



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
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;

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- 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

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:

1. 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 Performance	Index 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

SQI #	Benchmark	Jan 2005	Feb 2005	Mar 2005	Apr 2005	May 2005	Jun 2005	Jul 2005	Aug 2005	Sep 2005	Oct 2005	Nov 2005	Dec 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)	0.010	0.010	0.015	0.012	0.012	0.017	0.014	0.018	0.011	0.013	0.015	0.023	84%	-6%	✓
2	WUTC Complaint Ratio 0.50 complaints per 1000 customers, including all complaints filed with WUTC	12.1	2.8	11.8	7.6	9.7	7.4	9.4	10.1	10.4	6.6	19.1	21.4	129	-7.0	✓
3	SAIDI 136 minutes per customer per year	0.086	0.026	0.121	0.058	0.071	0.055	0.088	0.077	0.072	0.049	0.124	0.122	0.95	-0.35	✓
4	SAIFI 1.30 interruptions per year per customer	73%	60%	61%	67%	64%	79%	88%	92%	91%	85%	68%	70%	75%	0%	✓
5	Telephone Center Answering Performance 75% of calls answered by a live representative within 30 seconds of request to speak with live operator	92%	93%	92%	94%	94%	93%	93%	92%	96%	92%	94%	96%	93%	3%	✓
6	Telephone Center Transactions Customer Satisfaction 90% satisfied (rating of 5 or higher on a 7-point scale)	37	36	39	35	33	32	32	31	35	34	34	36	35	-20	✓
7	Gas Safety Response Time Average of 55 minutes from customer call to arrival of field technician	89%	88%	91%	83%	91%	93%	85%	93%	88%	90%	96%	95%	90%	0%	✓
8	Field Service Operations Transactions Customer Satisfaction 90% satisfied (rating of 5 or higher on a 7-point scale)	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	0.000	✓
9	Disconnection Ratio 0.030 disconnections / customer for non-payment of amounts due when WUTC disconnection policy would permit service curtailment	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	-7%	✓
10	Missed Appointments 8% of appointments missed	49	41	48	48	51	47	48	49	48	49	51	53	49	-6	✓
11	Electric Safety Response Time Average of 55 minutes from customer call to arrival of field technician															



**SQI NO. 11 SUPPLEMENTAL REPORTING
MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS
AFFECTED LOCAL AREAS ONLY**

Date	Type of Event	Local Area	Duration	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization	>5% Customer Affected? (Yes/No)	Comments
1/7/2005	Wind & Snow	West	2 day	16,934	132,304	12.8%	10	9	Yes	9 first responders, 3 line crews & 0 tree crews
3/20/2005	Wind	South	2 day	30,347	203,351	14.9%	38	15	Yes	15 first responders, 6 line crews & 1 tree crew
3/20/2005	Wind	West	2 day	71,176	132,606	53.7%	130	12	Yes	12 first responders, 11 line crews & 1 tree crew
12/2/2005	Wind	South	2 day	23,011	207,699	11.1%	92	17	Yes	17 first responders (14 South, 2 West, 1 Central South), 5 line crews & 1 tree crew
12/17/2005	Wind	South Central	3 day	20,753	205,204	10.1%	96	25	Yes	25 first responders (12 Central South, 6 South, 4 West & 3 Central North), 19 line crews & 4 tree crews
12/25/2005	Wind	North Central	3 day	17,961	298,827	6.0%	32	16	Yes	16 first responders, 6 line crews & 3 tree crews
12/25/2005	Wind	West	3 day	32,975	133,851	24.6%	110	24	Yes	24 first responders (13 West, 4 Central South, 6 Central North, 1 Potelco), 21 line crews & 3 tree crews

