

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 P.O. Box 47250 Olympia, WA 98504-7250

Re: PSE Service Quality Program Filing
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 Report for the twelve-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 includes:

- Monthly data for the reporting period for each of the SQIs including calculated performance with respect to each of the SQIs together with a comparison of calculated performance to the benchmark for each of the SQIs and a description of any unusual events that had a significant effect on service quality performance;
- The number of missed appointments and missed commitments and payments to customers, by appointment and commitment category, under the Customer Service Guarantee, a listing of the promotion measures taken regarding the Customer Service Guarantee, and an assessment of customer awareness of the Customer Service Guarantee;

Ms. Carole J. Washburn February 14, 2006 Page 2

- A certification by the independent survey company that all surveys conducted in accordance with the service quality program were completed in conformance with applicable procedures and guidelines and that the reported results are unbiased and valid;
- Annual statistics for the time duration, from first arrival to control of gas emergencies, for incidents subject to reporting under the 2003 Edition of WAC 480-93-200 and WAC 480-93-210; and
- A draft of the proposed customer report card.

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,

Tom DeBoer

Tom DiBog

Director, Rates & Regulatory Affairs

Enclosures

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

Annual Service Quality Program Report

Filed February 14, 2006

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PUGET SOUND ENERGY

Annual Service Quality Program Report

January 1, 2005 - December 31, 2005

This filing documents the Puget Sound Energy Service Quality Program performance for the 12-month reporting period of January 1, 2005, through December 31, 2005.

The Service Quality Program includes eleven Service Quality Indices (SQIs). As detailed in this report, the Company has met or exceeded ten of the eleven SQIs for the current twelve month reporting period ending December 31, 2005, but did not achieve the benchmark associated with SQI No. 1 - Overall Customer Satisfaction.

Background

On November 26, 2001, Puget Sound Energy, Inc. ("PSE" or the "Company") filed tariff revisions designed to effectuate a general rate increase for electric and gas services. On December 3, 2001, PSE filed a request for an interim electric rate increase. These proceedings were consolidated under Docket Nos. UE-011570 and UG-011571. The Commission established procedural schedules for an interim phase (electric) hearing and general rate phase (electric and gas) hearing.

On June 20, 2002, the Commission approved the multi-party settlement stipulation of disputed electric and common issues in PSE's general rate case, Docket Nos. UE-011570 and UG-011571 ("Stipulation") in its Twelfth Supplemental Order: Rejecting Tariff Filing; Approving and Adopting Settlement Stipulation dated June 20, 2002 ("Order"). Exhibit J to the Stipulation set forth details regarding the overall Service Quality Program including, among other things:

- SQI Performance Benchmarks, Reporting Mechanics and Penalty & Mitigation Provisions,
- 2. Customer Report Card Reporting Mechanics and Provisions, and
- 3. Customer Service Guarantee Awareness Promotions and Reporting Mechanics.

On November 25, 2003, Puget Sound Energy, Inc. filed with the Commission in Docket No. UE-031946 an Application for Approval of Amendment to Service Quality Index Reporting Methodology: SQI No. 11 - Electric Safety Response Time. On May 11, 2004, the Commission granted the Application with modifications in its Order No. 01. On May 21, 2004, PSE filed with the Commission substitute revised pages of 14-18 of Appendix 2 of Exhibit J to the Stipulation. On June 11, 2004, the Commission issued its Order No. 02 to approve the revised pages and to make effective immediately the

Amendment to Service Quality Index Reporting Methodology: SQI No. 11 - Electric Safety Response Time. The reporting contained herein reflects the amendment.

SQI Performance

PSE's performance on the eleven SQIs for the reporting period of January 1, 2005, through December 31, 2005, is shown in the following table. The monthly results for each index are reported in Exhibit A. All of the results are as of December 31, 2005 and included the first-six month performance filed with the Commission on July 29, 2005.

Table 1 Benchmarks & Performance for January 2005 - December 2005

Index No.	Index Description	Index Benchmark ¹	Index	Index
macx No.	maex Description	muex benchmark	Performance	Penalty
SQI No. 1	Overall Customer Satisfaction	90% satisfied	84%	NA
SQI No. 2	WUTC Complaint Ratio	0.50 per 1000 Customers	0.17	None
SQI No. 3	SAIDI	136 minutes per customer per year	129	None
SQI No. 4	SAIFI	1.30 interruptions per year per customer	0.95	None
SQI No. 5	Customer Access Center Answering Performance	75% answered in 30 Seconds	75%	None
SQI No. 6	Customer Access Center Transaction Satisfaction	90% satisfied	93%	None
SQI No. 7	Gas Safety Response Time	Average of 55 minutes	35	None
SQI No. 8	Field Service Operations Transactions Customer Satisfaction	90% satisfied	90%	None
SQI No. 9	Disconnection Ratio	Disconnections per Customer – 0.030	0.030	None
SQI No. 10	Missed Appointments	8% of appointments missed	1%	None
SQI No. 11	Electric Safety Response Time	Average of 55 minutes	49	None
	Total Penalties:			None

¹ Benchmarks expressed as 12 month or annual targets.

As shown in Table 1, PSE met or exceeded ten out of the eleven service-quality measures in the twelve-month period from January 2005 through December 2005.

Exhibit A includes, as Attachments A and B, supplemental reporting of all days during the reporting period on which major events or localized emergency event days occurred that resulted in suspension of SQI No. 11, Electric Safety Response Time.

Also included in Exhibit A, as Attachment C, is a report of the time duration, from first arrival to control of gas emergencies, for incidents subject to reporting under the 2003 Edition of WAC 480-93-200 and WAC 480-93-210, Order R-375, Docket No. UG-911261. The edition was effective from September 5, 1992 to June 2, 2005 and at the time the Commission approved the Stipulation of UE-011570 and UG-011571 on June 20, 2002. Subsequent to the adoption of the Stipulation, WUTC initiated the gas pipeline safety rulemaking process in chapter 480-93 WAC in 2005. Developed from the rulemaking activity, the Commission issued Order No. R-520 (UG-011073) to repeal WAC 480-93-210 and to amend WAC 480-93-200 on May 5, 2005 and issued General Order No. R-524 (PG-050933) to further modify WAC 480-93-200 on December 1, 2005. These ensuing changes are not reflected in Attachment C. The 2003 Edition of WAC 480-93-200 and WAC 480-93-210 are enclosed with Attachment C as pages 3-4.

RE: SQI No. 1: Overall Customer Satisfaction

The 2005 result indicates that, for the twelve-month period, 84% of surveyed customers rated their overall satisfaction at 5 or higher on a 7-point scale (as compared with the benchmark of 90%). This appears to be a slight drop from the results in 2004 (85%). However, the difference from 2004 to 2005 is not statistically significant. In fact, there has not been a statistically significant difference in the results since 2001. The

lingering impact of many external factors² continues to negatively affect all classes of customers, regardless of which utility is actually providing the service³.

The overall customer satisfaction survey also measures satisfaction of other electric utilities (from our 'gas-only' customers) and other gas utilities (from our 'electric-only' customers that say they have non-PSE natural gas service). Customer satisfaction for PSE's electric customers, although lower than the benchmark, was in fact substantially better than other electric utilities in the region. The customer satisfaction for other electric utilities is 78% as compared with the 85% of PSE's electric customers⁴.

Certification of Survey Results

The two customer transaction surveys and the overall customer satisfaction survey were performed by The Gilmore Research Group. The Gilmore Research Group's certification that the survey results are unbiased and valid and completed in conformance with applicable procedures and guidelines is provided in Exhibit B.

