

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 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 copies of PSE's Service Quality Program Report for the six-month period ending June 2007.

The enclosed report includes:

- Monthly performance for each of the 11 service quality indices for the reporting period (attached as Exhibit A).
- The number of missed appointments and missed commitments under the Service Guarantee and the amount of guarantee payments to customers by service type (attached as Exhibit B).
- The survey results of customer awareness of the Service Guarantee (attached as Exhibit C).

As shown in Exhibit A, the Company's semi-annual performance meets or exceeds the required performance level for 7 of these 11 indices.

With respect to SQI No. 1 -- Overall Customer Satisfaction -- the report indicates that, for the six-month period, 82% (as compared with the benchmark of 90%) of surveyed customers rated their overall satisfaction at 5 or higher on a 7-point scale.

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With respect to SQI No. 3 -- SAIDI -- the preliminary semi-annual performance is 107 system outage minutes per customer, as compared with the annual benchmark of 136 minutes. The performance was mainly the result of the windstorms on January 2<sup>nd</sup> and January 5<sup>th</sup> when parts of PSE's system and trees in the region had been weakened from the historic 70-mph mid-December 2006 windstorm. The two relatively mild windstorms caused many unexpected outages. The total of non-major event outages minutes in January 2007 is 3 times more than the 2001-2006 January average and 27% more than January 2006, the wettest January on record.


With respect to SQI No. 5 -- Telephone Center Answering Performance -- the report indicates a six-month average of 65% of calls answered live within thirty seconds, as compared with the benchmark of 75%. PSE has in place a plan to mitigate this performance over the next six months and expects that the overall performance will be at or above the required 75% benchmark by December 2007, the end of the current annual reporting period.

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%).

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

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

## Exhibit A

- Monthly SQI Performance Results

**EXHIBIT A**  
**Monthly Service Quality Program Performance**  
as of June 30, 2007

SQI #	Benchmark	Jan 2007	Feb 2007	Mar 2007	Apr 2007	May 2007	Jun 2007	Preliminary Semi-Annual Performance
1	Overall Customer Satisfaction						82%	82%
2	WUTC Complaint Ratio	0.040	0.030	0.031	0.025	0.022	0.018	0.17
3	SAIDI	54.8	7.9	16.6	7.7	10.7	9.5	107
4	SAIFI	0.18	0.05	0.08	0.04	0.10	0.10	0.55
5	Telephone Center Answering Performance	39%	48%	50%	76%	85%	91%	65%
6	Telephone Center Transactions Customer Satisfaction	90%	87%	91%	90%	94%	95%	91%
7	Gas Safety Response Time	39	38	37	39	38	37	38
8	Field Service Operations Transactions Customer Satisfaction	87%	92%	86%	90%	92%	93%	89%
9	Disconnection Ratio	0.0020	0.0028	0.0033	0.0032	0.0031	0.0029	0.017
10	Missed Appointments	12%	2%	1%	1%	1%	1%	3%
11	Electric Safety Response Time	54	51	49	49	47	48	50