 PUGET SOUND ENERGY		SQI NO. 11 SUPPLEMENTAL REPORTING LOCALIZED EMERGENCY EVENT DAYS NON-AFFECTED LOCAL AREAS ONLY									
Date	Type of Event	Local Area	Duration	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization	>5% Customer Affected? (Yes/No)	Comments	
1/7/2005	Wind & Snow	North Central	n/a	72	295,567	0.0%	4	8	No		
1/7/2005	Wind & Snow	South Central	n/a	54	201,083	0.0%	6	6	No		
1/7/2005	Wind & Snow	South	n/a	1670	202,498	0.8%	4	6	No		
1/7/2005	Wind & Snow	North	n/a	1,380	174,524	0.8%	33	10	No		
3/20/2005	Wind	North	n/a	1,487	174,720	0.9%	37	9	No		
3/20/2005	Wind	North Central	n/a	2,394	296,289	0.8%	27	12	No		
3/20/2005	Wind	South Central	n/a	1,500	201,503	0.7%	18	14	No		
12/2/2005	Wind	North	n/a	90	178,465	0.1%	4	10	No		
12/2/2005	Wind	North Central	n/a	5,706	298,827	1.9%	20	18	No		
12/2/2005	Wind	South Central	n/a	1,270	205,204	0.6%	30	12	No		
12/2/2005	Wind	West	n/a	1,365	133,851	1.0%	9	14	No		
12/17/2005	Wind	North	n/a	162	178,465	0.1%	6	4	No		
12/17/2005	Wind	North Central	n/a	165	298,827	0.1%	6	13	No		
12/17/2005	Wind	South	n/a	2,135	207,699	1.0%	14	10	No		
12/17/2005	Wind	West	n/a	4,520	133,851	3.4%	29	8	No		
12/25/2005	Wind	North	n/a	4,055	178,465	2.3%	47	10	No		
12/25/2005	Wind	Central South	n/a	5,731	205,204	2.8%	23	8	No		
12/25/2005	Wind	South	n/a	2,135	207,699	1.0%	14	8	No		

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

No.	Date	Address	City	1st Notice to PSE	Final PSE Arrival	Incident Controlled	Response Time	Control Time
1	1/5/05	Boundary Lane and Madrona Drive - The Highlands	Shoreline	18:46	19:33	2:50	0:45	7:17
2	1/20/05	4401 4 Av S.	Seattle	8:46	9:03	10:35	0:17	1:32
3	1/25/05	NW Prindle St. and Slate St.	Chelalis	8:50	8:50	8:50	0:00	0:00
4	2/1/05	6015 Phinney Av N.	Seattle	19:07	19:18	19:25	0:11	0:07
5	2/7/05	Chain Lake Rd & Kelsey Rd	Monroe	9:46	10:09	11:58	0:23	1:49
6	2/9/05	NE 117 St. & Lake City Way	Seattle	13:29	13:42	17:21	0:13	3:39
7	2/16/05	16818 Bothell-Everett Highway	Mill Creek	13:15	13:17	14:49	0:02	1:32
8	2/25/05	S. 163 St. & Pacific Highway S.	Sparanway	1:05	1:55	1:55	0:50	0:00
9	3/21/05	6035 35 Av SW	Seattle	9:44	9:55	9:55	0:11	0:00
10	3/22/05	404 128 St SW	Everett	14:38	14:58	14:58	0:20	0:00
11	3/30/05	22000 SE 304 St	Lake Sawyer (King Co.)	15:50	15:20	15:20	0:00	0:00
12	4/12/05	Woodland Park Zoo	Seattle	9:10	9:23	9:35	0:13	0:12
13	4/13/05	1311 205 Av NE	Sammamish	13:19	13:30	13:45	0:11	0:15
14	5/5/05	3100 5th St. SE	Puyallup	13:20	13:34	13:37	0:14	0:03
15	5/9/05	21727 34th St. E	Shriner	15:24	15:55	15:55	0:31	0:00
16	5/19/05	9050 394th Ave SE	Snoqualmie	12:33	12:59	15:50	0:26	2:51
17	5/20/05	2205 N 45 St	Seattle	11:15	11:39	11:47	0:24	0:08
18	5/20/05	23819 21 Dr. SE	Bothell	16:26	16:20	16:20	0:00	0:00
19	5/23/05	4522 Roosevelt Way NE	Seattle	12:53	13:04	13:37	0:11	0:33
20	5/30/05	8075 Maple Ave. SE	Snoqualmie	15:38	16:17	16:35	0:39	0:16
21	5/31/05	Cove Rd & Robinson Canyon Rd	Kittitas	15:03	15:22	15:30	0:19	0:08
22	6/6/05	4860 Yelm Hwy SE	Olympia	12:16	12:39	13:01	0:23	0:22
23	6/10/05	23800 Novely Hill Rd.	Redmond	9:07	10:02	10:02	0:55	0:00
24	6/15/05	2922 E Cherry St	Seattle	17:56	18:23	18:59	0:27	0:36
25	6/15/05	714 G St.	Centralia	14:14	14:23	15:31	0:09	1:08
26	7/6/05	17800 Meridian Av E	Puyallup	10:58	11:08	13:25	0:10	2:17
27	7/9/05	223 Yester Way	Seattle	18:54	19:25	19:54	0:31	0:29
28	7/19/05	953 E Union St.	Seattle	9:03	9:35	9:35	0:32	0:00
29	7/22/05	14040 Midvale Ave N	Seattle	9:07	9:39	9:40	0:32	0:01
30	7/25/05	18801 Hwy 2	Monroe	9:10	9:24	13:00	0:14	3:36
31	7/27/05	2014 E Madison St	Seattle	11:31	11:55	14:36	0:24	2:41
32	7/29/05	13825 38 Ave S	Tukwila	7:53	8:47	8:47	0:22	0:32
33	7/30/05	176 St E & Meridian Ave E	Puyallup	0:14	1:04	8:15	0:50	7:11
34	8/8/05	4402 S 66 St	Tacoma	15:04	15:20	16:29	0:16	1:09
35	8/22/05	39 Ave S & S Austin St.	Seattle	9:42	9:58	12:05	0:16	2:07
36	8/23/05	615 S 200 St.	Des Moines	14:37	15:04	15:18	0:27	0:14
37	8/23/05	Avondale Rd & Union Hill Rd	Redmond	15:18	15:30	15:56	0:12	0:26
38	9/1/05	1910 Black Lake Blvd SW	Olympia	11:36	11:38	12:44	0:02	1:06
39	9/9/05	14808 44 Ave W	Lynnwood	9:04	9:26	10:18	0:22	0:52
40	9/13/05	116 Ave SE & Everett-Bothell Hwy	Mill Creek	3:13	3:43	6:48	0:30	3:05
41	9/28/05	NE 177 St & 15 Ave NE	Shoreline	10:30	10:49	12:17	0:19	1:28
42	10/7/05	18717 86 ave W	Edmonds	18:18	19:00	23:18	0:42	4:18
43	10/10/05	604 Bellevue Way NE	Bellevue	8:26	8:28	9:37	0:02	1:09
44	10/14/05	9600 Martin Luther King Jr Wy S	Seattle	12:24	12:24	15:23	0:00	2:59
45	11/16/05	5100 Brown's Point Way	Tacoma	10:37	10:58	11:00	0:21	0:02
46	11/18/05	714 Willy St. NW	Olympia	11:02	11:12	12:05	0:10	0:53
47	12/13/05	4618 Alameda Ave. W	University Place	16:36	17:04	18:24	0:28	1:20
48	12/25/05	290 164 St. SE	Bothell	10:48	11:23	13:48	0:35	2:25