Customer Report Card

Per the Stipulation, PSE will be providing its customers a report card of the Company's performance for the twelve-month period, January 1, 2005, through December 31, 2005. The Company will begin including this report card with its billings on or before May 15, 2006, following WUTC review and approval of this report. The

² These external factors may include: publicity about PSE rate case settlement and resulting rate increase/change, loss of trust and credibility in utilities in general, and general consumer pessimism due to continued soft economy.

³ The supplemental questions included in the surveys are directed towards electric and gas customer satisfaction when PSE is not the serving utility. That is, customer satisfaction with gas service in Whatcom County would pertain to Cascade Natural Gas, and customer satisfaction with electric service in the city of Seattle would relate to the customer's satisfaction with Seattle City Light.

⁴ Similar comparison of the gas customers' satisfaction is PSE's 83% vs. other gas utilities' 84%. In the case of electric customer satisfaction comparison, the difference is significant at a confidence level of 95%.

proposed customer report card is provided as Exhibit C. The draft will be updated subject to the Commission's ruling.

Customer Service Guarantee

The Customer Service Guarantee provides for a \$50 billing credit to customers when the Company fails to meet a scheduled appointment. During the twelve-month reporting period of January 1, 2005, through December 31, 2005, the Company made 136,406 appointments and failed to meet 1% of these appointments. Failed appointments resulted in credits to customers totaling \$29,050. A list of appointments made and missed by type as of December 31, 2005 is provided in Exhibit D. The first-six month performance filed with the Commission on July 29, 2005, is also updated.

In 2005, PSE implemented the following four actions to reduce the number of Missed Open Appointments — appointments not yet reviewed by PSE for the \$50 Service Guarantee payment:

- 1. Computer program changes in the monthly reporting to include only the completed eligible appointments;
- 2. Review procedure changes that require reviewers to routinely check for eligible appointments from prior months;
- 3. Annual audit to ensure that eligible appointments are reviewed in a timely manner; and
- 4. Improved emphasis on timely completions

As a result of the above actions, the number of outstanding appointments has decreased considerably. The number of Missed Open Appointments as a percentage of total appointments for 2005 is about 0.4% (or 531 Missed Open Appointments) vs. the 3.5% (or 4,828 Missed Open Appointments) for 2004. The Company is committed to better

customer service and will continue the effort to make sure that all appointments are reviewed on a timely manner.

Pursuant to the Stipulation, PSE has promoted the \$50 service guarantee and, in turn, has assessed customer awareness levels of the guarantee resulting from these promotions. Exhibit E describes PSE's efforts to promote the Customer Service Guarantee and presents results of customer awareness levels as assessed using two separate Gilmore Research Group's surveys⁵. The table in this exhibit provides the detailed results of each survey instrument, including the number of customers surveyed in each cycle or month, and the specific questions asked each customer.

⁵ These surveys are 1) a monthly survey of field service customers (CFS), and 2), a periodic survey of new construction customers (NCC).

Puget Sound Energy

Exhibit A - SQI Performance

EXHIBIT A - SQI Performance Page 1 of 6

Puget Sound Energy
Service Quality Program
Monthly Performance As of December 31, 2005
For Measurement Period: January 2005 through December 2005

	#IÖS	Benchmark	Jan 2005	Feb 2005	Mar 2005	Apr 2005	May 2005 Jun 2005	Jun 2005	Jul 2005	Aug 2005	Sep 2005	Oct 2005	Nov 2005	Dec 2005	Overall	Difference Meet or from Exceed Benchmark Benchmark	Meet or Exceed Benchma
-	Overall Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)			*		: <u>-</u>	84%					85%		84%	%9 -	
7	WUTC Complaint Ratio	0.50 complaints per 1000 customers, including all complaints filed with writer.	0.010	0.010	0.015	0.012	0.012	0.017	0.014	0.018	0.011	0.013	0.015	0.023	0.17	0.33	7
€ 4	SAIDI SAIFI	136 minutes per customer per year 1.30 interruptions per year per customer	12.1	2.8	0.121	7.6	9.7	7.4	9.4	10.1	10.4	0.049	19.1	21.4	0.95	-7.0 -0.35	7 7
ĸ	Telephone Center Answering Performance	75% of calls answered by a live representative within 30 seconds of	73%	%09	61%	%29	64%	79%	%88	95%	%16	85%	%89	70%	75%	%0	>
9	Telephone Center Transactions Customer	request to speak with tive operation 90% satisfied (rating of 5 or higher on a 7-point scale)	92%	93%	92%	94%	94%	93%	63%	92%	%96	92%	94%	%96	93%	3%	7
7	Satisfaction Gas Safety Response Time	Satisfaction Cas Safety Response Time Average of 55 minutes from customer call to arrival of field technician	37	38	39	35	33	32	32	31	32	8	ੋਲ - -		35	.50	7
∞	Field Service Operations Transactions Customer	90% satisfied (rating of 5 or higher on a 7-point scale)	%68	88%	. %16	83%	%16	93%	85%	93%	%88%	%06	. %96	. %56	%06	%0	7
6	Satisfaction Disconnection Ratio	0.030 disconnections / customer for non- payment of amounts due when WUTC disconnection policy would permit	0.0013	0.0026	0.0029	0.0020	0.0026	0.0033	0.0026	0.0028	0.0028	0.0026	0.0022	0.0014	0.030	0000	7
0 11	Missed Appointments Electric Safety Response Time	service curtailment 8% of appointments missed Average of 55 minutes from customer call to arrival of field technician	%1	1%	1%	18,	1%	1%	1%	1%	48	49	2%	2% 53	49	-7% -6	7 7

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						Т	- 1			_				_			 	_		1	
					Comments	9 first responders, 3 line crews & 0 tree crews	15 first responders, 6 line crews & 1 tree crew	12 first responders, 11 line crews & 1 tree crew	17 first responders (14 South, 2 West, 1 Central	South), 5 line crews & I tree crew	25 tirst responders (12 Central South, 6 South, 4 West & 3 Central North), 19 line crews & 4 tree	crews	16 first responders, 6 line crews & 3 tree crews	24 first responders (13 West, 4 Central South, 6	Central North, 1 Potelco), 21 line crews & 3 tree	crews					
NT DAYS		>2%	Customer	Affected?	(Yes/No)		Yes	Yes		Yes		Yes	Yes	- '		Yes		•			
ORTING MCV FVE	אר. אר.			Resource	Utilization	6	15	12	1	2		25	16			24					
AL REPO	EAS OF		No. of	Outage	Events	10	38	130		76		96	32			110					
EMENTA	OCAL AR		Jo %	Customers	Affected	12.8%	14.9%	53.7%		11.1%		10.1%	%0.9			24.6%					
SQI NO. 11 SUPPLEMENTAL REPORTING	AFFECTED LOCAL AREAS ONLY		No. of	ij	Area	132,304	203,351	132,606		207,699		205,204	298,827			133,851					
SQI N	A		No. of	Customers	Affected	16,934	30,347	71,176		23,011		20,753	12,961			32,975					
	Oran				Duration	2 day	2 day	2 day		2 day		3 day	3 day			3 day					
					Local Area	West	South	West		South		South Central	North Central			West					
PUGET SOUND	ENERGY				Type of Event	Wind & Snow		Wind		Wind		Wind				Wind					
PUGET SOUND					Date	1/7/2005	3/20/2005	3/20/2005	200-10-10	12/2/2005		12/17/2005	12/25/2005			12/25/2005					

