



# PUGET SOUND ENERGY

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

February 14, 2006

## VIA ELECTRONIC FILING 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 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 – Service Provider Report for the six-month period ending December 2005. An electronic copy of the same is submitted through the Records Center Web Portal at <http://www.wutc.wa.gov/efileform>.

The enclosed report shows detailed performance for each Service Provider Index (SPI) by service provider and applicable service quality metric for the reporting period for PSE's service providers, Quanta and Pilchuck. (With the exception of SPI No. 2, performance is gathered and reported on a monthly basis.) The benchmark thresholds of performance for PSE's Service Providers were established using the Company's inhouse performance prior to the implementation of the Service Provider contracts. The thresholds are outlined below.

- SPI No 1. Standards Compliance – 95% of possible 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

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SPI No 4. Second Safety Response – Gas, Average of 60 minutes or less from First Response arrival and assessment completed to Second Response arrival.

Please contact Mei Cass at (425) 462-3800 for additional information about this filing. If you have any other questions, please contact me at 425-462-3495.

Sincerely,

A handwritten signature in black ink that reads "Tom DeBoer". The signature is written in a cursive style with a horizontal line above the first few letters.

Tom DeBoer

Director, Rates & Regulatory Affairs

Enclosures

cc: Joelle Steward – Washington Utilities & Transportation Commission  
Steve Johnson – Public Counsel  
Chuck Eberdt – Opportunity Council