



*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 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, Inc. ("PSE" or "the Company") provides an original and twelve (12) copies of PSE's Service Quality Program Report for the six-month period ending June 2006.

The enclosed report includes:

- Monthly data for the reporting period January through June 2006 for each of the 11 SQIs (attached as Exhibit A).
- The number of missed appointments and missed commitments under the Service Guarantee and the amount of payments to customers by service type for the reporting period January through June 2006 (attached as Exhibit B).
- The survey results of customer awareness of the Service Guarantee for the reporting period January through June 2006 (attached as Exhibit C).
- Revised 2005 supplemental reporting Attachment A and B -- Major Event and Localized Emergency Event Days for Affected and Non-affected Local Areas -- to SQI No. 11 -- Electric Safety Response Time; to correctly list the events in the appropriate attachment (attached as Exhibit D). There is no change to the total number and nature of the 2005 events or the 2005 annual performance of SQI No. 11 as filed in the 2005 Annual Report on February 14, 2006.

- The final report on the 2005 missed appointment status and Service Guarantee payment information (attached as Exhibit E). The statistics were first provided in PSE's 2005 Annual Service Quality Program Report filed on February 14, 2006 as Table 1: Summary Missed Appointments Report of Exhibit D: Customer Service Guarantee Performance Detail. At the request of Public Counsel, the 2005 table is updated and attached hereto. The revised total amount credited to customers is \$31,900, an increase of \$2,850 from the initially reported amount. There is no change to the 2005 annual performance of SQI No. 10 -- Missed Appointments.

As shown in Exhibit A, the Company's semi-annual performance meets or exceeds the required performance level for seven of these eleven indices.

With respect to SQI No. 1 -- Overall Customer Satisfaction -- the report indicates that, for the six-month period, 83% (as compared with the benchmark of 90%) of surveyed customers rated their overall satisfaction at 5 or higher on a 7-point scale.

With respect to SQI No. 3 -- SAIDI -- the report indicates a preliminary semi-annual performance of 110 system outage minutes per customer (as compared with the annual benchmark of 136 minutes). The semi-annual results show an approximate two-fold increase from the 2005 performance of 52 minutes for the same period. During the 6-month period, PSE experienced two Major Events (which extended over a total period of nine days) and seven Localized Emergency Events (over a period of twelve days) as compared to two events (one Major and one Localized) over a period of four days in 2005. (The detail information for the 2006 and 2005 storm events are included in Exhibits A and D.) In addition to the SAIDI impact, PSE also experienced a large increase in storm restoration costs. The 2006 year-to-date storm restoration costs for the nine events totaled \$15.35 million. In comparison, the total annual storm restoration costs in 2005 were only \$3.88 million. The Company believes the unusually high number of storm events and their exceptional impact warrant a mitigation petition and will consult with WUTC Staff and Public Counsel before filing such a petition.

With respect to SQI No. 5 -- Telephone Center Answering Performance -- the report indicates a six-month average of 63% of calls answered live within thirty seconds (as compared with the benchmark of 75%). Even though this performance is related to the many outages (see above) PSE has in place a plan to mitigate this performance over the next six months. The Company expects that the twelve-month average performance will be at or above the required 75% benchmark by December 2006, the end of the current annual reporting period.

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With respect to SQI No. 8 -- Field Service Operations Transactions Customer Satisfaction -- for the six-month period, 89% of surveyed customers rated their overall satisfaction at 5 or higher on a 7-point scale (as compared with the benchmark of 90%) as shown in Exhibit A.

There is no penalty assessment associated with this semi-annual report.