Comments

	>5% Customer	Affected? (Yes/No)	°N	No	°N	No	°N	Š	°Z	°Z	Š	No	°N °N	· N	No	No	S	S _O	No	S
RTING DAYS ONLY	-	Resource Utilization	&	9	9	10	6	12	14	10	18	12	14	4	13	10	8	10	8	80
REPO EVENT REAS	No. of	Outage Events	4	9	4	33	37	27	18	4	20	30	6	9	9	14	29	47	23	14
EMENTAI RGENCY LOCAL A	Jo %	Customers Affected	%0.0	0.0%	0.8%	0.8%	0.9%	0.8%	0.7%	0.1%	1.9%	%9.0	1.0%	0.1%	0.1%	1.0%	3.4%	2.3%	2.8%	1.0%
SQI NO. 11 SUPPLEMENTAL REPORTING LOCALIZED EMERGENCY EVENT DAYS NON-AFFECTED LOCAL AREAS ONLY	No. of	Customers in Area	295,567	201,083	202,498	174,524	174,720	296,289	201,503	178,465	298,827	205,204	133,851	178,465	298,827	207,699	133,851	178,465	205,204	207,699
SQI NC LOCAI NON-	No. of	Customers Affected	72	54	1670	1,380	1,487	2,394	1,500	06	2,706	1,270	1,365	162	165	2,135	4,520	4,055	5,731	2,135
		Duration	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
		Local Area	North Central	South Central	South	North	North	North Central	South Central	North	North Central	South Central	West	North	North Central	South	West	North	Central South	South
PUGET S <u>ound</u> Energy		Type of Event	Wind & Snow	Wind & Snow	Wind & Snow	Wind & Snow	Wind	Wind	Wind	Wind	Wind	Wind	Wind	Wind	Wind	Wind	Wind	Wind	Wind	Wind
		Date	1/7/2005	1/7/2005	1/7/2005	1/7/2005	3/20/2005	3/20/2005	3/20/2005	12/2/2005	12/2/2005	12/2/2005	12/2/2005	12/17/2005	12/17/2005	12/17/2005	12/17/2005	12/25/2005	12/25/2005	12/25/2005
			1			1	3/,	3,	3,	12	12	12	12	12,	12,	12	12	12	12	

Puget Sound Energy
2005 Reportable Incident Report
Duration from first arrival to control of Gas Emergencies

1,0005 Boundary Lark and Madrone Drive - The Highlands Shoreline 1,0005 44014 Av S. Seattle Shoreline 1,0005 44014 Av S. Seattle Shoreline 1,0005 Seattle Shoreline 1,0005 Seattle Shoreline Shoreline) Jete		Offy	1st Notice to PSE	First PBE Arrivel	Incident Controlled	Response Time	Control Time
(1000000000000000000000000000000000000	no.	1/5/05		Shoreline	18:48	19:33	2:50	0:45	7:17
CODESTINATION CONTRACTOR CONTRAC	- ,	10005		Seattle	8:46	9:03	10:35	0:17	1:32
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2000 STATE STA	ا و	20/8/2	A	MilCreek	13:15	13:17	14:49	0:02	1:32
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60/2010 Control accounts control contr	8	50/06/6	PO control	Kititas	15:03	15:22	15:30	0:19	80:0
CHORDAY CHORDAY <t< td=""><td>21</td><td>5/31/05</td><td></td><td>Okmpia</td><td>12:16</td><td>12:39</td><td>13:01</td><td>0.23</td><td>0:22</td></t<>	21	5/31/05		Okmpia	12:16	12:39	13:01	0.23	0:22
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	84	12/25/05	290 164 St. SE	Bothell	10:48	11:23	13:48	0:35	2.25

(1) Report of the time duration from first arrival to control of gas emergencies, for incidents subject to reporting under the 2003 Edition of WAC 480-93-200 and WAC 480-93-210, Order R-375, Docket No. UG-911261.

Attachment C--Reportable Incident Report.xls 2/9/2006 10:16 AM

PSE Service Quality Program 2005 Annual Filing Gas Companies—Safety

480-93-200

- (a) All business structures and buildings of public assembly within 100 feet of an active pipeline, whether or not served with gas, shall be considered for survey;
- (b) Where gas service lines exist, a survey shall be conducted at the building wall at the point of entrance, using a bar hole if necessary;
- (c) Surveys shall be conducted within all buildings where leakage has been detected at the outside wall at all points where escaping gas could be expected to penetrate into and accumulate inside the building; and
- (d) Service piping, riser piping and meter(s) shall be checked with soap solution or by use of a gas detection instrument.
- (5) Special surveys. Special leakage surveys shall be conducted in the following circumstances:
- (a) Prior to paving or resurfacing, following street alterations or repairs, where gas facilities are under the area to be paved, and where there is a substantial probability that damage could have occurred to the gas facilities, an appropriate gas survey, including manholes and other street openings, shall be made;
- (b) In areas of sewer, water, or other substructure construction adjacent to underground gas facilities, where there is a substantial probability that damage could have occurred to the gas facilities, an appropriate gas detection survey shall be made following the completion of installation but prior to paving;
- (c) Unstable soil areas where active gas lines could be affected;
- (d) Special surveys shall be made annually of places of public congregation when an active gas service line serves the building or where active gas service lines or mains are located with such close proximity as to present a possible hazard should leakage occur, for example, churches; schools; and hospitals;
- (c) Special surveys shall be made of abnormal areas. Special surveys shall be conducted in areas of unusual activity, including, but not limited to, foreign construction, possible ground movement, flooding, earthquake, and explosions.
- (6) Leak survey records. For the most current and immediately preceding survey of an area, the following information shall be maintained:
- (a) Description of system and area surveyed (this could include maps and leak survey logs);
 - (b) Survey results;
 - (c) Survey method;
 - (d) Names of those making survey;
 - (e) Survey dates; and
- (f) In addition to the above, the following records shall be kept for pressure drop test:
- (i) The name of the gas company, the name of the gas company employee responsible for making the test, and the name of any test company used;
 - (ii) Test medium used;
 - (iii) Test pressure;
 - (iv) Test duration;
- (v) Pressure recording charts, or other record of pressure readings; and
 - (vi) Test results.

(2003 Ed.)

- (7) Self audits. In order that the effectiveness of the leak detection and repair program may be evaluated, the following self audits shall be performed as frequently as necessary, but at intervals not exceeding three years:
- (a) Leak survey schedule assure that it is commensurate with the Minimum Federal Safety Standards for gas lines, Subpart M-Maintenance, and the general condition of the pipeline system as required by other applicable regulations;
- (b) Survey effectiveness evaluate survey results to assure that a consistent evaluation of leaks is being made throughout the system; and
 - (c) Check adequacy of records.

[Statutory Authority: RCW 80.01.040.92-16-100 (Order R-375, Docket No. UG-911261), § 480-93-188, filed 8/5/92, effective 9/5/92; Order R-105, § 480-93-188, filed 5/18/77.]

WAC 480-93-190 Being aware of construction work near gas company facilities. All gas companies shall subscribe to the available "one call locating service" in every area their facilities are located. Every gas company shall establish procedures for obtaining prompt notice and full information concerning the commencement and progress of all construction work in areas in close proximity to gathering lines, mains, service lines, transmission lines, and other gas facilities. The object of such a program will be to lessen the probability of incurring damage to the company's underground facilities.

