

**EXHIBIT C**  
**Customer Awareness of Service Guarantee**

		Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	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 Guarantee?								
	Yes (Continue to Q. 2)	15	14	13	11	4	9	66
	No	63	61	67	69	82	62	404
	Don't Know	22	24	19	15	14	27	121
	Refused	1	-	2	5	-	1	9
	<b>Total Customers Surveyed</b>	<b>101</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>600</b>
Q26B. Did a PSE representative call you to reschedule your appointment?								
	Yes (Continue to Q.3)	1			1		1	3
	No	14	13	13	10	4	7	61
	Don't Know		1				1	2
	<b>Total Customers Surveyed</b>	<b>15</b>	<b>14</b>	<b>13</b>	<b>11</b>	<b>4</b>	<b>9</b>	<b>66</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					2
	Don't Know						1	1
	<b>Total Customers Surveyed</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>4</b>
<b>NCC Survey</b>								
Q12. Are you aware of Puget Sound Energy's \$50 service guarantee to meet scheduled work dates?								
	Yes:					91		91
	No					115		115
	Refused Response:							-
	Don't Know					3		3
	<b>Total Customers Surveyed</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>209</b>	<b>-</b>	<b>209</b>