Average 0:20 1:18

(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 480-95-200 and WAC 480-95-210, Order R-375, Docket No. UG-911261.

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;

(e) 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 10/9/69.]

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]

480-93-210

Title 480 WAC: Utilities and Transportation Commission

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

(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.]

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 10/9/69.]

(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

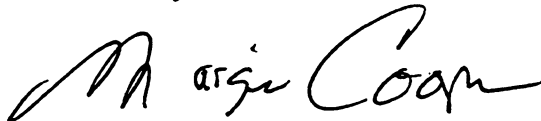
January 5, 2006

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,

A handwritten signature in black ink, appearing to read "Margie Coan". The signature is fluid and cursive, with the first name "Margie" written in a larger, more prominent script than the last name "Coan".

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.

<back panel of 1-fold bill insert>

Puget Sound Energy Performance Report Card – 2005

KEY MEASUREMENT	BENCHMARK	2005 PERFORMANCE	ACHIEVED
1. Percent of customers satisfied with our performance	90 percent	84 percent	<input type="checkbox"/>
2. Number of complaints to the WUTC per 1,000 customers	Less than 0.50	0.17	✓
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. Time from customer call to arrival of field technicians in response to gas emergencies	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. Percent of customers disconnected for non-payment	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	✓
11. Time from customer call to arrival of field technicians in response to power system emergencies	No more than 55 minutes	49 minutes	✓

Puget Sound Energy

Exhibit D - Customer Service Guarantee Performance Detail

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

12 Months All Service Type:	January 2005		December 2005		Total Missed	Total Missed Open	Total Missed Denied	Total Missed Approved	Total Missed (Exclude Canceled)	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
	Missed	Approved	Missed	Open										
Electric														
Permanent SVC	15,224	289	-	353	642	3,093	11,489	14,582	-					\$14,450
Reconnection	33,675	61	187	40	288	2,461	30,926	33,387	2,606					\$3,050
Sub-total	48,899	350	187	393	930	5,554	42,415	47,969	2,606					\$17,500
Gas														
Diagnostic	31,404	115	175	-	290	-	31,114	31,114	5,043					\$5,750
Permanent SVC	17,894	56	-	137	193	4,415	13,286	17,701	-					\$2,800
Reconnection	38,209	60	223	1	284	-	37,925	37,925	2,881					\$3,000
Sub-total	87,507	231	398	138	767	4,415	82,325	86,740	7,924					\$11,550
Grand Total	136,406	581	585	531	1,697	9,969	124,740	134,709	10,530					\$29,050