Statutory Authority: RCW 80.01.040.92-16-100 (Order R-375, Docket No. UG-911261), § 480-93-190, filed 8/5/92, effective 9/5/92; Order R-28, § 480-93-190, filed 7/15/71; Order R-5, § 480-93-190, filed 6/6/69, effective 100/69

WAC 480-93-200 Reports associated with gas company facilities and operations. (1) Every gas company shall give prompt telephonic notice to the commission, within six hours of occurrence, of every accident, incident, or hazardous condition, arising out of its operations which:

- (a) Results in a fatality or personal injury requiring hospitalization;
- (b) Results in damage to the property of the company and others of a combined total exceeding five thousand dollars (automobile collisions and other equipment accidents not involving gas or gas handling equipment need not be reported under this rule);
- (c) Is significant, in the judgment of the company, even though it does not meet the criteria of (a) and (b) of this subsection:
- (d) Results in the taking of a high pressure supply or transmission pipeline or a major distribution supply pipeline out of service or lowering its pressure fifty percent or more below its normal operating pressure; or
- (e) Results in the news media reporting the occurrence, even though it does not meet the criteria of (a) through (d) of this subsection.
- (2) Such reports shall be verified in detail in writing if not so reported initially and shall include at least the following:
- (a) Name(s) and address(es) of any person or persons injured or killed or whose property was damaged;
 - (b) The extent of such injuries and damage;

[Title 480 WAC-p. 235]

Title 480 WAC: Utilities and Transportation Commission

(c) A description of the accident, incident, or hazardous condition to include date, time, and place;

480-93-210

(d) A description of the gas facilities implicated in the accident, incident, or hazardous condition and the system operating pressure at that time, and the maximum operating pressure of the facilities implicated;

(e) The date and time the gas facility was made safe;

(f) The date, time, and type of any temporary or permanent repair made; and

(g) A report shall be available to the commission within three months, upon request, of the failure analysis of any accident, incident, or hazardous condition which was due to construction or material failure.

Routine or planned maintenance and operational activities of the company which result in company controlled plant and equipment shut downs, reduction in system pressures except as noted above, flaring or venting of gas, and normal leak repairs are not to be considered reportable items under this section.

(3) Every gas company shall file a copy of every required RSPA F-7100.1-1 and F-7100.2-1 leak report with the commission. Names and telephone numbers of commission personnel authorized to take telephonic leak reports will be furnished and kept current under a separate letter to every company.

(4) All gas companies shall file with the commission, and with appropriate officials of all municipalities within which such gas companies have facilities, the names, addresses, and telephone numbers of responsible officials of such gas companies who may be contacted in the event of an emergency. In the event of any changes in gas company personnel, immediate notification thereof shall be given to the commission and municipalities.

[Statutory Authority: RCW 80.01.040.92-16-100 (Order R-375, Docket No. UG-911261), § 480-93-200, filed 8/5/92, effective 9/5/92; Order R-28, § 480-93-200, filed 7/15/71; Order R-5, § 480-93-200, filed 6/6/69, effective 10/9/69.]

WAC 480-93-210 Interruptions to service. Interruptions to the service furnished by any gas company to an industrial customer, a master meter customer, or twenty-five or more distribution customers, or the failure of any gas facilities, shall be reported to the commission within six hours. When service has been restored, a written report shall be submitted promptly to the commission detailing the cause of the interruption or failure and steps taken to prevent any recurrence.

This requirement shall not apply to interruptions to service made by gas companies in accordance with the provisions of contracts between such companies and their customers or other planned interruptions carried out in conjunction with normal operational and maintenance requirements of the company.

[Statutory Authority: RCW 80.01.040. 92-16-100 (Order R-375, Docket No. UG-911261), § 480-93-210, filed 8/5/92, effective 9/5/92; Order R-28, § 480-93-210, filed 7/15/71; Order R-5, § 480-93-210, filed 6/6/69, effective 10/9/69.1

WAC 480-93-220 Rule of precedence. Where there is any conflict between the provisions of CFR 49, Part 192 (Minimum Federal Natural Gas Pipeline Safety Standards) in

[Title 480 WAC--p. 236]

effect on the date specified in WAC 480-93-999 and any rule specifically set forth herein, the former shall govern.

These rules shall take precedence over all orders, heretofore made by the commission, insofar as said orders may be inconsistent with these rules.

These rules shall take precedence over all rules filed or to be filed by gas companies insofar as inconsistent therewith. Rules of the gas companies now on file and inconsistent with the rules herein established shall be properly revised and refiled within sixty days from the effective date of this order.

[Statutory Authority: RCW 80.01.040, 80.04.160, 81.04.160, and 34.05.310, 01-20-061 (Docket No. A-010827, General Order No. R-491), § 480-93-220, filed 9/28/01, effective 10/29/01; Order R-28. § 480-93-220, filed 7/15/71.]

WAC 480-93-223 Civil penalty for violation of RCW 80.28.210 or regulations issued thereunder—Maximum amount. (1) Any gas company which violates any public safety provision of RCW 80.28.210 or regulation issued thereunder is subject to a civil penalty not to exceed twenty-five thousand dollars for each violation for each day that the violation persists. The maximum civil penalty under this subsection for a related series of violations is five hundred thousand dollars. This subsection applies to violations of public safety requirements including WAC 480-90-101 and including chapter 480-93 WAC except for WAC 480-93-160 and 480-93-200 (1)(e).

- (2) Any gas company violating any other provision of RCW 80.28.210 or regulations promulgated thereunder, including WAC 480-93-160 and 480-93-200 (1)(e), shall be subject to a civil penalty not to exceed one thousand dollars for each violation for each day that the violation persists, but the maximum civil penalty shall not exceed two hundred thousand dollars for a related series of violations.
- (3) The commission may compromise any civil penalty pursuant to RCW 80.28.210.

[Statutory Authority: RCW 80.01.040 and 80.28.210. 95-19-057 (Order R-433, Docket No. UG-950625), § 480-93-223, filed 9/15/95, effective 10/16/95.]

WAC 480-93-230 Modification/waivers. If a gas company determines that an undue hardship or an unsafe condition may result from the application of any rule in this chapter, application may be made to the commission to deviate from the rule. Every request for a deviation shall be accompanied by full and complete justification for such requested deviation. The petitioning company shall describe how it will meet the requirements of this chapter in the absence of the waived rule, which may include proposed amendments to this chapter. Requests for waiver will be written, properly documented, and submitted to the commission. A gas company shall concurrently submit to the commission all petitions for waiver of any gas safety rule filed with the federal government or other governmental authority.

[Statutory Authority: RCW 80.01.040, 92-16-100 (Order R-375, Docket No. UG-911261), § 480-93-230, filed 8/5/92, effective 9/5/92; Order R-28, § 480-93-230, filed 7/15/71; Order R-5, § 480-93-230, filed 6/6/69, effective 109/69.]

(2003 Ed.)

Puget Sound Energy

Exhibit B - Certification of Survey Results

Puget Sound Energy P.O. Box 97034 MS: PSE-11S Bellevue, WA. 98009-9734

January 5. 2006

Dear Mr. Robert Yetter,

This letter constitutes certification by The Gilmore Research Group that the attached report and the underlying surveys were conducted and prepared in accordance with the procedures established in Docket No. UE-960195. These procedures, the data collection methods and the quality controls are consistent with industry practices and, we believe, ensure that the information produced in the surveys is unbiased and valid.

We would be glad to answer any questions or provide any additional information that you may need.

Sincerely,

The Gilmore Research Group

Puget Sound Energy

Exhibit C - Proposed Customer Report Card

<front panel of 1-fold bill insert>

PUGET SOUND ENERGY

ANNUAL PERFORMANCE REPORT CARD / 2005

Each year Puget Sound Energy measures 11 key service-quality areas to track how well we are performing in our services to you, and identify areas for improvement.

Through customer satisfaction surveys, missed appointments, frequency and duration of power outages and the amount of time it takes to respond to a natural gas emergency or answer your call, among other measurements, we match our performance against a rating system of benchmarks (see other side).

We are pleased to present the results.

