

www.pse.com



## **PUGET SOUND ENERGY**

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

February 15, 2007

### **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") provides herewith an original and 12 copies of PSE's Service Quality Program Report for the twelve-month period ending December 2006.

The enclosed report includes:

- Annual performance and monthly data for the reporting period and a comparison of performance with the benchmark for each of the SQIs.
- A description of unusual events.
- The penalty calculation and workpapers that explain the rate effect of the penalty on each electric customer class.
- The number of missed appointments and commitments and the payments to customers under the Customer Service Guarantee by service type.

Ms. Carole J. Washburn

February 15, 2007

Page 2

- The promotion measures taken regarding the Customer Service Guarantee program, and an assessment of customer awareness of the program.
- 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.
- 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,



Karl R. Kanzman

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**

**2006 Annual Service Quality Program Report**

**Filed February 15, 2007**

## TABLE OF CONTENTS

BACKGROUND.....	2
PSE SQI PERFORMANCE .....	3
CERTIFICATION OF SURVEY RESULTS .....	5
DISCUSSION OF UNUSUAL EVENTS .....	6
SQI No. 1 - OVERALL CUSTOMER SATISFACTION .....	7
SQI No. 3 - SAIDI (SYSTEM AVERAGE INTERRUPTION DURATION INDEX).....	8
PENALTY CALCULATION AND REFUND ALLOCATION .....	9
CUSTOMER REPORT CARD.....	9
CUSTOMER SERVICE GUARANTEE.....	9
EXHIBITS.....	
EXHIBIT A - SQI PERFORMANCE.....	
ATTACHMENT A - MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS (AFFECTED LOCAL AREAS ONLY).....	
ATTACHMENT B - MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS (NON-AFFECTED LOCAL AREAS ONLY).....	
ATTACHMENT C - GAS REPORTABLE INCIDENTS AND CONTROL TIME.....	
EXHIBIT B - CERTIFICATION OF SURVEY RESULTS.....	
EXHIBIT C - PENALTY CALCULATION AND REFUND ALLOCATION .....	
EXHIBIT D - PROPOSED CUSTOMER REPORT CARD .....	
EXHIBIT E - CUSTOMER SERVICE GUARANTEE PERFORMANCE DETAIL.....	
EXHIBIT F - CUSTOMER AWARENESS OF CUSTOMER SERVICE GUARANTEE .....	

# PUGET SOUND ENERGY

## Annual Service Quality Program Report

January 1, 2006 - December 31, 2006

This filing documents Puget Sound Energy, Inc.'s ("PSE" or the "Company") Service Quality Program performance for the 12-month reporting period of January 1, 2006 through December 31, 2006.

The Service Quality Program includes eleven Service Quality Indices ("SQIs"). As detailed in this report, the Company has met or exceeded nine of the eleven SQIs for the reporting period, but did not achieve the benchmarks associated with SQI No. 1 - Overall Customer Satisfaction and SQI No. 3 - SAIDI (System Average Interruption Duration Index).

## Background

On November 26, 2001, PSE filed a general rate case for both 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.

On June 20, 2002, the Commission approved a multi-party settlement stipulation of disputed electric and common issues in the consolidated dockets ("Stipulation") in its Twelfth Supplemental Order: Rejecting Tariff Filing; Approving and Adopting Settlement Stipulation. Exhibit J to the Stipulation set forth details regarding the overall Service Quality Program including, among other items:

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

On November 25, 2003, the Company filed with the Commission in Docket No. UE-031946 an application for approval to amend the reporting methodology in SQI No. 11 - Electric Safety Response Time. The Commission approved the application to amend (with some modifications) in an order issued June 11, 2004. The reporting contained herein reflects the amendment.

## **PSE SQI Performance**

PSE's performance on the eleven SQIs for the reporting period of January 1, 2006 through December 31, 2006, is shown in the following table. The monthly results for each index are reported in Exhibit A.

**Table 1: Benchmarks and Performance for January 1, 2006 - December 31, 2006**

Index No.	Index Description	Index Benchmark <sup>1</sup>	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	0.28	None
SQI No. 3	SAIDI	136 minutes per customer per year	214	\$1,000,000
SQI No. 4	SAIFI	1.30 interruptions per year per customer	1.23	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	94%	None
SQI No. 7	Gas Safety Response Time	Average of 55 minutes	36	None
SQI No. 8	Field Service Operations Transactions Customer Satisfaction	90% satisfied	91%	None
SQI No. 9	Disconnection Ratio	Disconnections per Customer – 0.030	0.024	None
SQI No. 10	Missed Appointments	8% of appointments missed	2%	None
SQI No. 11	Electric Safety Response Time	Average of 55 minutes	49	None
Total Penalties:				\$1,000,000

<sup>1</sup> Benchmarks expressed as 12 month or annual targets.



As shown in Table 1, PSE met or exceeded nine out of the eleven service quality indices for the twelve-month period from January 1, 2006 through December 31, 2006.

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 the gas emergency, for incidents subject to reporting under the 2003 Edition of WAC 480-93-200 and WAC 480-93-210,<sup>2</sup> Order R-375, Docket No. UG-911261.

### **Certification of Survey Results**

The overall customer satisfaction survey, the new construction customer survey, and the two customer transaction surveys 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.

---

<sup>2</sup> 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 2-3.

## Discussion of Unusual Events

*The Seattle Times* described 2006 as “a year’s worth of wicked weather” and “the year of the power outage”.<sup>3</sup> Besides the massive windstorm starting on December 13, numerous, significant weather events also occurred throughout the year, causing deaths, property damage, and outages—especially during the first and the last quarters.

In January 2006, the Seattle region experienced not only high wind events but also almost a foot of rain at Sea-Tac that broke the record for the wettest January since record keeping began in 1945. Furthermore, the temperature was 6 degrees above normal, making it the warmest January on record. February and March brought windstorms with wind gusts exceeding 53 mph. Overall, the wind gusts at Sea-Tac exceeded 35 mph seventeen times during the winter of 2005-2006.<sup>4</sup> After relatively uneventful second and third quarters, the area experienced funnel clouds in October and windstorms, snowstorms, and heavy rain in November. November was the wettest month on record at Sea-Tac with 15.63 inches of rain, which left saturated soils that contributed to the impact of subsequent storms. The ferocious weather continued in December. Starting December 13, the area was hit by the most damaging windstorm since the Inauguration Day Storm of 1993 with gusts up to 70 mph. Right after the windstorm, an arctic front out of Canada kept the region snowy and icy into the New Year.