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

Puget Sound Energy
2005 Annual Service Quality Report

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
Jan-05	Electric	Permanent SVC	1,120	17	0	17	34	231	855	1,086	0	\$850
Jan-05	Electric	Reconnection	1,476	3	17	20	40	52	1,404	1,456	119	\$150
Jan-05	Gas	Diagnostic	4,285	18	27	45	90	4,240	4,240	4,240	685	\$900
Jan-05	Gas	Permanent SVC	1,358	9	0	4	13	377	968	1,345	0	\$450
Jan-05	Gas	Reconnection	1,989	3	19	22	44	660	1,967	1,967	192	\$150
Jan-05 Total			10,228	50	63	21	134	660	9,434	10,094	996	\$2,500
Feb-05	Electric	Permanent SVC	1,084	25	0	5	30	159	895	1,054	0	\$1,250
Feb-05	Electric	Reconnection	2,503	4	12	16	32	136	2,351	2,487	214	\$200
Feb-05	Gas	Diagnostic	2,999	13	16	29	58	2,970	2,970	2,970	410	\$650
Feb-05	Gas	Permanent SVC	1,256	3	0	2	5	273	978	1,251	0	\$150
Feb-05	Gas	Reconnection	3,274	5	22	27	54	3,247	3,247	3,247	195	\$250
Feb-05 Total			11,116	50	50	7	107	568	10,441	11,009	819	\$2,500
Mar-05	Electric	Permanent SVC	1,320	32	0	11	43	239	1,038	1,277	0	\$1,600
Mar-05	Electric	Reconnection	2,680	5	19	24	48	171	2,485	2,656	240	\$250
Mar-05	Gas	Diagnostic	2,369	7	13	20	40	2,349	2,349	2,349	444	\$350
Mar-05	Gas	Permanent SVC	1,490	4	0	8	12	297	1,181	1,478	0	\$200
Mar-05	Gas	Reconnection	3,932	2	24	26	52	707	3,906	3,906	322	\$100
Mar-05 Total			11,791	50	56	19	125	707	10,959	11,666	1,006	\$2,500
Apr-05	Electric	Permanent SVC	1,158	20	0	12	32	221	905	1,126	0	\$1,000
Apr-05	Electric	Reconnection	1,989	3	13	16	32	124	1,849	1,973	170	\$150
Apr-05	Gas	Diagnostic	2,015	8	17	25	50	1,990	1,990	1,990	364	\$400
Apr-05	Gas	Permanent SVC	1,455	4	0	26	30	322	1,103	1,425	0	\$200
Apr-05	Gas	Reconnection	3,299	7	19	26	52	667	3,273	3,273	259	\$350
Apr-05 Total			9,916	42	49	38	129	667	9,120	9,787	793	\$2,100
May-05	Electric	Permanent SVC	1,296	15	0	20	35	191	1,070	1,261	0	\$750
May-05	Electric	Reconnection	2,680	4	14	18	36	227	2,435	2,662	201	\$200
May-05	Gas	Diagnostic	1,602	2	11	13	26	1,589	1,589	1,589	214	\$100
May-05	Gas	Permanent SVC	1,460	5	0	6	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