2005 Customer Service Performance Highlights

- > In 2005, in addition to meeting 10 of the 11 service measurements, we improved in five areas compared to 2004: 1) fewer customer complaints; 2) greater satisfaction when you called us; 3) faster response times to natural gas emergencies; 4) faster response times to electric emergencies; and 5) fewer missed scheduled appointments.
- > The one area where we missed meeting the target was in your satisfaction with our overall performance. The 84-percent rating, down a point from our 2004 score, makes it clear we need to put extra attention in this area to meet the 90 percent goal. Overall customer satisfaction, listed as number 1 in our report card, is one of our most important performance measurements.
- An improved score in meeting our commitment to you when you made a service appointment in 2005 challenges us to do even better this year. We're committed to serving you. Through our Customer Service Guarantee program, we back up that commitment by crediting \$50 to your PSE bill if we do not meet our appointment commitment with you. In 2005, we improved our performance in this area by 3 percentage points compared to the previous year. PSE credited customers a total of \$29,050 from missing just 1 percent of our total 136,406 scheduled appointments in 2005.

We appreciate your expectation of high-levels of service from Puget Sound Energy. We are dedicated to working hard at finding more ways to continually improve our service to you.

Puget Sound Energy Performance Report Card – 2005

KI	CY MEASUREMENT	BENCHMARK	2005	ACHIEVED
1.	Percent of customers satisfied with our performance	90 percent	PERFORMANCE 84 percent	
2.	Number of complaints to the WUTC per 1,000 customers	Less than 0.50	0.17	1
3.	Length of non-storm power outages per year	Less than 2 hours, 16 minutes	2 hours, 9 minutes	√
4.	Frequency of non-storm power outages, per year, per customer	Less than 1.30 outages	0.95 outages	✓
5.	Percent of calls answered live within 30 seconds by our Customer Access Center	At least 75 percent	75 percent	✓
6.	Percent of customers more than satisfied with our Customer Access Center, based on survey	90 percent	93 percent	✓
7.		No more than 55 minutes	35 minutes	✓
8.	Percent of customers more than satisfied with field services, based on survey	At least 90 percent	90 percent	✓
9.		No more than 3.0 percent	3.0 percent	✓
10	. Percent of in-home service appointments kept, as promised	At least 92 percent	99 percent	1
11	. Time from customer call to arrival of field technicians in response to power system emergencies	No more than 55 minutes	49 minutes	1

Puget Sound Energy

Exhibit D - Customer Service Guarantee Performance Detail

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Table 1
Summary Missed Appointments Report
Overall Performance As of December 31, 2005

2005 December ı 2002 January 12 Months All Service Type:

	Total Appts (Exclude Canceled)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Electric Permanent SVC Reconnection	15,224 33,675	289	- 187	353	642	3,093	11,489	14,582 33,387	2,606	\$14,450 \$3,050
Sub-total	48,899	350	187	393	930	5,554	42,415	47,969	2,606	\$17,500
Gas Diagnostic Permanent SVC Reconnection	31,404 17,894 38,209	115 56 60	175	- 137 1	290 193 284	4,415	31,114 13,286 37,925	31,114 17,701 37,925	5,043	\$5,750 \$2,800 \$3,000
Sub-total	87,507	231	398	138	192	4,415	82,325	86,740	7,924	\$11,550
Grand Total	136,406	581	585	531	1,697	696′6	9,969 124,740 134,709	134,709	10,530	\$29,050

NOTE: Jan-Jun 2005 results were refreshed on Jan 13th, 2006.

Table 2

Detail Missed Appointments Report Monthly Performance As of December 31, 2005

Total Appts (Exclude Canceled)		~	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Permanent SVC		1,120	17	0	17	34	231	855	1,086	0	\$820
Reconnection 1,	1,	1,476	3	17		20	25	1,404	1,456	119	\$150
Diagnostic 4,28	4,2	32	18	27		45		4,240	4,240	685	\$000
Permanent SVC 1,358	1,358	~	6	0	4	13	377	896	1,345		\$450
Reconnection 1,989	1,989		3	19		22		1,967	1,967	192	\$150
10,228	10,228		20	63	21	134	099	9,434	10,094	966	\$2,500
Permanent SVC 1,084	1,084		25	0	5	30	159	895	1,054	0	\$1,250
Reconnection 2,503	2,503		4	12		16	136	2,351	2,487	214	\$200
Diagnostic 2,999	2,999		13	16		29		2,970	2,970	410	\$650
Permanent SVC 1,256	1,256		3	0	2	5	273	826	1,251	0	\$150
Reconnection 3,274	3,274		5	22		27		3,247	3,247	195	\$250
	11,116		20	20	7	107	268	10,441	11,009	819	\$2,500
Permanent SVC 1,320	1,320	İ	32	0	11	43	239	1,038	1,277	0	\$1,600
Reconnection 2,680	2,680		5	19		24	171	2,485	2,656		\$250
Diagnostic 2,369	2,369		7	13		20		2,349	2,349	4	\$350
Permanent SVC 1,490	1,490		4	0	∞	12	297	1,181	1,478		\$200
Reconnection 3,932	3,932		2	24		26		3,906	3,906	322	\$100
11,791	11,791		50	92	19	125	707	10,959	11,666	1,006	\$2,500
Permanent SVC 1,158	1,158		20	0	12	32	221	905	1,126	0	\$1,000
Reconnection 1,989	1,989		3	13		16	124	1,849	1,973	170	\$150
Diagnostic 2,015	2,015		∞	17		25		1,990	1,990	364	\$400
Permanent SVC 1,455	1,455		4	0	26	30	322	1,103	1,425	0	\$200
Reconnection 3,299	3,299		7	19		26		3,273	3,273	259	\$350
916'6	9,916		42	49	38	129	299	9,120	6,787	793	\$2,100
Permanent SVC 1,296	1,296		15	0	20	35	191	1,070	1,261		\$750
	2,680		4	14		18	227	2,435	2,662	201	\$200
	1,602		2	11		13		1,589	1,589	214	\$100
SVC	1,460		5	0	9	11	295	1,154	1,449	0	\$250

NOTE: Jan-Jun 2005 results were refreshed on Jan 13th, 2006.

