you inconvenience.										1			1
B. Whenever PSE changes an appointment, you are given the \$50.00													
C. You have no understanding or expectations about this part of the service guarantee plan.												1	1
Don't Know			1									2	3
<b>Total Customers Surveyed</b>	<b></b>	<b></b>	<b>1</b>	<b></b>	<b></b>	<b></b>	<b></b>	<b></b>	<b></b>	<b>1</b>	<b></b>	<b>3</b>	<b>5</b>
<b>NCC Survey</b>													
Q12. Are you aware of Puget Sound Energy's \$50 service guarantee to meet scheduled work dates?													
Yes:									147	NOTE		83	230
No									189			145	334
Refused Response:													
Don't Know									2			1	3
<b>Total Customers Surveyed</b>	<b></b>	<b></b>	<b></b>	<b></b>	<b></b>	<b></b>	<b></b>	<b></b>	<b>338</b>	<b></b>	<b></b>	<b>229</b>	<b>567</b>

NOTE: Two surveys were done in September—one for the period of Jan-March, another for the period of Apr- July