



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

July 30, 2007

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 (“PSE”) provides herewith an original and twelve copies of PSE’s Service Quality Program – Service Provider Report for the six-month period ending June 2007.

The enclosed report shows Service Provider Index (“SPI”) performance by service providers, Quanta and Pilchuck, and applicable service quality metrics for the reporting period. The benchmark thresholds were established using PSE’s in-house performance prior to the implementation of the service provider contracts. The thresholds and the overall performance of the two service providers for the reporting period are outlined below:

- SPI No 1. Standards Compliance – Receive at least 95% compliance with site audit check list points for Pilchuck and Quanta. For the six-month period, the service providers met the benchmark. The results are: Pilchuck at 97%. Quanta-Gas at 97%, and Quanta-Electric at 96%.
- SPI No 2. Customer Satisfaction – Achieve 83% satisfactory rating for Pilchuck and 75% for Quanta of the new construction customers (“NCC”) survey regarding contractor engineering and construction activities (rating of 5 or higher on a 7-point scale). Survey results indicate that both service providers missed their

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metrics. Pilchuck's performance was 67% and Quanta's performance was 63%.

SPI No 3. Appointments Kept – Meet at least 92% for Pilchuck and 98% for Quanta of all NCC commitment dates relative to service guarantee. As of June 30, 2007, the two service providers missed less than 1% of the NCC service guarantee appointments and met the benchmark.

SPI No 4. Gas Second Safety Response – Response within an average of 60 minutes from First Response assessment completion to Second Response arrival. This index pertains to Pilchuck. The year-to-date response time of the service provider was 55 minutes, 5 minutes quicker than the threshold.

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: Doug Kilpatrick – Washington Utilities & Transportation Commission
Mary Kimball – Public Counsel
Chuck Eberdt – Opportunity Council