Table 2

Detail Missed Appointments Report Monthly Performance As of December 31, 2005

May 05 Gas Reconnection 3,099 2 16 18 3,081 3,081 199 54 May 05 Gas May 05 Electric Permanent SVC 10,137 28 41 26 95 713 9,329 10,425 614 81,43 Jun 05 Electric Permanent SVC 1,433 5 4 9 2,56 3,121 3,377 242 85 Jun 05 Gas Permanent SVC 1,433 5 4 9 2,56 3,121 3,377 242 85 Jun 05 Gas Permanent SVC 1,433 5 4 9 2,74 1,474 195 5 Jun 05 Gas Reconnection 3,540 1 21 2 2,51 3,518 2,43 1,47 1,52 3,518 1,47 1,48 1 1 2 3,518 3,518 2,43 1,47 1,52 3,518 3,49 1,11 3,11 3,11 3,11 3,11 3,11 3,11<	Month Fuel	Type	Total Appts (Exclude Canceled)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Sective Permanent SVC 10,137 28 41 26 95 713 9,329 10,042 614 Selectic Permanent SVC 1,354 18 0 21 39 231 1,094 1,325 20 Sast Permanent SVC 1,354 18 0 21 39 231 1,474 1,474 195 Sast Permanent SVC 1,353 5 4 9 22 3,175 1,535 243 Sast Reconnection 1,1,352 35 36 10 9 27 1,474 1,474 195 Sast Reconnection 1,1,352 35 36 10 9 1,474 1,474 195 Gas Permanent SVC 1,374 1 0 17 31 24 47 47 1,474 195 Gas Permanent SVC 1,374 1 0 17 31 47 47 41 47 Gas Permanent SVC 1,371 </th <th>w-05 Gas</th> <th>Reconnection</th> <th>3,099</th> <th>2</th> <th>16</th> <th></th> <th>18</th> <th></th> <th>3,081</th> <th>3,081</th> <th>199</th> <th>\$100</th>	w-05 Gas	Reconnection	3,099	2	16		18		3,081	3,081	199	\$100
Electric Permanent SVC 1,364 18 0 21 39 231 1,994 1,325 0 Slectric Reconnection 3,392 5 4 9 1,47 1,474 1,473 1,42 Jass Diagnostic 1,483 5 4 9 1,77 1,483 1,48 <	ay-oo cas		10,137	28	41	26	95	713	9,329	10,042	614	\$1,400
Classification Jagabane and the connection 3,392 5 10 15 256 3,121 3,377 242 Gas Piagmontic 1,483 5 4 9 7 1,474 1,474 1,575 6 Gas Reconnection 3,540 1 21 22 3,518 3,518 243 Gas Reconnection 11,352 35 30 100 870 10,382 1,165 60 Electric Permanent SVC 1,137 14 0 17 31 247 880 1,060 149 Gas Permanent SVC 1,371 2 0 9 11 247 880 149 0 Gas Permanent SVC 1,371 2 0 9 11 341 1,49 1,49 Gas Permanent SVC 1,371 2 0 9 11 341 1,49 1,49 Gas Reconnection	in-05 Flectric	Permanent SVC	1,364	18	0	21	39	231	1,094	1,325	0	006\$
Gas Permanent SVC 1,483 5 4 9 1,474 1,474 1,474 1,95 195 Gas Permanent SVC 1,573 6 0 9 15 383 1,775 1,585 0 Gas Reconnection 1,354 1 4 0 17 31 247 899 1,106 0 Gas Diagnostic 1,137 1 4 0 17 31 247 889 1,106 0 Gas Diagnostic 1,137 2 1 0 1 1 341 1,019 1,136 0 Gas Permanent SVC 1,371 2 0 9 11 341 1,019 1,136 0 Gas Permanent SVC 1,371 2 0 9 11 341 1,019 1,360 19 Gas Permanent SVC 1,371 2 2 2 0 9	in-05 Electric	Reconnection	3,392	S	10		15	256	3,121	3,377	242	\$250
Gas Reconnection 1,573 6 0 9 15 33,11 1,558 0 Gas Reconnection 3,540 1 21 22 3,518 2,518 243 Electric Permanent SVC 11,352 35 36 10 870 10,382 11,552 680 Gas Permanent SVC 1,352 2 14 9 1 4 9 11,37 247 2671 223 Gas Permanent SVC 1,377 4 9 1 1 341 1,019 1,360 1,99 Gas Permanent SVC 1,377 1 1 4 9 1 341 1,019 1,360 1,99 Gas Reconnection 1,377 1 2 2 2 2 1 341 1,109 1,360 1 Gas Reconnection 1,130 1 2 2 2 2 2 2 <td>in-05 Gae</td> <td>Diagnostic</td> <td>1,483</td> <td>J.</td> <td>4</td> <td></td> <td>6</td> <td></td> <td>1,474</td> <td>1,474</td> <td>195</td> <td>\$250</td>	in-05 Gae	Diagnostic	1,483	J.	4		6		1,474	1,474	195	\$250
Gas Reconnection 3,540 1 21 22 3,518 3,518 243 Electric Reconnection 11,332 35 36 100 870 10,382 11,292 680 Electric Reconnection 2,687 2 14 0 17 31 247 859 1,106 0 Gas Permanent SVC 1,371 2 0 9 11 341 1,019 1,060 149 Gas Permanent SVC 1,371 2 0 9 11 341 1,019 1,060 149 Gas Permanent SVC 1,371 2 0 9 11 341 1,019 1,060 149 Gas Reconnection 1,371 2 2 2 2 2 2,555 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	ın-05 Gas	Permanent SVC	1,573	9	0	6	15	383	1,175	1,558	0	\$300
Electric Permanent SVC 11,352 35 30 100 870 10,382 11,252 680 Electric Reconnection 2,687 2 14 0 17 31 247 859 1,106 0 Gas Diagnostic 1,073 4 9 11 341 1,060 </td <td>un-05 Gas</td> <td>Reconnection</td> <td>3,540</td> <td>-</td> <td>21</td> <td></td> <td>22</td> <td></td> <td>3,518</td> <td>3,518</td> <td>243</td> <td>\$50</td>	un-05 Gas	Reconnection	3,540	-	21		22		3,518	3,518	243	\$50
Electric Permanent SVC 1,137 14 0 17 31 247 859 1,106 0 Electric Reconnection 2,687 2 14 9 13 4 9 13 4 9 13 4 1,060 1,060 1,060 149 Gas Permanent SVC 1,371 2 0 9 11 341 1,019 1,060 1,060 149 Gas Permanent SVC 1,371 2 0 9 11 341 1,109 1,360 1,49 Electric Permanent SVC 1,500 12 2 5 9 1,13 1,430 0 Gas Diagnostic 1,188 1 10 5 11 7 1,17 1,17 1,17 1,17 1,17 1,17 1,17 1,17 1,17 1,17 1,17 1,17 1,17 1,17 1,17 1,17 1,17 1,17 1,17	Total		11,352	35	35	30	100	820	10,382	11,252	089	\$1,750
Electric Reconnection 2,687 2 14 16 200 2,471 2,671 223 Cas Diagnostic 1,073 4 9 11 341 1,060 1,060 1,49 Cas Reconnection 2,575 1 19 2 2 2,555 2,555 2,555 2,555 2,596 2,794 1,49 1,49 1,49 1,49 1,49 1,49 1,49 1,49 1,49 1,49 1,49 1,49 1,49 1,49 1,49 1,49 1,43 <	Int-05 Electric	Permanent SVC	1,137	14	0	17	31	247	829	1,106	0	\$200
Cas Diagnostic 1,073 4 9 13 1,060 1,060 1,090 149 Cas Reconnection 1,371 2 0 9 11 341 1,060 1,060 1,090 1,99 Gas Reconnection 1,570 12 2 2 2 3 2,555 2,595 2,09 9 1,109 1,090 0 0 Electric Permanent SVC 1,580 12 2 6 9 11 788 7,964 8,752 581 20 0 0 0 0 0 0 0 0 0 1,109 1,430 0	Iul-05 Electric	Reconnection	2,687	2	14		16	200	2,471	2,671	223	\$100
Cas Permanent SVC 1,371 2 0 9 11 341 1,019 1,360 0 Cas Reconnection 2,575 1 19 2 2 2,555 2,555 209 Electric Permanent SVC 1,500 12 0 58 70 327 1,103 1,430 7 Gas Diagnostic 1,188 1 2 2 2 30 213 2,877 3,090 272 Gas Diagnostic 1,188 1 1 418 1,177 1,177 1,50 Gas Permanent SVC 1,585 6 2 2 2 2 2,877 3,09 272 Gas Permanent SVC 1,585 6 2 2 4 2 3,014 3,14 1,17 1,17 1,50 Gas Permanent SVC 1,362 36 2 4 29 3,014 3,73 3,73 <	Int-05 Gas	Diagnostic	1,073	4	6		13		1,060	1,060	149	\$200
Gas Reconnection 2,575 1 19 20 2,555 2,555 2,555 2,555 2,09 Electric Permanent SVC 1,500 12 26 91 788 7,964 8,752 581 20 Electric Reconnection 1,178 1 1 1 1,177 1,174 1,177 1,174 1,174 1,174 1,174 1,174 1,174 1,174 1,174 1,174 1,174 1,174 <	Jul 95 Cas Jul-05 Gas	Permanent SVC	1,371	2	0	6	11	341	1,019	1,360	0	\$100