## 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
1/2/2007	Wind	North	2 day	13,720	183,015	7.5%	60	13 (of 14)	No	13 First Responders + 1 PTO, 14 Line Crews & 0 Tree crews
1/2/2007	Wind	West	2 day	8,028	136,156	5.9%	51	14 (of 14)	No	14 First Responders, 11 Line Crews & 0 Tree crews
1/2/2007	Wind	North Central	2 day	6,900	303,936	2.3%	38	16 (of 20)	No	16 First Responders+ 2 PTO + 1 STD + 1 Scheduled Day off + 1 North First Responder, 6 Line Crews & 2 Tree Crews
1/2/2007	Wind	South Central	2 day	8,570	209,584	4.1%	24	12 (of 12)	No	12 First Responders, 11 Line Crews & 0 Tree Crews
1/5/2007	Wind	North Central	3 day	6,193	303,936	2.0%	21	20 (of 20)	No	20 First Responders + 2 Central South + 1 North, 12 Line Crews & 4 Tree crews
1/5/2007	Wind	West	3 day	7,208	136,156	5.3%	28	14 (of 14)	No	14 First Responders, 10 Line Crews & 1 Tree crews
1/9/2007	Wind	North	4 day	27,114	183,015	14.8%	82	13 (of 14)	Yes	13 First Responders + 1 PTO, 55 Line Crews & 11 Tree crews
1/9/2007	Wind	North Central	4 day	2,983	303,936	1.0%	29	20 (of 20)	Yes	20 First Responders + 2 Kittitas + 2 Central South, 7 Line Crews & 2 Tree crews
1/9/2007	Wind	South Central	4 day	4,390	209,584	2.1%	20	12 (of 12)	Yes	12 First Responders, 4 Line Crews & 0 Tree Crews
1/9/2007	Wind	South	4 day	2,837	212,795	1.3%	13	0 (of 16)	Yes	0 First Responders, 0 Line Crews & 0 Tree Crews (South--Pierce & Thurston bases did not open)
1/9/2007	Wind	West	4 day	5,778	136,156	4.2%	33	14 (of 14)	Yes	14 First Responders, 1 Line Crews & 0 Tree crews
3/11/2007	Wind	West	2 day	6,733	136,350	4.9%	35	14 (of 14)	No	14 First Repsonders, 13 Line Crews & 1Tree Crews

Attachment B



**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
1/2/2007	Wind	South	2 day	2,025	212,795	1.0%	26	0 (of 16)	No	
1/5/2007	Wind	North	3 day	20,985	183,015	11.5%	33	7 (of 14)	No	
1/5/2007	Wind	South Central	3 day	8,653	209,584	4.1%	12	0 (of 12)	No	
1/5/2007	Wind	South	3 day	9,379	212,795	4.4%	37	9 (of 16)	No	
3/11/2007	Wind	North Central	2 day	69	304,321	0.0%	7	0 (of 20)	No	
3/11/2007	Wind	South Central	2 day	24	209,936	0.0%	3	0 (of 12)	No	
3/11/2007	Wind	South	2 day	2,129	213,587	1.0%	9	0 (of 16)	No	
3/11/2007	Wind	North	2 day	12,474	183,264	6.8%	46	7 (of 14)	No	

## Exhibit B

- Missed Appointments and Service Guarantee Performance Report

### Definition of the categories

**Total Appointments (Exclude Canceled):** the total of Total Missed and Total Kept

**Missed Approved:** appointments missed due to PSE reasons. The customer is paid for the \$50 Service Guarantee payment.

**Missed Denied:** appointments missed due to customer reasons or due to major events

**Missed Open:** appointments not yet reviewed by PSE for the \$50 Service Guarantee payment

**Total Missed:** the total 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 B

Missed Appointments and Service Guarantee Performance Report

Table 1  
Summary Missed Appointments Report  
As of June 30, 2007

6 Months All Service Type:            January 2007            -            June 2007

	Total Appts (Exclude Canceled)	Missed Approved	Missed Denied	Missed Open <sup>Note</sup>	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
<b>Electric</b>										
Permanent SVC	6,418	38	73	777	888	1,281	4,249	5,530	1	\$1,900
Reconnection	20,653	53	95	27	175	140	20,338	20,478	1,593	\$2,650
<b>Sub-total</b>	<b>27,071</b>	<b>91</b>	<b>168</b>	<b>804</b>	<b>1,063</b>	<b>1,421</b>	<b>24,587</b>	<b>26,008</b>	<b>1,594</b>	<b>\$4,550</b>
<b>Gas</b>										
Diagnostic	12,044	18	77	-	95	-	11,949	11,949	2,100	\$900
Permanent SVC	6,679	20	17	651	688	1,541	4,450	5,991	-	\$1,000
Reconnection	22,099	12	142	-	154	-	21,945	21,945	1,477	\$600
<b>Sub-total</b>	<b>40,822</b>	<b>50</b>	<b>236</b>	<b>651</b>	<b>937</b>	<b>1,541</b>	<b>38,344</b>	<b>39,885</b>	<b>3,577</b>	<b>\$2,500</b>
<b>Grand Total</b>	<b>67,893</b>	<b>141</b>	<b>404</b>	<b>1,455</b>	<b>2,000</b>	<b>2,962</b>	<b>62,931</b>	<b>65,893</b>	<b>5,171</b>	<b>\$7,050</b>