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

## Exhibit A

- January through June, 2006 Monthly SQI Performance Results

**EXHIBIT A**  
**Preliminary Monthly Service Quality Program Performance**  
as of June 30, 2006

SQI #	Benchmark	Jan 2006	Feb 2006	Mar 2006	Apr 2006	May 2006	Jun 2006	Preliminary Semi-Annual Performance
1	Overall Customer Satisfaction 90% satisfied (rating of 5 or higher on a 7-point scale)					83%		83%
2	WUTC Complaint Ratio 0.50 complaints per 1000 customers, including all complaints filed with WUTC	0.030	0.025	0.026	0.020	0.021	0.030	0.15
3	SAIDI 136 minutes per customer per year	39.9	20.6	18.4	9.7	9.0	12.3	110
4	SAIFI 1.30 interruptions per year per customer	0.195	0.101	0.124	0.044	0.067	0.107	0.638
5	Note Telephone Center Answering Performance 75% of calls answered by a live representative within 30 seconds of request to speak with live operator	23%	35%	60%	83%	89%	99%	63%
6	Telephone Center Transactions Customer Satisfaction 90% satisfied (rating of 5 or higher on a 7-point scale)	92%	95%	93%	94%	93%	92%	94%
7	Gas Safety Response Time Average of 55 minutes from customer call to arrival of field technician	35	35	34	34	33	34	34
8	Field Service Operations Transactions Customer Satisfaction 90% satisfied (rating of 5 or higher on a 7-point scale)	93%	88%	89%	89%	91%	83%	89%
9	Disconnection Ratio 0.030 disconnections / customer for non-payment of amounts due when WUTC disconnection policy would permit service curtailment	0.0029	0.0024	0.0032	0.0026	0.0019	0.0023	0.0153
10	Missed Appointments 8% of appointments missed	1%	3%	1%	1%	1%	3%	2%
11	Electric Safety Response Time Average of 55 minutes from customer call to arrival of field technician	50	48	45	46	41	48	46
<p>Note: During the 2nd quarter of 2006, PSE hired a consultant to develop a reporting dashboard for the call center and review all customer service business reports for accuracy. The service level calculation was found to be on a 24 hour clock for business calls and it was changed to reflect our hours of business operation: 7:30 a.m. - 6:30 p.m. Service level calculation was unchanged for emergency call hours which are on the 24 hour clock. This correction changed the six-month average from 62% to 63% calls answered live within thirty seconds.</p>								




**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
1/1/2006	Wind	South	2 days	21,078	208,384	10.1%	34	7	No	7 first responders, 3 line crews & 0 tree crews
1/10/2006	Wind	West	1 day	9,860	134,286	7.3%	62	19	No	19 first responders, 6 line crews & 4 tree crews
1/28/2006	Wind	South	1 day	5,091	208,384	2.5%	45	14	No	14 first responders, 6 line crews & 0 tree crews
1/28/2006	Wind	West	1 day	5,436	134,286	4.1%	19	10	No	10 first responders, 4 line crews & 0 tree crews
1/31/2006	Wind	South	3 days	18,514	208,384	8.9%	43	16	No	16 first responders, 13 line crews & 4 tree crews
2/3/2006	Wind	North	6 days	35,330	179,306	19.7%	184	9	Yes	9 first responders, 15 line crews & 5 tree crews
2/3/2006	Wind	Central North	6 days	41,237	299,830	13.8%	153	17	Yes	17 first responders, 21 line crews & 9 tree crews
2/3/2006	Wind	Central South	6 days	16,663	205,270	8.1%	78	10	Yes	10 first responders, 7 line crews & 4 tree crews
2/3/2006	Wind	South	6 days	22,228	208,683	10.7%	107	16	Yes	16 first responders, 15 line crews & 4 tree crews
2/3/2006	Wind	West	6 days	122,652	134,408	91.2%	160	17	Yes	17 first responders, 70 line crews & 23 tree crews
2/10/2006	Wind	South Central	2 days	17,754	205,270	8.6%	75	17	No	17 first responders, 19 line crews & 3 tree crews
2/17/2006	Wind	North	3 days	35,660	179,306	0.1%	13	7	Yes	7 first responders, 6 line crews & 2 tree crews
2/17/2006	Wind	North Central	3 days	3,502	299,830	1.2%	12	11	Yes	11 first responders, 4 line crews & 3 tree crews
2/17/2006	Wind	South Central	3 days	6,818	205,270	3.3%	50	12	Yes	12 first responders, 8 line crews & 2 tree crews
2/17/2006	Wind	South	3 days	82,844	208,683	39.8%	157	14	Yes	14 first responders, 63 line crews & 7 tree crews
2/17/2006	Wind	West	3 days	15,908	134,408	11.8%	18	11	Yes	11 first responders, 8 line crews & 3 tree crews
2/27/2006	Wind	North	1 day	7,659	179,306	4.3%	33	12	No	12 first responders, 2 line crews & 0 tree crews
3/8/2006	Wind	North Central	2 days	13,520	299,916	4.5%	43	16	No	16 first responders, 14 line crews & 3 tree crews
3/8/2006	Wind	West	2 days	5,839	134,550	4.3%	39	14	No	14 first responders, 6 line crews & 3 tree crews