---

<sup>3</sup> Lynda V. Mapes, “A year’s worth of wicked weather,” *The Seattle Times*, January 1, 2007, Sec. Local News. Also available online at <<http://archives.seattletimes.nwsources.com>>.

<sup>4</sup> “Winter Weather Review,” *Skywarn spotter News*, Spring 2006 Edition; and “Fall Weather Review,” *Skywarn spotter News*, Winter 2006 Edition, <<http://www.wrh.noaa.gov/sew/news.php>>, accessed on January 31, 2007.

The cumulative effect of the 2006 weather events on the eleven SQIs varied. PSE was able to mitigate the impact of these events, except SQI No. 3 - SAIDI (System Average Interruption Duration Index).

### **SQI No. 1 - Overall Customer Satisfaction**

The 2006 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%). It is the same rating as in 2005. In fact, there has not been a statistically significant difference in the results since 2001. Many external factors<sup>5</sup> negatively affect all classes of customers, regardless of which utility is actually providing the service<sup>6</sup>.

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 79% as compared with the 86% of PSE's electric customers. However, a similar comparison of the customer satisfaction for other gas utilities is 91% as compared with the 86% for PSE's gas customer satisfaction.

---

<sup>5</sup> These external factors may include: numerous severe weather events, high gasoline and natural gas prices, publicity about PSE's general rate case, PGA and PCA tariff filings and their resulting rate changes, green-house gas and CO<sub>2</sub> emissions issues, and loss of trust and credibility in utilities in general.

<sup>6</sup> 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.

### SQI No. 3 - SAIDI (System Average Interruption Duration Index)

The overall SQI No. 3 - SAIDI performance is 214 system outage minutes per customer (as compared with the annual benchmark of 136 minutes.) PSE's final SAIDI performance for the first six-month period is 109 minutes.<sup>7</sup> As PSE reported in the semi-annual report, this is an approximately two-fold increase from the 2005 performance of 52 minutes for the same six-month period. The performance for the second six-month period is 105 minutes as compared with the 79 minutes for July-December 2005. The continuous bad weather at the beginning and end of the year triggered extraordinary numbers of wind and snow related outage events--both Major and non-Major events. For SQI purposes, a Major event is defined as an event that causes more than 5% of PSE's customers to experience an outage. The outage minutes attributed to a Major event are excluded in SAIDI calculation. The following table demonstrates the weather impact. In terms of the numbers of outage events, duration of the events, and resulting outages, the 2006 results are approximately equivalent to the sum of all 2003, 2004, and 2005 results combined.

Summary of Localized non-Major Weather-Related Emergency Events as Reported in 2003-2006 Attachment A to Exhibit A				
Year	Wind or Snow Outage Event (No. of event)	Duration (days)	Outage (count)	Event Start Dates
2003	6	11	487	3/12, 10/8, 10/12, 10/28, 11/18, 11/28
2004	6	10	601	1/3, 1/29, 3/18, 4/27, 10/29, 12/12
2005	2	4	102	1/7, 12/2
2003 - 2005	14	25	1,190	
2006	13	23	1,075	1/1, 1/10, 1/28, 1/31, 2/10, 2/27, 3/8, 10/29, 11/3, 11/10, 11/13, 11/19, 12/11

<sup>7</sup> Updated from 110 minutes in the semi-annual report.

Detailed analysis and overview of PSE's reliability metrics and performance will be provided on or before March 31, 2007 in the Company's Electric Reliability and Reporting Plan in compliance with WAC 480-100-393.

### **Penalty Calculation and Refund Allocation**

Total amount of penalty imposed due to SQI No. 3 - SAIDI for the current reporting period is \$1,000,000. The Company will refund this penalty amount to its electric customers through Schedule 120, Electricity Conservation Service Tracker, after WUTC Staff and Public Counsel have reviewed this filing. The penalty has no impact on PSE gas customers. As prescribed in Appendix 2 of Exhibit J to the Stipulation, the penalty associated with SQI No. 3 - SAIDI "...shall be applied to electric customers." Exhibit C shows the penalty calculation and includes workpapers that demonstrate the effect of the penalty on the Schedule 120 rates for each electric customer class.

### **Customer Report Card**

Per the Stipulation, PSE will be providing its customers a report card on the Company's SQI performance for the twelve-month period, January 1, 2006 through December 31, 2006. The Company will begin including this report card with its billings on or before May 15, 2007. The proposed customer report card is attached as Exhibit D. The draft will be updated following review by WUTC Staff and Public Counsel.

### **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, 2006, through December 31, 2006, the Company made

128,174 appointments and failed to meet 2% of these appointments. The Service Guarantee payment associated with the missed-approved appointments is \$24,000. Summarized and detailed monthly results of the appointments made and missed by service type, as of December 31, 2006, are provided in Exhibit E. The performance results for the first six months filed with the Commission on July 14, 2006 are also updated.

In 2006, PSE took the following actions to reduce the number of missed open appointments (*i.e.*, appointments not yet reviewed by PSE for the \$50 Service Guarantee payment):

1. Emphasizing timely completion of review.
2. Routinely checking for eligible appointments from prior months.
3. Quarterly auditing to ensure that eligible appointments are reviewed in a timely manner.

The number of missed open appointments as a percentage of total appointments in 2006 is 0.2% (or 212 missed open appointments), compared with the 0.4% (or 531 appointments) in 2005 and the 3.5% (or 4,828 appointments) in 2004. Although significant improvement has been made, the Company is committed to improving its customer service and will continue the effort to make sure that all appointments are reviewed in 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 F 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 surveys.<sup>8</sup> The table in this exhibit provides the results of each survey instrument, including the number of customers surveyed in each cycle or month, and the specific questions asked each customer.

