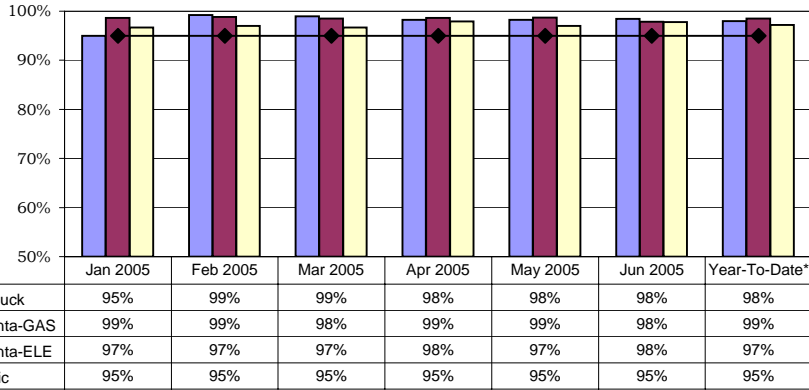


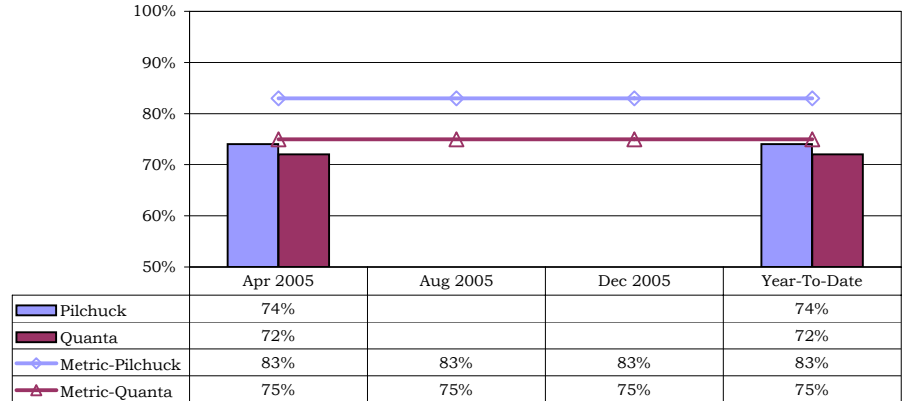
Puget Sound Energy Service Provider Service Quality Metric Report

Standards Compliance



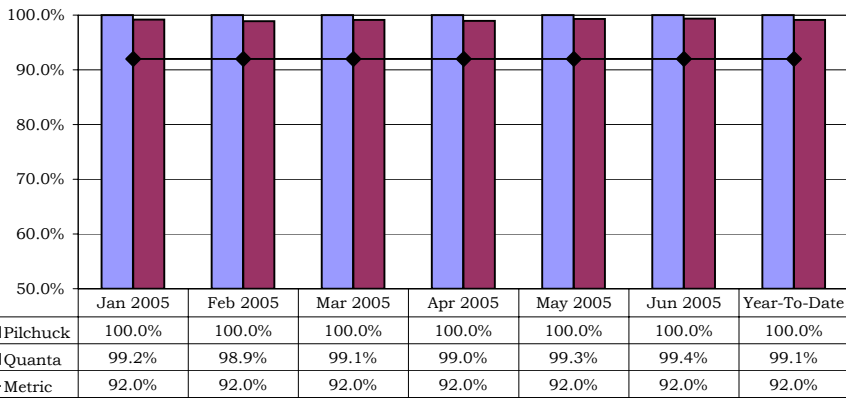
Note: Service Provider performance should be Equal to or Greater Than the Metric

Customer Satisfaction (NCC)



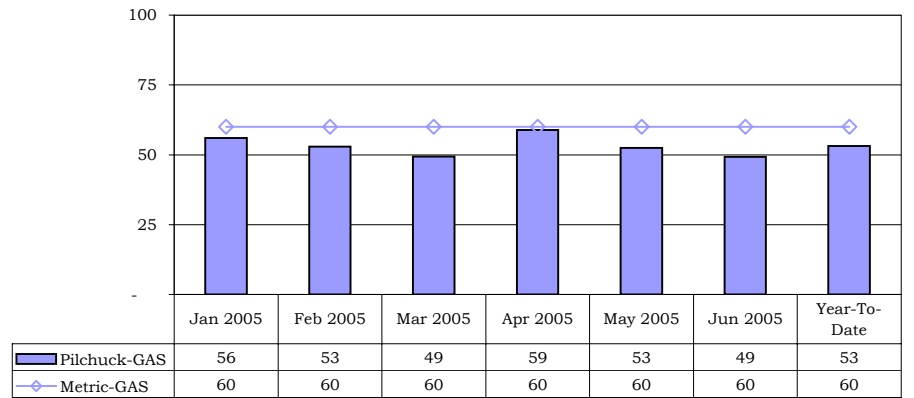
Note: Service Provider Year-To-Date Average performance should be Equal to or Greater Than the Metric

Appointments Kept



Note: Service Provider performance should be Equal to or Greater Than the Metric

Gas Second Safety Response



Note: Service Provider performance should be Equal to or Less Than the Metric