Electric Permanent SVC 1,500 12 26 91 786 7,964 8,752 581 Electric Permanent SVC 1,500 12 23 70 327 1,103 1,430 0 Gas Diagnostic 1,188 1 10 1 11 418 1,177 1,177 1,177 1,574 0 Gas Permanent SVC 1,585 6 0 5 11 418 1,177 1,177 1,574 0 Gas Permanent SVC 1,585 6 0 5 11 418 1,156 1,574 0 Islectric Permanent SVC 1,262 36 0 28 64 291 975 1,178 <td>Jul-05 Gas</td> <td>Reconnection</td> <td>2,575</td> <td>1</td> <td>19</td> <td></td> <td>20</td> <td></td> <td>2,555</td> <td>2,555</td> <td>209</td> <td>\$50</td>	Jul-05 Gas	Reconnection	2,575	1	19		20		2,555	2,555	209	\$50
Electric Permanent SVC 1,500 12 0 58 70 327 1,103 1,430 0 Gas Diagnostic 1,128 1 10 1 11 418 1,177 1,177 1,177 150 Gas Permanent SVC 1,585 6 0 5 11 418 1,177 1,177 150 Gas Permanent SVC 1,585 6 0 5 11 418 1,176 1,177 150 Gas Permanent SVC 1,585 6 0 24 29 3,014 215 90 Electric Permanent SVC 1,0436 3 6 0 28 64 291 907 1,198 0 Electric Reconnection 3,728 7 2 2 400 3,301 3,701 248 Gas Permanent SVC 1,578 4 7 437 1,134 1,571 0	Total		8,843	23	42	26	91	788	7,964	8,752		\$1,150
Electric Reconnection 3,120 7 23 30 213 2,877 3,090 272 3as Diagnostic 1,188 1 10 1 11 11 1,177 1,177 1,177 150 3as Permanent SVC 1,585 6 0 5 11 418 1,156 1,574 0 3as Reconnection 1,0436 31 57 63 151 958 9,327 10,285 637 Slectric Permanent SVC 1,262 36 0 28 64 291 907 1,198 0 3as Diagnostic 2,765 17 14 31 2,734 2,734 400 3as Permanent SVC 1,578 4 0 3 7 437 1,571 0 3as Reconnection 3,749 10 16 26 3,733 3,723 3,733 3,733 3as <td< td=""><td>119-05 Electric</td><td>Permanent SVC</td><td>1,500</td><td>12</td><td>0</td><td>58</td><td>20</td><td>327</td><td>1,103</td><td>1,430</td><td></td><td>\$600</td></td<>	119-05 Electric	Permanent SVC	1,500	12	0	58	20	327	1,103	1,430		\$600
ass Diagnostic 1,188 1 10 11 418 1,177 1,177 150 ass Permanent SVC 1,585 6 0 5 11 418 1,156 1,574 0 ass Reconnection 3,043 5 24 29 3,014 3,014 215 alsectric Permanent SVC 10,436 31 57 63 151 958 9,327 10,285 637 alsectric Reconnection 3,728 7 20 28 64 291 907 1,198 0 as Diagnostic 2,765 17 14 31 2,734 2,734 400 as Permanent SVC 1,578 4 0 3 7 437 1,134 1,571 0 as Reconnection 3,749 10 16 26 3,723 3,723 3,723 3,723 as 1,347 61 <	us of Electric	Reconnection	3,120	7	23		30	213	2,877	3,090	272	\$320
Sas Permanent SVC 1,585 6 0 5 11 418 1,156 1,574 0 Sas Reconnection 3,043 5 24 29 3,014 3,014 215 Sas Reconnection 10,436 31 57 63 151 958 9,327 10,285 637 Slectric Permanent SVC 1,262 36 0 28 64 291 907 1,198 0 Sas Diagnostic 2,765 17 14 27 400 3,301 3,701 248 Sas Permanent SVC 1,578 4 0 3 7 437 1,134 1,571 0 Sas Reconnection 3,749 10 16 26 3,723 3,723 3,723 236 Blectric Permanent SVC 1,347 61 0 36 97 286 964 1,250 0 Blectric	us 05 Cas	Diagnostic	1,188	1	10		11		1,177	1,177	150	\$20
Sas Reconnection 3,043 5 24 29 3,014 3,014 215 Sactific Sectoric In,436 31 57 63 151 958 9,327 10,285 637 Slectric Permanent SVC 1,262 36 0 28 64 291 907 1,198 0 Sas Diagnostic 2,765 17 14 31 2,734 2,734 400 Sas Permanent SVC 1,578 4 0 3 7 437 1,571 0 Sas Reconnection 3,749 10 16 26 3,723 3,723 236 Electric Permanent SVC 1,347 61 0 36 97 286 964 1,297 884 Electric Reconnection 3,837 14 18 1 12 964 1,297 3865 278	ug-05 Gas	Permanent SVC	1,585	9	0	5	11	418	1,156	1,574	0	\$300
Electric Permanent SVC 10,436 31 57 63 151 958 9,327 10,285 637 Electric Permanent SVC 1,262 36 0 28 64 291 907 1,198 0 Sas Diagnostic 2,765 17 14 31 2,734 2,734 400 Sas Permanent SVC 1,578 4 0 3 7 437 1,134 1,571 0 Sas Reconnection 3,749 10 16 2 2 3,723 3,723 236 Electric Permanent SVC 1,347 61 0 36 97 286 964 1,257 84 Electric Reconnection 3,837 14 18 3 3,450 3,805 278	ug-05 Gas	Reconnection	3,043	ις	24		29		3,014	3,014		\$250
Electric Permanent SVC 1,262 36 0 28 64 291 907 1,198 0 Electric Reconnection 3,728 7 20 27 400 3,301 3,701 248 Sas Diagnostic 1,578 4 0 3 7 437 1,34 1,571 0 Sas Reconnection 3,749 10 16 26 3,723 3,723 236 Electric Permanent SVC 1,347 61 0 36 97 286 964 1,297 884 Electric Reconnection 3,837 14 18 3 365 3,450 3,805 278	5 Total		10,436	31	57	63	151	928	9,327	10,285		\$1,550
Electric Reconnection 3,728 7 20 27 400 3,301 3,701 248 Gas Diagnostic 2,765 17 14 31 2,734 2,734 400 Gas Permanent SVC 1,578 4 0 3 7 437 1,134 1,571 0 Gas Reconnection 3,749 10 16 2 3,723 3,723 3,723 236 Electric Permanent SVC 1,347 61 0 36 97 286 964 1,250 884 Electric Reconnection 3,837 14 18 32 355 3,450 3,805 278	ep-05 Electric	Permanent SVC	1,262		0	28	64	291	406	1,198	0	\$1,800
Gas Diagnostic 2,754 2,734 400 Gas Permanent SVC 1,578 4 0 3 7 437 1,134 1,571 0 Gas Reconnection 3,749 10 16 2 26 3,723 3,723 236 Electric Permanent SVC 13,082 74 50 31 155 1,128 11,799 12,927 884 Electric Permanent SVC 1,347 61 0 36 97 286 964 1,250 0 Sissipping in the system of the connection 3,837 14 18 32 355 3,450 3,805 278	Sep-05 Electric	Reconnection	3,728		20		27	400	3,301	3,701	248	\$350
Gas Permanent SVC 1,578 4 0 3 7 437 1,134 1,571 0 Gas Reconnection 3,749 10 16 26 3,723 3,723 236 Electric Permanent SVC 13,082 74 50 31 155 1,128 11,799 12,927 884 Electric Permanent SVC 1,347 61 0 36 97 286 964 1,250 0 Electric Reconnection 3,837 14 18 32 355 3,450 3,805 278	Sen-05 Gas	Diagnostic	2,765	17	14		31		2,734	2,734	400	\$850
Gas Reconnection 3,749 10 16 26 3,723 3,723 236 Electric Permanent SVC 13,082 74 50 31 155 1,128 11,799 12,927 884 Electric Permanent SVC 1,347 61 0 36 97 286 964 1,250 0 Electric Reconnection 3,837 14 18 32 355 3,450 3,805 278	Sen-05 Gas	Permanent SVC	1,578	4	0	3	7	437	1,134	1,571	0	\$200
Electric Permanent SVC 1,347 61 0 36 97 286 964 1,250 0 Electric Reconnection 3,837 14 18 32 355 3,450 3,805 278	Sep-05 Gas	Reconnection	3,749	10	16		26		3,723	3,723	236	\$200
Electric Permanent SVC 1,347 61 0 36 97 286 964 1,250 0 Electric Reconnection 3,837 14 18 32 355 3,450 3,805 278	5 Total		13,082		20	31	155	1,128	11,799	12,927	884	\$3,700
Reconnection 3,837 14 18 32 355 3,450 3,805 278	Oct-05 Electric	Permanent SVC	1,347		0	36	26	286	964	1,250		\$3,050
	Oct-05 Electric	Reconnection	3,837	14	18		32	355	3,450	3,805		\$200