---

<sup>8</sup> 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**

**2006 Annual Service Quality Program Filing**

**Exhibit A - SQI Performance**



**EXHIBIT A**  
**Monthly Service Quality Program Performance**  
**as of December 31, 2006**

SQL #	Benchmark	Jan 2006	Feb 2006	Mar 2006	Apr 2006	May 2006	Jun 2006	Jul 2006	Aug 2006	Sep 2006	Oct 2006	Nov 2006	Dec 2006	Annual Performance
1	Overall Customer Satisfaction					83%						85%		84%
2	WUTC Complaint Ratio	0.030	0.025	0.026	0.020	0.021	0.030	0.017	0.025	0.028	0.018	0.022	0.021	0.28
3	SAIDI	40.4	20.6	18.4	8.8	9.0	12.2	10.3	8.4	8.6	9.6	43.4	25.0	214
4	SAIFI	0.195	0.101	0.124	0.043	0.067	0.103	0.101	0.071	0.060	0.058	0.213	0.095	1.23
5 <sup>Note</sup>	Telephone Center Answering Performance	23%	35%	60%	83%	89%	89%	91%	94%	92%	85%	78%	77%	75%
6	Telephone Center Transactions Customer Satisfaction	92%	95%	93%	94%	93%	92%	96%	93%	93%	95%	93%	95%	94%
7	Gas Safety Response Time	36	35	34	35	34	35	34	34	38	40	38	39	36
8	Field Service Operations Transactions Customer Satisfaction	93%	88%	89%	89%	91%	83%	88%	96%	95%	90%	89%	91%	91%
9	Disconnection Ratio	0.0029	0.0024	0.0032	0.0026	0.0019	0.0023	0.0018	0.0026	0.0018	0.0020	0.0009	0.0005	0.024
10	Missed Appointments	1%	3%	1%	1%	1%	0%	1%	1%	1%	1%	2%	8%	2%
11	Electric Safety Response Time	50	48	45	46	41	48	50	45	48	43	63	60	49

Note: During the 2nd quarter of 2006, PSE hired a consultant to develop a reporting dashboard for the call center and review the accuracy of all customer service business reports. 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% of calls answered live within 30 seconds.

**Puget Sound Energy Puget Sound Energy**

**2006 Annual Service Quality Program Filing**

**Exhibit A - SQI Performance**

**Attachment A - Major Event and Localized Emergency Event Days (Affected Local  
Areas Only)**

**Exhibit A - SQI Performance  
Attachment 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
1/1/2006	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	2.4%	45	14	No	14 first responders, 6 line crews & 0 tree crews
1/28/2006	Wind	West	1 day	5,436	134,286	4.0%	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	North Central	6 days	41,237	299,830	13.8%	153	17	Yes	17 first responders, 21 line crews & 9 tree crews
2/3/2006	Wind	South Central	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	5,780	134,550	4.3%	38	14	No	14 first responders, 6 line crews & 3 tree crews
11/3/2006	Wind	North	2 days	9,081	182,295	5.1%	76	12	No	12 first responders, 5 line crews & 2 tree crews

Exhibit A - SQI Performance  
Attachment 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
11/3/2006	Wind	West	2 days	5,130	135,782	3.8%	42	13	No	13 first responders, 6 line crews & 0 tree crews
11/13/2006	Wind	South	2 days	31,866	208,683	15.3%	142	30	No	30 first responders, 13 line crews & 3 tree crews
11/15/2006	Wind	North	5 days	73,374	182,295	40.9%	225	11	Yes	11 first responders, 42 line crews & 16 tree crews
11/15/2006	Wind	North Central	5 days	25,163	320,751	8.4%	90	17	Yes	17 first responders, 8 Line crews & 4 tree crews
11/15/2006	Wind	South Central	5 days	8,182	208,802	4.0%	65	9	Yes	9 first responders, 16 line crews & 3 tree crews
11/15/2006	Wind	South	5 days	51,144	211,771	24.6%	156	16	Yes	16 first responders, 9 line crews & 5 tree crews
11/15/2006	Wind	West	5 days	16,772	135,782	12.5%	83	13	Yes	13 first responders, 19 line crews (11+8) & 2 tree crews
11/26/2006	Snow	North	6 days	23,934	182,295	13.3%	88	10	Yes	10 first responders, 24 line crews & 7 tree crews
11/26/2006	Snow	South	6 days	3,094	211,771	1.5%	34	16	Yes	16 first responders, 4 line crews & 1 tree crews
11/26/2006	Snow	West	6 days	21,602	135,782	16.1%	85	14	Yes	14 first responders, 17 line crews & 0 tree crews
12/11/2006	Wind	North	2 days	21,746	182,695	12.1%	115	14	No	14 first responders, 23 line crews & 1 tree crews
12/11/2006	Wind	West	2 days	8,085	136,019	6.0%	63	14	No	14 first responders, 23 line crews & 6 tree crews
12/13/2006	Wind	North	14 days	24,601	182,695	13.7%	95	14	Yes	14 first responders, 318* Line crews & 0 tree crews
12/13/2006	Wind	North Central	14 days	138,622	303,254	46.2%	204	18	Yes	18 first responders, 318* Line crews & 6 tree crews
12/13/2006	Wind	South Central	14 days	137,559	209,128	66.7%	156	12	Yes	12 first responders, 318* Line crews & 3 tree crews
12/13/2006	Wind	South	14 days	57,951	212,240	27.8%	144	15	Yes	15 first responders, 318* Line crews & 3 tree crews
12/13/2006	Wind	West	14 days	58,304	136,019	43.4%	113	13	Yes	13 first responders, 318* Line crews & 9 tree crews

**Puget Sound Energy**

**2006 Annual Service Quality Program Filing**

**Exhibit A - SQI Performance**

**Attachment B - Major Event and Localized Emergency Event Days (Non-Affected  
Local Areas Only)**

**Exhibit A - SQI Performance  
Attachment B**



**SQI NO. 11 SUPPLEMENTAL REPORTING  
MAJOR EVENT AND 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	1day	237	179,037	0.1%	10	8	No	
1/28/2006	Wind	North Central	1day	558	299,626	0.2%	13	14	No	
1/28/2006	Wind	South Central	1day	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	

