



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

July 29, 2005

**VIA E-MAIL 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, Puget Sound Energy, Inc. ("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 2005.

The enclosed report shows performance levels for the following Service Provider Indices (SPI) detailed by service provider and applicable service quality metric for PSE's service providers, Quanta and Pilchuck. The service provider service quality metrics are outlined below.

- SPI No 1. Standards Compliance – At least 95% compliance with 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.

If you have any questions regarding this report, please contact Mei Cass at 425-462-3800. Please contact me at 425-456-2797 if you have any other questions.

Very truly yours,

Karl R. Karzmar  
Director, Regulatory Relations

Enclosures

cc: Joelle Steward – WUTC  
Steve Johnson – Public Counsel  
Chuck Eberdt – Opportunity Council