NOTE: Jan-Jun 2005 results were refreshed on Jan 13th, 2006.

Table 2

Detail Missed Appointments Report Monthly Performance As of December 31, 2005

Month Fuel	Type	Total Appts (Exclude Canceled)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
36,7 30	Diagnostic	3,754	9	17		23		3,731	3,731	572	\$300
Oct 05 Gas	Permanent SVC	1,715	4	0	14	18	430	1,267	1,697	0,	\$200
Oct-05 Gas	Reconnection	3,651	7	6	1	17		3,634	3,634	282	\$350
Oct-05 Total		14,304	92	44	51	187	1,071	13,046	14,117	1,132	\$4,600
Nov-05 Flectric	Permanent SVC	1,521	29	0	95	124	419	826	1,397	0	\$1,450
Now-05 Electric	Reconnection	3,382	S	22	4	31	237	3,114	3,351	246	\$250
Nov-05 Cas	Diagnostic	4,412	14	24		38		4,374	4,374	734	\$200
Nov-05 Cas	Permanent SVC	1,601	9	0	10	16	415	1,170	1,585	0	\$300
Nov-05 Gas	Reconnection	3,544	5	16		21		3,523	3,523	282	\$250
Mer. of Total		14.460	26	62	109	230	1,071	13,159	14,230	1,262	\$2,950
NOV-03 I Utai	Dormanont SVC	1.115	10	0	33	43	251	821	1,072	0	\$500
Dec-03 Electric	Reconnection	2,201	2	5	36	43	06	2,068	2,158	153	\$100
Dec-05 Electric	Diagnostic	3,459	20	13		33		3,426	3,426	726	\$1,000
Dec-05 Gas	Pormanent SVC	1.452	3	0	41	44	427	981	1,408	0	\$150
Dec-05 Gas	Reconnection	2,514	12	18		30		2,484	2,484	247	\$600
Dec 05 Total		10,741	47	36	110	193	892	6,780	10,548	1,126	\$2,350
Grand Total		136,406	581	585	531	1,697	696'6	124,740	134,709	10,530	\$29,050

NOTE: Jan-Jun 2005 results were refreshed on Jan 13th, 2006.

Definition of the categories

Total Appointments (Exclude Canceled): the total of Total Missed and Total Kept

Missed Approved: appointments missed due to PSE reasons. The customer is paid for the \$50 Service Guarantee payment.

Missed Denied: appointments missed due to customer reasons or due to major events

Missed Open: appointments not yet reviewed by PSE for the \$50 Service Guarantee payment

Total Missed: the total of Missed Approved, Missed Denied, and Missed Open

Manual Kept: adjusted missed appointments resulting from the review of PSE resource coordinators

System Kept: appointments that PSE arrived at the customer site as promised

Total Kept: the total of Manual Kept and System Kept

Canceled: appointments canceled by either customer or PSE

Service Guarantee Payments: the total of the \$50 Service Guarantee payments made to customers

Puget Sound Energy

Exhibit E - Customer Awareness of Customer Service Guarantee

Customer Awareness of Service Guarantee

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, PSE understook the following actions in 2005 to promote customer awareness of the customer service guarantee (Schedule 130) for both electric and natural gas service:

- 1. Articles that publicized the Customer Service Guarantee were included in the January, June and December of 2005 issues of the customer newsletter, "Energywise".
- 2. The text of the service guarantee appeared on the back of the bill-stock beginning in fall 2002.
- 3. The Customer Service Guarantee was incorporated in the natural gas and the electric customer rights and responsibilities that were initially distributed in 2004 in the new customer letter and in response to individual requests. Both gas and electric "rights and responsibilities" brochures are posted on www.PSE.com.
- 4. Also, PSE continued to promote the customer service guarantee in the following ways:
 - On relevant paths where a qualifying appointment will be generated, the Access Center phone tree invites customers to ask about the Company's service guarantee program – before directly speaking with an agent.
 - Access Center employees are provided training and scripting on the service guarantee program.
 - Information about the service guarantee program is included in PSE's online Quick Reference Manual. This data is accessible 24 hours per day on PSE's Intranet and is available to all customer service, CFS and new construction employees within the Company.
 - The Energy Advisors, who facilitate scheduling the majority of customer appointments for The Checkup program for CFS, notify customers of the service guarantee via a reminder card which is mailed to the customer shortly after the appointment is scheduled.

• Other measures used to inform customers of the service guarantee include the Gas & Electric Service Handbooks (inside cover page), the Builder Fax Order Form (bottom of form), and the PSE web site at www.PSE.com.

The Company is taking measures to ensure that agents are trained on its policy to advise customers of the guarantee before the end of any call in which an eligible appointment or commitment is made.

The results of customer awareness surveys as assessed using two separate Gilmore Research Group's surveys are presented in the following table.

		Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Total
CFS Survey														
Q26A. When you called to make the appointment for a service technician to come out, did the customer														
service representative tell you about		<u>π</u>	71	13	=	7	6	=	σ	=	22	21	&	148
PSE \$50 Service Guarantee?	Yes (Continue to Q. 2)	63	19	29	69	82	62	63	73	89	82	133	143	696
	Don't Know	55	24	61	15	*	27	19	±	22	30	38	92	300
	Refused Response	-	•	2	5	•	-	6	7	2	4	r.	;	33
		101	66	101	92	100	66	102	<u>8</u>	103	141	197	202	1,450
Q26B. Did a PSE representative call)								
you to reschedule your					-		-			-		-	,	L.
appointment?	Yes (Continue to Q.3)	- :	2	2	- 01	7	- ~	=	œ	- 0	22	70	•	140
	No Don't Know	-	2 -	2	2	•		:	. –	!				3
	Total Customers Surveyed	51	14	13	=	7	6	=	6	=	22	21	&	148
				*										•
Q26C. Which of the following best														
fits your understanding of how the														
service guarantee works if a	service guarantee if the													
changed by PSF	inconvenience.				-									-
ciangea of the	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.	-	-				-			-		_		3 6
	Don't Know Total Customers Surveyed	-	-		-	•	-			-		-		9
NCC Survey								•						•
Q12. Are you aware of Puget Sound	77.													
Energy's \$50 service guarantee to	>					16			. 84				92	267
meet scheduled work dates:	<u> </u>					115			140				145	400
	Refused Response					r			-				-	, 10
	Don't Know					209	1	,	225			•	238	672
	i otal Customers surveyeu													

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