Date: 2/13/2007 Time: 12:11 PM

Exhibit A - SQI Performance

Attachment B



**SQI NO. 11 SUPPLEMENTAL REPORTING  
MAJOR EVENT AND 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
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	
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	
10/29/2006	Wind	North	2 days	2,234	181,761	1.3%	27	12	No	
10/29/2006	Wind	North Central	2 days	4,633	302,001	1.5%	25	18	No	
10/29/2006	Wind	South Central	2 days	307	208,304	0.2%	10	7	No	
10/29/2006	Wind	South	2 days	3,966	210,916	1.9%	14	16	No	
10/29/2006	Wind	West	2 days	5,535	135,355	4.1%	29	13	No	
11/3/2006	Wind	North Central	2 days	2,019	302,751	0.7%	18	14	No	
11/3/2006	Wind	South Central	2 days	19,198	205,270	9.3%	12	5	No	
11/3/2006	Wind	South	2 days	116	211,771	0.1%	12	16	No	
11/10/2006	Wind	North	2 days	1,074	182,295	0.6%	19	10	No	
11/10/2006	Wind	North Central	2 days	612	320,751	0.2%	11	10	No	
11/10/2006	Wind	South Central	2 days	4,140	208,802	2.0%	13	11	No	
11/10/2006	Wind	South	2 days	12,425	211,771	6.0%	77	16	No	
11/10/2006	Wind	West	2 days	1,748	135,782	1.3%	26	14	No	

**Exhibit A - SQI Performance  
Attachment B**



**SQI NO. 11 SUPPLEMENTAL REPORTING  
MAJOR EVENT AND 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
11/13/2006	Wind	North	2 days	246	182,295	0.1%	14	9	No	
11/13/2006	Wind	North Central	2 days	2,596	320,751	0.9%	23	17	No	
11/13/2006	Wind	South Central	2 days	2,528	208,802	1.2%	43	11	No	
11/13/2006	Wind	West	2 days	889	135,782	0.7%	9	14	No	
11/19/2006	Wind	North	1 day	5,078	182,295	2.8%	31	10	No	
11/19/2006	Wind	North Central	1 day	327	320,751	0.1%	8	11	No	
11/19/2006	Wind	South Central	1 day	68	208,802	0.0%	6	2	No	
11/19/2006	Wind	South	1 day	4,215	211,771	2.0%	21	5	No	
11/19/2006	Wind	West	1 day	3,492	135,782	2.6%	10	14	No	
11/26/2006	Snow	North Central	6 days	2,570	320,751	0.9%	24	14	Yes	
11/26/2006	Snow	South Central	6 days	2,383	208,802	1.2%	14	9	Yes	
12/11/2006	Wind	North Central	2 days	1,977	303,254	0.7%	18	17	No	
12/11/2006	Wind	South Central	2 days	2,654	209,128	1.3%	11	9	No	
12/11/2006	Wind	South	2 days	4,826	212,240	2.3%	23	15	No	



**Puget Sound Energy**

**2006 Annual Service Quality Program Filing**

**Exhibit A - SQI Performance**

**Attachment C - Gas Reportable Incidents and Control Time**

Puget Sound Energy  
2006 Reportable Incident Report  
Duration from first arrival to control of Gas Emergencies

No.	Date	Address	City	1st Notice to PSE	1st PSE Arrival	Incident Controlled	Response Time	Control Time
1	1/25/06	13619 Mukilteo Speedway	Lynnwood	6:32	6:54	7:40	0:22	0:46
2	2/9/06	16111 2 Ave. NE	Duvall	14:27	14:41	14:41	0:14	0:00
3	2/17/06	2758 78 Ave. SE	Mercer Island	10:13	10:24	10:32	0:11	0:08
4	2/17/06	4721 W Tapps Dr. E	Bonney lake	12:36	13:10	14:21	0:34	1:11
5	3/2/06	26301 Maple Valley Highway	Maple Valley	10:27	10:48	11:51	0:21	1:03
6	3/23/06	300 Nickerson St	Seattle	13:17	13:30	16:15	0:13	2:45
7	4/3/06	18435 NE 98 Way	Redmond	10:32	11:00	0:00	0:28	0:00
8	4/4/06	11303 116 Pl. NE	Kirkland	14:03	14:15	15:35	0:12	1:20
9	5/2/06	300 135 Ave SE	Snohomish	7:27	8:06	9:12	0:39	1:06
10	5/3/06	9707 220 ST. SW	Edmonds	12:25	12:33	13:44	0:08	1:11
11	5/22/06	20 11 Ave.	Kirkland	16:48	17:26	0:00	0:38	0:00
12	6/12/06	17509 32 Ave. SE	Bothell	16:58	17:33	19:40	0:35	2:07
13	6/26/06	625 Black Lake Blvd. SW	Olympia	10:54	11:15	0:00	0:21	0:00
14	7/12/06	17801 International Blvd	Sea-Tac	9:49	10:05	11:10	0:16	1:05
15	7/20/06	4600 17 Ave. NW	Seattle	15:40	15:54	15:56	0:14	0:02
16	7/21/06	1126 M.L.King Way	Seattle	9:50	10:09	10:10	0:19	0:01
17	7/27/06	13220 Seattle Hill Rd	Snohomish	8:31	8:42	10:55	0:11	2:13
18	8/2/06	124 13 Ave.	Seattle	9:48	10:00	10:48	0:12	0:48
19	8/4/06	8445 SE 63 St.	Mercer island	7:58	8:16	8:20	0:18	0:04
20	8/4/06	2200 W Emerson Pl.	Seattle	10:15	10:31	15:08	0:16	4:37
21	8/10/06	18000 Pacific Ave. S	Spanaway	21:45	22:05	22:30	0:20	0:25
22	9/20/06	1247 Westlake Ave. N	Seattle	8:24	9:20	9:35	0:56	0:15
23	9/21/06	1801 S. Mildred St.	Tacoma	9:35	9:54	10:14	0:19	0:20
24	9/27/06	433 111 Ave. NE	Bellevue	10:05	10:15	12:04	0:10	1:49
25	9/27/06	4508 NE 38 St.	Seattle	13:21	13:48	13:48	0:27	0:00
26	10/2/06	3010 SW Graham St.	Seattle	9:43	9:59	12:27	0:16	2:28
27	10/14/06	19919 1 Ave. S	Des Moines	10:11	10:28	12:30	0:17	2:02
28	10/16/06	365 NW Dogwood St.	Issaquah	12:42	12:56	13:18	0:14	0:22
29	11/2/06	2507 41 St. E	Puyallup	8:38	9:07	9:27	0:29	0:20
30	11/11/06	222 5 Ave N	Seattle	10:04	10:31	13:58	0:27	3:27
31	11/30/06	2107 S 320 St.	Federal Way	14:59	15:03	15:33	0:04	0:30
32	12/13/06	8107 126 Ave NE	Kirkland	9:30	9:39	10:52	0:09	1:13
33	12/20/06	833 108 Ave NE	Bellevue	8:59	9:06	9:30	0:07	0:24