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
May-05	Gas	Reconnection	3,099	2	16		18	713	3,081	3,081	199	\$100
May-05 Total			10,137	28	41	26	95	9329	10,042	10,042	614	\$1,400
Jun-05	Electric	Permanent SVC	1,364	18	0	21	39	231	1,094	1,325	0	\$900
Jun-05	Electric	Reconnection	3,392	5	10		15	256	3,121	3,377	242	\$250
Jun-05	Gas	Diagnostic	1,483	5	4		9		1,474	1,474	195	\$250
Jun-05	Gas	Permanent SVC	1,573	6	0	9	15	383	1,175	1,558	0	\$300
Jun-05	Gas	Reconnection	3,540	1	21		22		3,518	3,518	243	\$50
Jun-05 Total			11,352	35	35	30	100	870	10,382	11,252	680	\$1,750
Jul-05	Electric	Permanent SVC	1,137	14	0	17	31	247	859	1,106	0	\$700
Jul-05	Electric	Reconnection	2,687	2	14		16	200	2,471	2,671	223	\$100
Jul-05	Gas	Diagnostic	1,073	4	9		13		1,060	1,060	149	\$200
Jul-05	Gas	Permanent SVC	1,371	2	0	9	11	341	1,019	1,360	0	\$100
Jul-05	Gas	Reconnection	2,575	1	19		20		2,555	2,555	209	\$50
Jul-05 Total			8,843	23	42	26	91	788	7,964	8,752	581	\$1,150
Aug-05	Electric	Permanent SVC	1,500	12	0	58	70	327	1,103	1,430	0	\$600
Aug-05	Electric	Reconnection	3,120	7	23		30	213	2,877	3,090	272	\$350
Aug-05	Gas	Diagnostic	1,188	1	10		11		1,177	1,177	150	\$50
Aug-05	Gas	Permanent SVC	1,585	6	0	5	11	418	1,156	1,574	0	\$300
Aug-05	Gas	Reconnection	3,043	5	24		29		3,014	3,014	215	\$250
Aug-05 Total			10,436	31	57	63	151	958	9,327	10,285	637	\$1,550
Sep-05	Electric	Permanent SVC	1,262	36	0	28	64	291	907	1,198	0	\$1,800
Sep-05	Electric	Reconnection	3,728	7	20		27	400	3,301	3,701	248	\$350
Sep-05	Gas	Diagnostic	2,765	17	14		31		2,734	2,734	400	\$850
Sep-05	Gas	Permanent SVC	1,578	4	0	3	7	437	1,134	1,571	0	\$200
Sep-05	Gas	Reconnection	3,749	10	16		26		3,723	3,723	236	\$500
Sep-05 Total			13,082	74	50	31	155	1,128	11,799	12,927	884	\$3,700
Oct-05	Electric	Permanent SVC	1,347	61	0	36	97	286	964	1,250	0	\$3,050
Oct-05	Electric	Reconnection	3,837	14	18		32	355	3,450	3,805	278	\$700

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
Oct-05	Gas	Diagnostic	3,754	6	17		23	430	3,731	3,731	572	\$300
Oct-05	Gas	Permanent SVC	1,715	4	0	14	18		1,267	1,697	0	\$200
Oct-05	Gas	Reconnection	3,651	7	9	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	Electric	Permanent SVC	1,521	29	0	95	124	419	978	1,397	0	\$1,450
Nov-05	Electric	Reconnection	3,382	5	22	4	31	237	3,114	3,351	246	\$250
Nov-05	Gas	Diagnostic	4,412	14	24		38		4,374	4,374	734	\$700
Nov-05	Gas	Permanent SVC	1,601	6	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
Nov-05 Total			14,460	59	62	109	230	1,071	13,159	14,230	1,262	\$2,950
Dec-05	Electric	Permanent SVC	1,115	10	0	33	43	251	821	1,072	0	\$500
Dec-05	Electric	Reconnection	2,201	2	5	36	43	90	2,068	2,158	153	\$100
Dec-05	Gas	Diagnostic	3,459	20	13		33		3,426	3,426	726	\$1,000
Dec-05	Gas	Permanent 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	768	9,780	10,548	1,126	\$2,350
Grand Total			136,406	581	585	531	1,697	9,969	124,740	134,709	10,530	\$29,050

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

Puget Sound Energy
2005 Annual Service Quality Report

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 undertook 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 on-line 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.

CFS and NCC Survey Results

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 PSE \$50 Service Guarantee?

Yes (Continue to Q. 2)	15	14	13	11	4	9	11	9	11	22	21	8	148
No	63	61	67	69	82	62	63	73	68	85	133	143	969
Don't Know	22	24	19	15	14	27	19	14	22	30	38	56	300
Refused Response	1	.	2	5	.	1	9	4	2	4	5	5	33
Total Customers Surveyed	101	99	101	100	100	99	102	100	103	141	197	207	1,450

Q26B. Did a PSE representative call you to reschedule your appointment?

Yes (Continue to Q.3)	1	13	13	10	4	1	11	8	10	22	20	8	140
No	14	1	1	1	1	7	1	1	1	1	1	1	3
Don't Know	15	14	13	11	4	9	11	9	11	22	21	8	148
Total Customers Surveyed	15	14	13	11	4	9	11	9	11	22	21	8	148

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									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				1			1		1		2
Don't Know	1	1		1		1			1		1		3
Total Customers Surveyed	1	1		1		1			1		1		6

NCC Survey

Q12. Are you aware of Puget Sound Energy's \$50 service guarantee to meet scheduled work dates?

Yes	91							84				92	267
No	115							140				145	400
Refused Response													
Don't Know	3							1				1	5
Total Customers Surveyed	209							225				238	672