

EXHIBIT A
MONTHLY SQI PERFORMANCE

Puget Sound Energy											
Service Quality Indices											
For measurement Period : January 2005 through June 2005											
SQI #	Benchmark	Jan 2005	Feb 2005	Mar 2005	Apr 2005	May 2005	Jun 2005	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%	84%	-6%		
2	WUTC Complaint Ratio	0.50 complaints per 1000 customers, including all complaints filed with WUTC	0.010	0.010	0.015	0.012	0.012	0.017	0.15	-0.35	√
3	SAIDI	136 minutes per customer per year	12.1	2.8	13.4	7.6	9.7	7.4	105	-31.0	√
4	SAIFI	1.30 interruptions per year per customer	0.086	0.026	0.126	0.058	0.070	0.055	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	73%	60%	61%	67%	64%	79%	67%	-8%	
6	Telephone Center Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	92%	93%	92%	94%	94%	93%	93%	3%	√
7	Gas Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	37	36	39	35	33	32	35	-20	√
8	Field Service Operations Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	89%	88%	91%	83%	91%	93%	89%	-1%	
9	Disconnection Ratio	0.030 disconnections / customer for non-payment of amounts due when WUTC disconnection policy would permit service curtailment	0.0013	0.0026	0.0029	0.0020	0.0026	0.0033	0.029	-0.001	√
10	Missed Appointments	8% of appointments missed	2%	2%	3%	3%	3%	4%	3%	-5%	√
11	Electric Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	50	41	48	49	51	47	48	-7	√