Averages 

0:19	1:01
------	------

(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.

## 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.)

**2006 Annual Service Quality Program Filing**

**Exhibit B - Certification of Survey Results**



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

January 5, 2007

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 Nos. UE-011570 and UG-011571. 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**

**2006 Annual Service Quality Program Filing**

**Exhibit C - Penalty Calculation and Refund Allocation**

Exhibit C  
Penalty and Refund Calculation Workpapers

Penalty and Revenue Requirement

**Penalty Calculation**

**SQI No. 3: SAIDI (System Average Interruption Duration Index)**

Penalty = ((Annual SAIDI - benchmark) / benchmark) \* 10 \* penalty per point

Annual SAIDI = 214 minutes / customer  
 Benchmark = 136 minutes / customer  
 Penalty Per Point = \$225,001

Penalty = ((214 - 136) / 136) \* 10 \* \$225,001  
 Maximum Penalty is \$1,000,000  
 Penalty = \$1,000,000

**Revenue Requirement Effect**

Line No.	Description	Amount	Schedule 258	All other Customers
1	Total Amount of SQI Penalty	\$ (1,000,000)		
2	Conversion Factor	0.954974		
3	Total SQI Penalty Related Conservation Costs Revenue Requirement = 1 / 2	\$ (1,047,148)	\$ (133,768)	\$ (913,381)



Exhibit C  
Penalty and Refund Calculation Workpapers

Cust Class Effect incl Sch 258

Customer Class	Energy Allocator	80% Energy	Demand Allocator	20% Demand	Weighted Allocation	Total SQI Penalty Related Conservation Costs	KWH 4/05 to 3/06	¢ per kWh
	(Docket No. UE-060266)	(Docket No. UE-060266)	(Docket No. UE-060266)	(Docket No. UE-060266)		Revenue Requirement		
	a	b = 80% * a / sum(a)	c	d = 20% * c / sum(c)	e = b + d	f = e * A	g	h = f / g * 100
Residential	11,074,901,353	0.369370	2,232,137	0.109724	0.479095	\$ (501,683)	10,192,196,000	-0.0049 ¢
Sec Gen Svc - Small	2,683,528,686	0.089501	451,560	0.022197	0.111698	\$ (116,965)	2,593,517,000	-0.0045 ¢
Sec Gen Svc - Medium	3,177,197,381	0.105966	479,759	0.023583	0.129549	\$ (135,657)	2,973,779,000	-0.0046 ¢
Sec Gen Svc - Large	2,062,251,046	0.068780	265,543	0.013053	0.081833	\$ (85,692)	1,916,224,000	-0.0045 ¢
Sec Irrigation Svc	14,325,693	0.000478	1,423	0.000070	0.000548	\$ (574)	16,418,000	-0.0035 ¢
Pri Gen Svc	1,447,496,457	0.048277	188,941	0.009288	0.057565	\$ (60,279)	1,154,258,000	-0.0052 ¢
Pri Irrigation Svc	5,908,253	0.000197	3	0.000000	0.000197	\$ (206)	5,552,000	-0.0037 ¢
Pri Interruptible Svc	178,979,205	0.005969	42,500	0.002089	0.008058	\$ (8,438)	178,667,000	-0.0047 ¢
Lights	90,870,594	0.003031	13,847	0.000681	0.003711	\$ (3,886)	90,398,000	-0.0043 ¢
Campus Rate <sup>Note</sup>	529,479,440	0.017659	64,014	0.003147	0.020806	\$ (21,787)	409,053,000	
High Voltage <sup>Note</sup>	486,337,160	0.016220	61,313	0.003014	0.019234	\$ (20,141)	506,216,000	
Transportation <sup>Note</sup>	2,235,283,257	0.074551	267,585	0.013154	0.087705	\$ (91,840)	2,118,258,000	
<b>Total</b>	<b>23,986,558,525</b>	<b>0.800000</b>	<b>4,068,625</b>	<b>0.200000</b>	<b>1.000000</b>	<b>\$ (1,047,148)</b>	<b>22,154,536,000</b>	<b>-0.0047 ¢</b>

Note: The refund allocated to Campus Rate, High Voltage, and Transportation will be used to increase their conservation programs funding rather than directly give to customers

**Puget Sound Energy**

**2006 Annual Service Quality Program Filing**

**Exhibit D - Proposed Customer Report Card**

**PUGET SOUND ENERGY**  
**ANNUAL PERFORMANCE REPORT CARD / 2006**

Each year Puget Sound Energy (PSE) 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).

Here are the results.