**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
1/1/2006	Wind	North	2 days	4,036	179,037	2.3%	30	9	No	
1/1/2006	Wind	North Central	2 days	3,921	299,626	1.3%	20	12	No	
1/1/2006	Wind	South Central	2 days	1,257	205,109	0.6%	15	10	No	
1/1/2006	Wind	West	2 days	6,593	134,286	4.9%	39	12	No	
1/10/2006	Wind	North	1 day	572	179,037	0.3%	12	11	No	
1/10/2006	Wind	North Central	1 day	5,478	299,626	1.8%	27	19	No	
1/10/2006	Wind	South Central	1 day	7,336	205,109	3.6%	18	1	No	
1/10/2006	Wind	South	1 day	3,483	208,384	1.7%	22	9	No	
1/28/2006	Wind	North	1 day	237	179,037	0.1%	10	8	No	
1/28/2006	Wind	North Central	1 day	558	299,626	0.2%	13	14	No	
1/28/2006	Wind	South Central	1 day	1,910	205,109	0.9%	12	9	No	
1/31/2006	Wind	North	3 days	6,187	179,037	3.5%	32	6	No	
1/31/2006	Wind	North Central	3 days	42	299,626	0.0%	4	18	No	
1/31/2006	Wind	South Central	3 days	47	205,109	0.0%	5	5	No	
1/31/2006	Wind	West	3 days	2,413	134,286	1.8%	12	1	No	
2/10/2006	Wind	North	2 days	165	179,306	0.1%	11	6	No	
2/10/2006	Wind	North Central	2 days	1,171	299,830	0.4%	18	6	No	
2/10/2006	Wind	South	2 days	240	208,683	0.1%	10	5	No	
2/10/2006	Wind	West	2 days	19	134,408	0.0%	5	11	No	
2/27/2006	Wind	North Central	1 day	111	299,830	0.0%	8	11	No	
2/27/2006	Wind	South Central	1 day	6	205,270	0.0%	3	8	No	
2/27/2006	Wind	South	1 day	104	208,683	0.1%	8	8	No	
2/27/2006	Wind	West	1 day	5,231	134,408	3.9%	31	12	No	
3/8/2006	Wind	North	2 days	9,272	179,533	5.2%	40	3	No	

 <b>SQI NO. 11 SUPPLEMENTAL REPORTING                      LOCALIZED EMERGENCY EVENT DAYS                      NON-AFFECTED LOCAL AREAS ONLY</b>										
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
3/8/2006	Wind	South Central	2 days	4,008	206,748	1.9%	15	1	No	
3/8/2006	Wind	South	2 days	8,281	207,568	4.0%	30	13	No	



## Exhibit B

- January through June, 2006 Missed Appointments and Service Guarantee  
Performance Report

**Exhibit B  
Table 1**

**Summary Missed Appointments and Service Guarantee Performance Report  
as of June 30, 2006**

6 Months All Service Type:	January 2006		June 2006		Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
	Missed Approved	Missed Denied	Missed Open	Missed Total						
<b>Electric</b>										
Permanent SVC	7,555	85	247	144	476	1,698	5,381	7,079	-	\$4,250
Reconnection	15,931	40	20	101	161	737	15,033	15,770	1,219	\$2,000
<b>Sub-total</b>	<b>23,486</b>	<b>125</b>	<b>267</b>	<b>245</b>	<b>637</b>	<b>2,435</b>	<b>20,414</b>	<b>22,849</b>	<b>1,219</b>	<b>\$6,250</b>
<b>Gas</b>										
Diagnostic	13,762	38	76	-	114	-	13,648	13,648	2,132	\$1,900
Permanent SVC	8,640	21	99	99	219	2,128	6,293	8,421	-	\$1,050
Reconnection	19,580	17	85	-	102	-	19,478	19,478	1,415	\$850
<b>Sub-total</b>	<b>41,982</b>	<b>76</b>	<b>260</b>	<b>99</b>	<b>435</b>	<b>2,128</b>	<b>39,419</b>	<b>41,547</b>	<b>3,547</b>	<b>\$3,800</b>
<b>Grand Total</b>	<b>65,468</b>	<b>201</b>	<b>527</b>	<b>344</b>	<b>1,072</b>	<b>4,563</b>	<b>59,833</b>	<b>64,396</b>	<b>4,766</b>	<b>\$10,050</b>