Note:

The number of missed-open appointments is due mainly to the significant rescheduling activities caused by the record-setting 2006 November and December storms. Many of the 1,455 missed-open appointments are currently under manual review but their Service Guarantee statuses have yet to be determined. It is more time-consuming and difficult to review a missed appointment after it has been rescheduled. There are more steps involved to find and verify the rescheduled date. In addition, there are more appointments to be reviewed. Some rescheduled appointments were shown in the existing reports as missed appointments because PSE had missed the original appointment date, even though PSE had met the rescheduled date.



Exhibit B

Missed Appointments and Service Guarantee Performance Report

Table 2  
Monthly Report  
As of June 30, 2007

Month	Fuel	Type	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Denied	Missed Open <sup>Note</sup>	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Jan-07	Electric	Permanent SVC	1,201	0	20	673	693	144	364	508	1	\$0
Jan-07	Electric	Reconnection	2,450	7	61	0	68	40	2,342	2,382	186	\$350
Jan-07	Gas	Diagnostic	3,635	2	22		24		3,611	3,611	680	\$100
Jan-07	Gas	Permanent SVC	1,166	1	5	540	546	224	396	620	0	\$50
Jan-07	Gas	Reconnection	2,679		18		18		2,661	2,661	221	\$0
<b>Jan-07 Total</b>			<b>11,131</b>	<b>10</b>	<b>126</b>	<b>1,213</b>	<b>1,349</b>	<b>408</b>	<b>9,374</b>	<b>9,782</b>	<b>1,088</b>	<b>\$500</b>
Feb-07	Electric	Permanent SVC	928	26	18	71	115	224	589	813		\$1,300
Feb-07	Electric	Reconnection	3,455	18	9	0	27	24	3,404	3,428	242	\$900
Feb-07	Gas	Diagnostic	2,298		13		13		2,285	2,285	363	\$0
Feb-07	Gas	Permanent SVC	995	2	9	54	65	251	679	930	0	\$100
Feb-07	Gas	Reconnection	3,412	4	17		21		3,391	3,391	210	\$200
<b>Feb-07 Total</b>			<b>11,088</b>	<b>50</b>	<b>66</b>	<b>125</b>	<b>241</b>	<b>499</b>	<b>10,348</b>	<b>10,847</b>	<b>815</b>	<b>\$2,500</b>
Mar-07	Electric	Permanent SVC	1,102	3	9	14	26	258	818	1,076		\$150
Mar-07	Electric	Reconnection	3,768	10	8	1	19	32	3,717	3,749	289	\$500
Mar-07	Gas	Diagnostic	2,142	7	14		21		2,121	2,121	362	\$350
Mar-07	Gas	Permanent SVC	1,104	6		19	25	245	834	1,079	0	\$300
Mar-07	Gas	Reconnection	4,558	5	30		35		4,523	4,523	239	\$250
<b>Mar-07 Total</b>			<b>12,674</b>	<b>31</b>	<b>61</b>	<b>34</b>	<b>126</b>	<b>535</b>	<b>12,013</b>	<b>12,548</b>	<b>890</b>	<b>\$1,550</b>
Apr-07	Electric	Permanent SVC	1,065	5	14	3	22	226	817	1,043		\$250
Apr-07	Electric	Reconnection	3,835	15	14	3	32	17	3,786	3,803	264	\$750
Apr-07	Gas	Diagnostic	1,564	2	7		9		1,555	1,555	322	\$100
Apr-07	Gas	Permanent SVC	1,114	5	1	15	21	281	812	1,093	0	\$250
Apr-07	Gas	Reconnection	4,499		33		33		4,466	4,466	306	\$0
<b>Apr-07 Total</b>			<b>12,077</b>	<b>27</b>	<b>69</b>	<b>21</b>	<b>117</b>	<b>524</b>	<b>11,436</b>	<b>11,960</b>	<b>892</b>	<b>\$1,350</b>
May-07	Electric	Permanent SVC	1,106	3	8	2	13	228	865	1,093		\$150
May-07	Electric	Reconnection	3,605	3	3	0	6	27	3,572	3,599	313	\$150
May-07	Gas	Diagnostic	1,477	6	16		22		1,455	1,455	195	\$300
May-07	Gas	Permanent SVC	1,221	3	2	10	15	268	938	1,206	0	\$150
May-07	Gas	Reconnection	3,754		19		19		3,735	3,735	246	\$0
<b>May-07 Total</b>			<b>11,163</b>	<b>15</b>	<b>48</b>	<b>12</b>	<b>75</b>	<b>523</b>	<b>10,565</b>	<b>11,088</b>	<b>754</b>	<b>\$750</b>
Jun-07	Electric	Permanent SVC	1,016	1	4	14	19	201	796	997		\$50