**2006 Customer Service Performance Highlights**

- In 2006, in addition to meeting nine of the 11 service measurements, we improved slightly in three areas compared to 2005: 1) greater satisfaction when you called us 2) better experience when we provided services in the field, and 3) fewer disconnected services.
- One area where we continue to miss meeting our performance target was in your satisfaction with our overall performance. The 84-percent score, the same as in 2005, is six points below our target. We continue to focus our attention on ways we can improve on our services to meet your satisfaction.
- The other area where we missed the mark was in the length of time some customers were without power. (The measurement excludes the power outages from the December 2006 fierce wind storm and major events where more than 5% of PSE's customers were out.) Even though the weather in 2006 caused more power outages compared to recent years, the average 3½-hour wait for restored service greatly exceeded the benchmark. As part of our 2006 storm evaluation process, we will examine our reliability strategies in order to address this issue.
- For this reporting period, PSE was at risk for a total of \$10,000,000 in penalties and was assessed a total of \$1,000,000 in penalties for missing the benchmark of the length of time some customers were without power.
- In 2006, we upheld our commitment to you when you made a service appointment. 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 2006, PSE credited customers a total of \$ 24,000 for missing two percent of our total 128,174 scheduled appointments.

We are dedicated to working hard at finding more ways to continually improve our service and to earn your top score.

<back panel of 1-fold bill insert>

## Puget Sound Energy Performance Report Card – 2006

KEY MEASUREMENT	BENCHMARK	2006 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 0.5	0.28	✓
3. Length of non-storm power outages per year	Less than 2 hours, 16 minutes	3 hours, 34 minutes	<input type="checkbox"/>
4. Frequency of non-storm power outages, per year, per customer	Less than 1.30 outages	1.23 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	94 percent	✓
7. Time from customer call to arrival of field technicians in response to gas emergencies	No more than 55 minutes	36 minutes	✓
8. Percent of customers more than satisfied with field services, based on survey	At least 90 percent	91 percent	✓
9. Percent of customers disconnected for non-payment	No more than 3.0 percent	2.4 percent	✓
10. Percent of in-home service appointments kept, as promised	At least 92 percent	98 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**  
**2006 Annual Service Quality Program Filing**

**Exhibit E - Customer Service Guarantee Performance Detail**

**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 number of Missed Approved, Missed Denied, and Missed Open

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

**System Kept:** appointments in which PSE arrived at the customer site as promised

**Total Kept:** the total number of Manual Kept and System Kept

**Canceled:** appointments canceled by either the customer or PSE

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

**Exhibit E**  
**Customer Service Guarantee Performance Detail**  
**Table 1**  
**Missed Appointments Summary Report**

As of December 31, 2006

Year	Reporting Period	Energy	Type	Total Appts (Exclude Canceled)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
2006	JUNE	Electric	Permanent SVC	7,748	108	271	0	379	1874	5495	7,369	0	\$5,400
2006	JUNE	Gas	Permanent SVC	8,755	21	89	0	110	2276	6369	8,645	0	\$1,050
2006	JUNE	Electric	Reconnection	16,001	43	22	0	65	844	15092	15,936	1269	\$2,150
2006	JUNE	Gas	Diagnostic	13,879	38	78	0	116	0	13763	13,763	2141	\$1,900
2006	JUNE	Gas	Reconnection	20,058	17	86	0	103	0	19955	19,955	1416	\$850
<b>JUNE Total</b>				<b>66,441</b>	<b>227</b>	<b>546</b>	<b>0</b>	<b>773</b>	<b>4994</b>	<b>60674</b>	<b>65,668</b>	<b>4826</b>	<b>\$11,350</b>
2006	DECEMBER	Electric	Permanent SVC	6,449	150	310	53	513	1950	3986	5,936	0	\$7,500
2006	DECEMBER	Gas	Permanent SVC	7,291	13	232	77	322	1831	5138	6,969	0	\$650
2006	DECEMBER	Electric	Reconnection	13,260	18	31	82	131	453	12676	13,129	1258	\$900
2006	DECEMBER	Gas	Diagnostic	15,262	26	93	0	119	0	15143	15,143	2581	\$1,300
2006	DECEMBER	Gas	Reconnection	19,471	46	101	0	147	0	19324	19,324	1461	\$2,300
<b>DECEMBER Total</b>				<b>61,733</b>	<b>253</b>	<b>767</b>	<b>212</b>	<b>1,232</b>	<b>4234</b>	<b>56267</b>	<b>60,501</b>	<b>5300</b>	<b>\$12,650</b>
<b>Grand Total</b>				<b>128,174</b>	<b>480</b>	<b>1313</b>	<b>212</b>	<b>2,005</b>	<b>9228</b>	<b>116941</b>	<b>126,169</b>	<b>10126</b>	<b>\$24,000</b>