**Exhibit B**  
**Table 2**  
**Monthly Missed Appointments and Service Guarantee Performance Report**  
**as of June 30, 2006**

Month	Fuel	Type	Total Appts (Exclude Canceled)	Missed			Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
				Missed Approved	Missed Denied	Missed Open						
Jan-06	Electric	Permanent SVC	1,171	26	3	8	37	293	841	1,134	0	\$1,300
Jan-06	Electric	Reconnection	2,998	10	3		13	157	2,828	2,985	186	\$500
Jan-06	Gas	Diagnostic	3,482	11	23		34		3,448	3,448	464	\$550
Jan-06	Gas	Permanent SVC	1,358	7	0	0	7	376	975	1,351	0	\$350
Jan-06	Gas	Reconnection	3,230	2	11	0	13	0	3,217	3,217	214	\$100
<b>Jan-06 Total</b>			12,239	56	40	8	104	826	11,309	12,135	864	\$2,800
Feb-06	Electric	Permanent SVC	1,100	1	224	4	229	204	667	871	0	\$50
Feb-06	Electric	Reconnection	2,652	10	7	2	19	128	2,505	2,633	205	\$500
Feb-06	Gas	Diagnostic	3,157	3	13		16		3,141	3,141	551	\$150
Feb-06	Gas	Permanent SVC	1,223	5	83	0	88	334	801	1,135	0	\$250
Feb-06	Gas	Reconnection	2,964	3	20	0	23	0	2,941	2,941	239	\$150
<b>Feb-06 Total</b>			11,096	22	347	6	375	666	10,055	10,721	995	\$1,100
Mar-06	Electric	Permanent SVC	1,505	38	20	10	68	374	1,063	1,437	0	\$1,900
Mar-06	Electric	Reconnection	3,413	6	3		9	146	3,258	3,404	255	\$300
Mar-06	Gas	Diagnostic	2,820	10	11		21		2,799	2,799	409	\$500
Mar-06	Gas	Permanent SVC	1,694	3	15	0	18	443	1,233	1,676	0	\$150
Mar-06	Gas	Reconnection	3,791	5	12	0	17	0	3,774	3,774	306	\$250
<b>Mar-06 Total</b>			13,223	62	61	10	133	963	12,127	13,090	970	\$3,100
Apr-06	Electric	Permanent SVC	1,245	15	0	17	32	272	941	1,213	0	\$750
Apr-06	Electric	Reconnection	2,672	7	6		13	142	2,517	2,659	199	\$350
Apr-06	Gas	Diagnostic	1,829	4	8		12		1,817	1,817	316	\$200
Apr-06	Gas	Permanent SVC	1,451	2	1	0	3	394	1,054	1,448	0	\$100
Apr-06	Gas	Reconnection	3,387	3	27	0	30	0	3,357	3,357	213	\$150
<b>Apr-06 Total</b>			10,584	31	42	17	90	808	9,686	10,494	728	\$1,550
May-06	Electric	Permanent SVC	1,362	5	0	17	22	293	1,047	1,340	0	\$250
May-06	Electric	Reconnection	2,013	7	1		8	157	1,848	2,005	194	\$350
May-06	Gas	Diagnostic	1,511	4	15		19		1,492	1,492	231	\$200
May-06	Gas	Permanent SVC	1,508	3	0	13	16	319	1,173	1,492	0	\$150
May-06	Gas	Reconnection	3,269	2	11	0	13	0	3,256	3,256	201	\$100
<b>May-06 Total</b>			9,663	21	27	30	78	769	8,816	9,585	626	\$1,050

**Exhibit B**  
**Table 2**  
**Monthly Missed Appointments and Service Guarantee Performance Report**  
**as of June 30, 2006**