Exhibit B

Missed Appointments and Service Guarantee Performance Report

Table 2  
 Monthly Report  
 As of June 30, 2007

Month	Fuel	Type	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Denied	Missed Open <sup>Note</sup>	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Jun-07	Electric	Reconnection	3,540	0	0	23	23	0	3,517	3,517	299	\$0
Jun-07	Gas	Diagnostic	928	1	5		6		922	922	178	\$50
Jun-07	Gas	Permanent SVC	1,079	3		13	16	272	791	1,063	0	\$150
Jun-07	Gas	Reconnection	3,197	3	25		28		3,169	3,169	255	\$150
<b>Jun-07 Total</b>			<b>9,760</b>	<b>8</b>	<b>34</b>	<b>50</b>	<b>92</b>	<b>473</b>	<b>9,195</b>	<b>9,668</b>	<b>732</b>	<b>\$400</b>
<b>Grand Total</b>			<b>67,893</b>	<b>141</b>	<b>404</b>	<b>1,455</b>	<b>2,000</b>	<b>2,962</b>	<b>62,931</b>	<b>65,893</b>	<b>5,171</b>	<b>\$7,050</b>

## Exhibit C

- **Survey Results of Customer Awareness of the Service Guarantee**

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

		Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	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		9	10	10	10	8	11	58
No		149	141	141	139	155	162	887
Don't Know		43	43	42	50	36	26	240
Refused Response		3	6	3	2	-	1	15
Total Customers Surveyed		204	200	196	201	199	200	1,200
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>								
You are given the \$50.00 service guarantee if the rescheduled time causes you inconvenience. Whenever PSE changes an appointment, you are given the \$50.00.		3	3	1	7	3	2	19
You have no understanding or expectations about this part of the service guarantee plan.		2	5	7	2	4	5	25
Don't Know		153	159	150	156	178	166	962
Refused Response		40	26	33	30	14	26	169
Total Customers Surveyed		6	7	5	6	-	1	25
Total Customers Surveyed		204	200	196	201	199	200	1,200
Q26D. Did your appointment have to be rescheduled or did it occur as planned?								
It occurred as planned.		169	174	169	180	180	182	1,054
It was rescheduled.		10	7	10	5	13	6	51
Technician arrived but was late.		5	2	6	5	2	1	21
Don't Know		15	10	3	9	3	6	46
Refused Response		5	7	8	2	1	5	28
Total Customers Surveyed		204	200	196	201	199	200	1,200
Q26E. Who initiated rescheduling your appointment? <sup>Note</sup>								
Myself (Customer Initiated)		6	4	5	5	10	4	34
Puget Sound Energy (PSE) Initiated		3	3	5		3	1	15
Don't Know		1					1	2
Refused Response								-
Total Customers Surveyed		10	7	10	5	13	6	51
<b>NCC Survey</b>								
Q12. Are you aware of Puget Sound Energy's \$50 service guarantee to meet scheduled work dates?								
Yes					51			51
No					124			124
Refused Response								-
Don't Know					3			3
Total Customers Surveyed					178			178