**Exhibit E**  
**Customer Service Guarantee Performance Detail**

**Table 2**  
**Missed Appointments Monthly Report**  
**As of December 31, 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
Jan-06	Electric	Permanent SVC	1,178	27	10		37	295	846	1,141	0	\$1,350
Jan-06	Electric	Reconnection	2,998	10	3		13	157	2,828	2,985	202	\$500
Jan-06	Gas	Diagnostic	3,482	11	23		34		3,448	3,448	464	\$550
Jan-06	Gas	Permanent SVC	1,359	7	0		7	377	975	1,352	0	\$350
Jan-06	Gas	Reconnection	3,230	2	11		13		3,217	3,217	214	\$100
<b>Jan-06 Total</b>			<b>12,247</b>	<b>57</b>	<b>47</b>	<b>0</b>	<b>104</b>	<b>829</b>	<b>11,314</b>	<b>12,143</b>	<b>880</b>	<b>\$2,850</b>
Feb-06	Electric	Permanent SVC	1,105	1	216		217	218	670	888	0	\$50
Feb-06	Electric	Reconnection	2,652	10	8		18	129	2,505	2,634	216	\$500
Feb-06	Gas	Diagnostic	3,157	3	13		16		3,141	3,141	551	\$150
Feb-06	Gas	Permanent SVC	1,225	5	74		79	344	802	1,146	0	\$250
Feb-06	Gas	Reconnection	2,964	3	20		23		2,941	2,941	239	\$150
<b>Feb-06 Total</b>			<b>11,103</b>	<b>22</b>	<b>331</b>	<b>0</b>	<b>353</b>	<b>691</b>	<b>10,059</b>	<b>10,750</b>	<b>1,006</b>	<b>\$1,100</b>
Mar-06	Electric	Permanent SVC	1,512	39	26		65	379	1,068	1,447	0	\$1,950
Mar-06	Electric	Reconnection	3,413	6	3		9	146	3,258	3,404	260	\$300
Mar-06	Gas	Diagnostic	2,820	10	11		21		2,799	2,799	409	\$500
Mar-06	Gas	Permanent SVC	1,696	3	14		17	444	1,235	1,679	0	\$150
Mar-06	Gas	Reconnection	3,791	5	12		17		3,774	3,774	306	\$250
<b>Mar-06 Total</b>			<b>13,232</b>	<b>63</b>	<b>66</b>	<b>0</b>	<b>129</b>	<b>969</b>	<b>12,134</b>	<b>13,103</b>	<b>975</b>	<b>\$3,150</b>
Apr-06	Electric	Permanent SVC	1,253	29	4		33	271	949	1,220	0	\$1,450
Apr-06	Electric	Reconnection	2,673	7	6		13	142	2,518	2,660	200	\$350
Apr-06	Gas	Diagnostic	1,829	4	8		12		1,817	1,817	316	\$200
Apr-06	Gas	Permanent SVC	1,458	2	1		3	399	1,056	1,455	0	\$100
Apr-06	Gas	Reconnection	3,387	3	27		30		3,357	3,357	213	\$150
<b>Apr-06 Total</b>			<b>10,600</b>	<b>45</b>	<b>46</b>	<b>0</b>	<b>91</b>	<b>812</b>	<b>9,697</b>	<b>10,509</b>	<b>729</b>	<b>\$2,250</b>
May-06	Electric	Permanent SVC	1,403	7	10		17	328	1,058	1,386	0	\$350
May-06	Electric	Reconnection	2,014	7	1		8	157	1,849	2,006	194	\$350
May-06	Gas	Diagnostic	1,511	4	15		19		1,492	1,492	231	\$200
May-06	Gas	Permanent SVC	1,513	3	0		3	336	1,174	1,510	0	\$150
May-06	Gas	Reconnection	3,271	2	11		13		3,258	3,258	201	\$100
<b>May-06 Total</b>			<b>9,712</b>	<b>23</b>	<b>37</b>	<b>0</b>	<b>60</b>	<b>821</b>	<b>8,831</b>	<b>9,652</b>	<b>626</b>	<b>\$1,150</b>

**Exhibit E**  
**Customer Service Guarantee Performance Detail**  
**Table 2**  
**Missed Appointments Monthly Report**  
**As of December 31, 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	1,297	5	5		10	383	904	1,287	0	\$250
Jun-06	Electric	Reconnection	2,251	3	1		4	113	2,134	2,247	197	\$150
Jun-06	Gas	Diagnostic	1,080	6	8		14		1,066	1,066	170	\$300
Jun-06	Gas	Permanent SVC	1,504	1	0		1	376	1,127	1,503	0	\$50
Jun-06	Gas	Reconnection	3,415	2	5		7		3,408	3,408	243	\$100
<b>Jun-06 Total</b>			<b>9,547</b>	<b>17</b>	<b>19</b>	<b>0</b>	<b>36</b>	<b>872</b>	<b>8,639</b>	<b>9,511</b>	<b>610</b>	<b>\$850</b>
Jul-06	Electric	Permanent SVC	1,171	11	7		18	372	781	1,153	0	\$550
Jul-06	Electric	Reconnection	2,119	2	2		4	151	1,964	2,115	191	\$100
Jul-06	Gas	Diagnostic	1,067	2	10		12		1,055	1,055	169	\$100
Jul-06	Gas	Permanent SVC	1,249	2	0		2	334	913	1,247	0	\$100
Jul-06	Gas	Reconnection	3,006	4	11		15		2,991	2,991	189	\$200
<b>Jul-06 Total</b>			<b>8,612</b>	<b>21</b>	<b>30</b>	<b>0</b>	<b>51</b>	<b>857</b>	<b>7,704</b>	<b>8,561</b>	<b>549</b>	<b>\$1,050</b>
Aug-06	Electric	Permanent SVC	1,421	49	4		53	457	911	1,368	0	\$2,450
Aug-06	Electric	Reconnection	2,922	9	0		9	238	2,675	2,913	244	\$450
Aug-06	Gas	Diagnostic	1,188	1	5		6		1,182	1,182	156	\$50
Aug-06	Gas	Permanent SVC	1,505	1	1		2	353	1,150	1,503	0	\$50
Aug-06	Gas	Reconnection	3,379	3	14		17		3,362	3,362	193	\$150
<b>Aug-06 Total</b>			<b>10,415</b>	<b>63</b>	<b>24</b>	<b>0</b>	<b>87</b>	<b>1,048</b>	<b>9,280</b>	<b>10,328</b>	<b>593</b>	<b>\$3,150</b>
Sep-06	Electric	Permanent SVC	1,158	39	5		44	330	784	1,114	0	\$1,950
Sep-06	Electric	Reconnection	2,542	2	2		4	20	2,518	2,538	225	\$100
Sep-06	Gas	Diagnostic	2,250	6	12		18		2,232	2,232	273	\$300
Sep-06	Gas	Permanent SVC	1,331	2	0		2	286	1,043	1,329	0	\$100
Sep-06	Gas	Reconnection	3,262	4	24		28		3,234	3,234	257	\$200
<b>Sep-06 Total</b>			<b>10,543</b>	<b>53</b>	<b>43</b>	<b>0</b>	<b>96</b>	<b>636</b>	<b>9,811</b>	<b>10,447</b>	<b>755</b>	<b>\$2,650</b>
Oct-06	Electric	Permanent SVC	1,293	35	4		39	388	866	1,254	0	\$1,750
Oct-06	Electric	Reconnection	2,956	0	1		1	29	2,926	2,955	231	\$0
Oct-06	Gas	Diagnostic	3,356	11	17		28		3,328	3,328	559	\$550
Oct-06	Gas	Permanent SVC	1,440	6	0		6	360	1,074	1,434	0	\$300
Oct-06	Gas	Reconnection	4,050	22	25		47		4,003	4,003	276	\$1,100
<b>Oct-06 Total</b>			<b>13,095</b>	<b>74</b>	<b>47</b>	<b>0</b>	<b>121</b>	<b>777</b>	<b>12,197</b>	<b>12,974</b>	<b>1,066</b>	<b>\$3,700</b>