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
Jun-06	Electric	Permanent SVC	1,172	0	0	88	88	262	822	1,084	0	\$0
Jun-06	Electric	Reconnection	2,183	0	0	99	99	7	2,077	2,084	180	\$0
Jun-06	Gas	Diagnostic	963	6	6	12	12		951	951	161	\$300
Jun-06	Gas	Permanent SVC	1,406	1	0	86	87	262	1,057	1,319	0	\$50
Jun-06	Gas	Reconnection	2,939	2	4	0	6	0	2,933	2,933	242	\$100
<b>Jun-06 Total</b>			<b>8,663</b>	<b>9</b>	<b>10</b>	<b>273</b>	<b>292</b>	<b>531</b>	<b>7,840</b>	<b>8,371</b>	<b>583</b>	<b>\$450</b>

## Exhibit C

- January through June 2006 Survey Results of Customer Awareness of the Service Guarantee

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

Jan-06      Feb-06      Mar-06      Apr-06      May-06      Jun-06      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)	9	24	9	12	13	67
No	133	120	144	129	109	635
Don't Know	50	55		53	39	197
Refused Response	12					12
Total Customers Surveyed	204	199	153	194	161	911

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

Yes (Continue to Q.3)				4	1	5
No	9	22	8	7	12	58
Don't Know			1	1		2
Total Customers Surveyed	9	22	9	12	13	65

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.				2	1	3
B. Whenever PSE changes an appointment, you are given the \$50.00				1		1
C. You have no understanding or expectations about this part of the service guarantee plan.				1		1
Don't Know						
Total Customers Surveyed				4	1	5

**NCC Survey**

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

Yes				78		78
No				154		154
Refused Response					2	2
Don't Know				234		234
Total Customers Surveyed						

## Exhibit D

- Revised 2005 SQI Annual Report Attachment A and B: Major Event and Localized Emergency Event Days for Affected and Non-affected Local Areas

Exhibit D

Revised PSE 2005 Annual Service Quality Report  
Attachment A to Exhibit A




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	16,994	132,304	12.8%	10	9	No	9 first responders, 3 line crews & 0 tree crews
3/20/2005	Wind	North	2 day	1,487	174,720	0.9%	37	9	Yes	9 first responders, 5 line crews & 0 tree crews
3/20/2005	Wind	North Central	2 day	2,394	296,289	0.8%	27	12	Yes	12 first responders, 2 line crews & 0 tree crews
3/20/2005	Wind	South Central	2 day	1,500	201,503	0.7%	18	14	Yes	14 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	No	17 first responders (14 South, 2 West, 1 Central South), 5 line crews & 1 tree crew
12/17/2005	Wind	North	3 day	162	178,465	0.1%	6	4	Yes	4 first responders, 4 line crews & 0 tree crews
12/17/2005	Wind	North Central	3 day	165	298,827	0.1%	6	13	Yes	13 first responders, 11 line crews & 2 tree crews
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
12/17/2005	Wind	South	3 day	2,135	207,699	1.0%	14	10	Yes	10 first responders, 1 line crew & 0 tree crews
12/17/2005	Wind	West	3 day	4,520	133,851	3.4%	29	8	Yes	8 first responders, 2 line crews & 0 tree crews
12/25/2005	Wind	North Central	2 day	17,961	298,827	6.0%	32	16	Yes	16 first responders, 6 line crews & 3 tree crews
12/25/2005	Wind	North	2 day	4,055	178,465	2.3%	47	10	Yes	10 first responders, 1 line crew & 0 tree crews
12/25/2005	Wind	South Central	2 day	5,731	205,204	2.8%	23	8	Yes	8 first responders, 4 line crews & 0 tree crews
12/25/2005	Wind	South	2 day	2,135	207,699	1.0%	14	8	Yes	8 first responders, 2 line crews & 0 tree crews
12/25/2005	Wind	West	2 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



**Exhibit D**  
**Revised PSE 2005 Annual Service Quality Report**  
**Attachment B to Exhibit A**

 <b>PUGET SOUND ENERGY</b> <b>SQL NO. 11 SUPPLEMENTAL REPORTING</b> <b>LOCALIZED EMERGENCY EVENT DAYS</b> <b>NON-AFFECTED LOCAL AREAS ONLY</b>										
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	1,670	202,498	0.8%	4	6	No	
1/7/2005	Wind & Snow	North	n/a	1,380	174,524	0.8%	33	10	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	

## Exhibit E

- Updated 2005 SQI Annual Report Exhibit D Table 1: Summary Missed Appointments Report

