



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

July 14, 2006

**VIA ELECTRONIC FILING AND REGULAR MAIL**

Ms. Carole J. Washburn, Executive Secretary  
Washington Utilities and Transportation Commission  
PO Box 47250  
Olympia, WA 98504-7250

**Re: PSE Service Quality Program - Service Provider Report  
Docket Nos. UE-011570 and UG-011571**

Dear Ms. Washburn:

Pursuant to Exhibit J of the Settlement Stipulation Re Service Quality Index (SQI) in Docket Nos. UE-011570 and UG-011571 and as amended by UE-031946, Puget Sound Energy, Inc. ("PSE" or "the Company") provides an original and twelve (12) copies of PSE's Service Quality Program – Service Provider Report for the six-month period ending June 2006. An electronic copy of the same is submitted through the Records Center Web Portal at <http://www.wutc.wa.gov/efileform>.

The enclosed report shows performance levels for the following Service Provider Indices (SPI) detailed by service provider and applicable service quality metric for PSE's service providers, Quanta and Pilchuck. The service provider service quality metrics are outlined below.

- SPI No 1. Standards Compliance – At least 95% compliance with site audit check list points,
- SPI No 2. Customer Satisfaction (NCC) – Pilchuck, 83% satisfied (rating of 5 or higher on a 7-point scale) and Quanta, 75% satisfied (rating of 5 or higher on a 7-point scale),
- SPI No 3. Appointments Kept – Meet at least 92% of all commitment dates, and
- SPI No 4. Second Safety Response – Gas, Average of 60 minutes from First Response arrival and assessment completion to Second Response arrival.

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If you have any questions regarding this report, please contact Lynn Logen at 425-462-3872, Mei Cass at 425-462-3800, Julie Waltari at 425-456-2945 or myself at 425-462-3495.

Sincerely,



Karl R. Kanzman, Director Regulatory Relations

for

Tom DeBoer

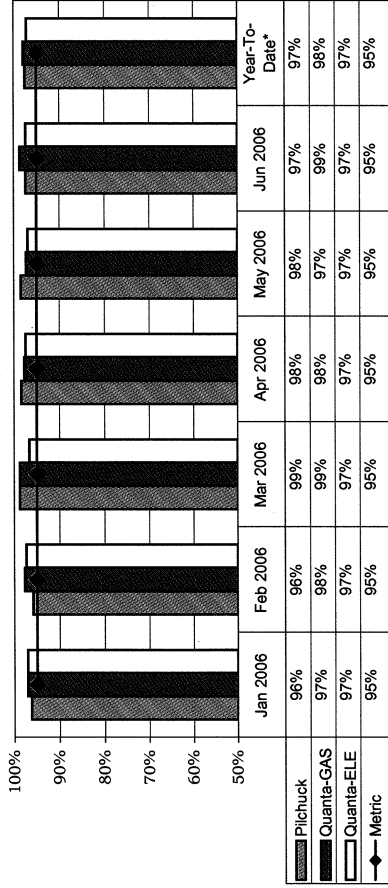
Director, Rates & Regulatory Affairs

Enclosures

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

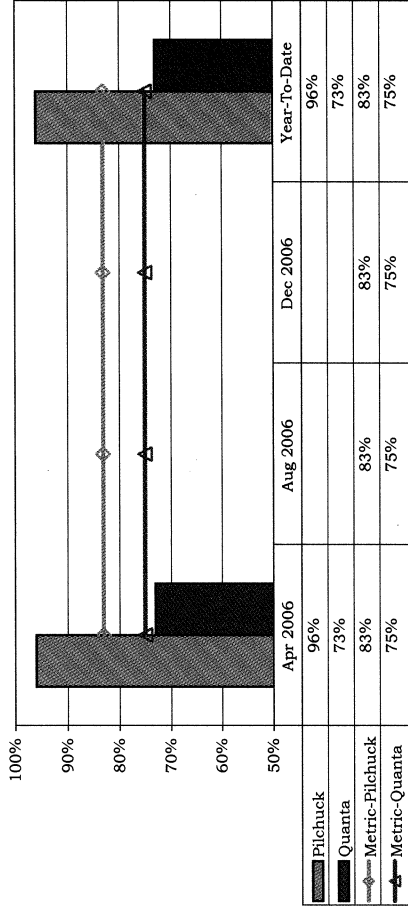
**Puget Sound Energy  
Service Provider Service Quality Metric Report  
as of June 30, 2006**

**Standards Compliance**



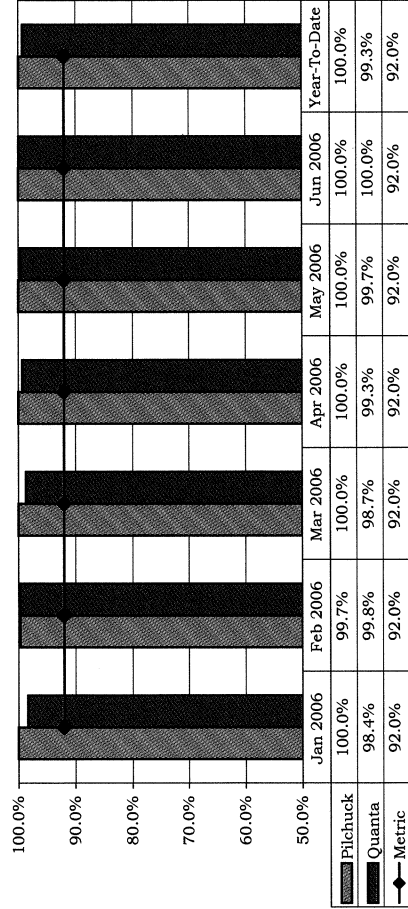
Note: Service Provider performance should be Equal to or Greater Than the Metric. Numbers rounded to the next whole number with the exception of numbers below the metric.

**Customer Satisfaction (NCC)**



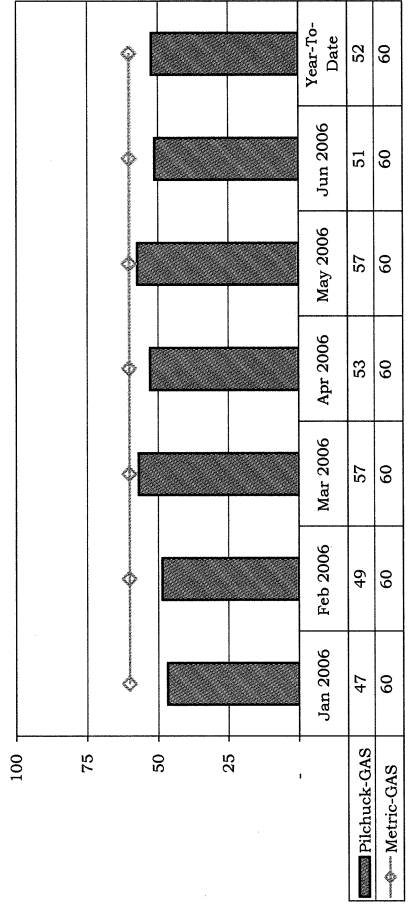
Note: Service Provider Year-To-Date Average performance should be Equal to or Greater Than the Metric

**Appointments Kept**



Note: Service Provider performance should be Equal to or Greater Than the Metric

**Gas Second Safety Response**



Note: Service Provider performance should be Equal to or Less Than the Metric