**Exhibit E**  
**Customer Service Guarantee Performance Detail**  
**Table 2**  
**Missed Appointments Monthly Report**  
**As of December 31, 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
Nov-06	Electric	Permanent SVC	809	14	48		62	303	444	747	0	\$700
Nov-06	Electric	Reconnection	1,643	3	18	6	27	13	1,603	1,616	198	\$150
Nov-06	Gas	Diagnostic	3,551	3	24		27		3,524	3,524	780	\$150
Nov-06	Gas	Permanent SVC	910	2	46		48	308	554	862	0	\$100
Nov-06	Gas	Reconnection	3,422	12	14		26		3,396	3,396	303	\$600
<b>Nov-06 Total</b>			<b>10,335</b>	<b>34</b>	<b>150</b>	<b>6</b>	<b>190</b>	<b>624</b>	<b>9,521</b>	<b>10,145</b>	<b>1,281</b>	<b>\$1,700</b>
Dec-06	Electric	Permanent SVC	597	2	242	53	297	100	200	300	0	\$100
Dec-06	Electric	Reconnection	1,078	2	8	76	86	2	990	992	169	\$100
Dec-06	Gas	Diagnostic	3,850	3	25		28		3,822	3,822	644	\$150
Dec-06	Gas	Permanent SVC	856	0	185	77	262	190	404	594	0	\$0
Dec-06	Gas	Reconnection	2,352	1	13		14		2,338	2,338	243	\$50
<b>Dec-06 Total</b>			<b>8,733</b>	<b>8</b>	<b>473</b>	<b>206</b>	<b>687</b>	<b>292</b>	<b>7,754</b>	<b>8,046</b>	<b>1,056</b>	<b>\$400</b>
<b>Grand Total</b>			<b>128,174</b>	<b>480</b>	<b>1,313</b>	<b>212</b>	<b>2,005</b>	<b>9,228</b>	<b>116,941</b>	<b>126,169</b>	<b>10,126</b>	<b>\$24,000</b>

**Puget Sound Energy**

**2006 Annual Service Quality Program Filing**

**Exhibit F - 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 2006 to promote customer awareness of the customer service guarantee (Schedule 130) for both electric and natural gas service:

1. The customer service guarantee was included in the November-December 2006 issue of the customer newsletter, "Energywise".
2. The text of the service guarantee has been appeared on the back of the bill-stock since fall 2002.
3. The customer service guarantee was incorporated in the natural gas and the electric customer rights and responsibilities in 2004 and has been distributed 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](http://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, gas field services and new construction employees within the Company.
  - 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.

- Other measures used to inform customers of the service guarantee include the gas and electric service handbooks (inside cover page) and the PSE web site at [www.PSE.com](http://www.PSE.com).

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

**EXHIBIT F**  
**Customer Awareness of Service Guarantee**  
**Table 1**

	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Total
<b>CFS Survey</b>													
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	3	12	5	14	10	9	15	135
No	133	120	144	129	109	25	53	147	146	151	137	149	1,443
Don't Know	50	55		53	39	10	13	31	39	38	33	58	419
Refused Response	12						1		1	2	1	-	17
<b>Total Customers Surveyed</b>	<b>204</b>	<b>199</b>	<b>153</b>	<b>194</b>	<b>161</b>	<b>38</b>	<b>79</b>	<b>183</b>	<b>200</b>	<b>201</b>	<b>180</b>	<b>222</b>	<b>2,014</b>
Q26B. Did a PSE representative call you to reschedule your appointment? <sup>Note</sup>													
Yes (Continue to Q.3)				4	1								5
No	9	22	8	7	12	3							61
Don't Know			1	1									2
<b>Total Customers Surveyed</b>	<b>9</b>	<b>22</b>	<b>9</b>	<b>12</b>	<b>13</b>	<b>3</b>							<b>68</b>
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? <sup>Note</sup>													
A. You are given the \$50.00 service guarantee if the rescheduled time causes you inconvenience.				2	1	-	8	2	10	5	3	5	36
B. Whenever PSE changes an appointment, you are given the \$50.00				1		-	2	4	6	2	3	6	24
C. You have no understanding or expectations about this part of the service guarantee plan.				1		-	54	152	160	168	160	149	844
Don't Know						-	14	23	23	24	8	61	153
Refused Response						-	1	2	1	2		1	7
<b>Total Customers Surveyed</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>4</b>	<b>1</b>	<b>-</b>	<b>79</b>	<b>183</b>	<b>200</b>	<b>201</b>	<b>174</b>	<b>222</b>	<b>1,064</b>
Q26E. Who initiated rescheduling your appointment? <sup>Note</sup>													
Myself (Customer Initiated)	11	3	11	15	9	1	4	1	6	4	10	6	81
Puget Sound Energy (PSE) Initiated	5	5	2	1		1	1		1	5	2	5	28
Don't Know	2		1	1	1								5
Refused Response													-
<b>Total Customers Surveyed</b>	<b>18</b>	<b>8</b>	<b>14</b>	<b>17</b>	<b>10</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>7</b>	<b>9</b>	<b>12</b>	<b>11</b>	<b>114</b>
<b>NCC Survey</b>													
Q12. Are you aware of Puget Sound Energy's \$50 service guarantee to meet scheduled work dates?													
Yes					78			68				50	196
No					154			161				126	441
Refused Response													-
Don't Know					2								2
<b>Total Customers Surveyed</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>234</b>	<b>-</b>	<b>-</b>	<b>229</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>176</b>	<b>639</b>

Note: In July, 2006, the sequence of the Q26 series of questions in the CFS survey was resigned so that all surveyed customers would get asked Q26C. During the resign process, PSE discovered that Q26B was similar to Q26E, therefore, Q26B was eliminated. The results of Q26E has been included in this exhibit after Q26C. Q26E targets customers who indicate their appointments were rescheduled in Q26D. In the SQI reportings after 2006, the "Customer Awareness of Service Guarantee" exhibit will show the results of Q26E instead of Q26B.