



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

February 14, 2008

**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 in Docket No. UE-031946, Puget Sound Energy ("PSE") provides herewith an original and twelve copies of PSE's Service Quality Program Report for the twelve-month period ending December 2007. PSE met or exceeded nine out of the eleven service quality indices.

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 change in data gathering.
- Penalty calculation of the missed SQIs and the preliminary rate effect of the penalty on each electric customer class.
- The number of missed appointments and commitments and payments to customers under the Customer Service Guarantee by service type.

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- 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 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,



Tom DeBoer  
Director, Rates & Regulatory Affairs

Enclosures

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

**Puget Sound Energy**

**2007 Annual Service Quality Program Report**

**Filed February 14, 2008**

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## **PUGET SOUND ENERGY**

### **Annual Service Quality Program Report**

**January 1, 2007 - December 31, 2007**

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, 2007 through December 31, 2007.

The Service Quality Program includes eleven Service Quality Indices ("SQIs"). As detailed in this report, the Company 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 final performance on the eleven SQIs for the reporting period of January 1, 2007 through December 31, 2007, 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, 2007 - December 31, 2007**

Index No.	Index Description	Index Benchmark <sup>1</sup>	Index Performance	Index Penalty
SQI No. 1	Overall Customer Satisfaction	90% satisfied	83%	NA
SQI No. 2	WUTC Complaint Ratio	0.50 per 1000 Customers	0.27	None
SQI No. 3	SAIDI	136 minutes per customer per year	167	\$512,868
SQI No. 4	SAIFI	1.30 interruptions per year per customer	0.97	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	92%	None
SQI No. 7	Gas Safety Response Time	Average of 55 minutes	38	None
SQI No. 8	Field Service Operations Transactions Customer Satisfaction	90% satisfied	90%	None
SQI No. 9	Disconnection Ratio	Disconnections per Customer – 0.030	0.028	None
SQI No. 10	Missed Appointments	8% of appointments missed	1%	None
SQI No. 11	Electric Safety Response Time	Average of 55 minutes	52	None
<b>Total Penalties:</b>				<b>\$512,868</b>

<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, 2007 through December 31, 2007.

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 is Attachment C which details the time duration, from first arrival to control of the gas emergency, for incidents subject to reporting under the 2003 Edition<sup>2</sup> of WAC 480-93-200 and WAC 480-93-210, 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.

### **Change in Data gathering**

In fall 2007, PSE implemented the first phase of its Mobile Workforce Project ("MWP") to all gas first responders ("GFR"). The next phase will be rollout to all

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<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.



electric first responders ("EFR") in spring 2008. The SQIs directly involving the electric and gas first responders are: SQI No. 7 - Gas Safety Response Time, SQI No. 8 - Field Service Operations Transactions Customer Satisfaction, SQI No. 10 - Missed Appointments, and SQI No. 11 - Electric Safety Response Time. The other SQI requirement that pertains to the first responders is the \$50 Customer Service Guarantee program.

The MWP was initiated in June 2006 to make PSE's response to service calls more efficient thereby improving customer service, productivity, and public and employee safety. The efficiency will be achieved through enhancing communication among dispatchers, field service workforce, call center agents, and other customer service personnel with technological advancements and streamlined business processes.

PSE GFR and EFR service vehicles will be equipped with laptop computers linked to PSE via a wireless networking system with 24/7 connectivity. After service requests are created in CLX<sup>3</sup>, through an automated computer interface, the new mobile workforce system is able to assist dispatchers in assigning personnel according to the most current location and availability of field service workers. This is accomplished via laptop computers and a wireless network. The field service staff can then read, on their laptop screen, their scheduled service orders and instructions, directions to the customers' locations, and service histories. Most importantly, field personnel are able to provide instantaneous updates through the wireless network to dispatchers and other customer service personnel upon completion of the service request or when they experience a problem. The constant update of job status allows

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<sup>3</sup> CLX is PSE's customer information and billing system.

PSE to make necessary adjustments in operations and resources to meet customers' expectations promptly and efficiently.

Besides the improvement in customer service and efficiency, the mobile workforce system also improves data quality by limiting paperwork handoffs and eliminating multiple data entries. Time logging for responses to emergencies will now be captured in Pragma Cad ("P-CAD") on the laptop computers in the field personnel vehicles at each status change. Manual entry of hand completed service order status data from each service order into CLX is no longer required. Data storage and forwarding capabilities are also built into the laptops to capture and record the data even when field service workers are outside of the wireless network coverage area.

Once data is in the P-CAD database, the calculation and reporting mechanics are the same as stated in the Stipulation, Exhibit J, Appendix 2, pages 10 and 13-14, except that the origin of the data is now from P-CAD due to the elimination of paper service orders. The P-CAD system has been designed to be in compliance with the SQI Stipulation requirements and should not negatively affect service quality performance and calculation of SQI No. 7 - Gas Safety Response Time, SQI No. 10 - Missed Appointments, SQI No. 11 - Electric Safety Response Time, and the Customer Service Guarantee program. SQI No. 8 - Field Service Operations Transactions Customer Satisfaction might possibly be impacted in 2008 but it would require a special study to quantify the impact and no such study is under consideration at this time.

The data gathering change due to the Mobile Workforce Project implementation, at this time, has no effect on the service quality performance categories and their current or future results. The Company is not requesting any alterations to its data gathering or reporting methods as described in the Stipulation.

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

The 2007 performance indicates that 83% 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 virtually the same rating as in 2006. In fact, there has not been a statistically significant difference in the surveyed results since 2001. Many external factors<sup>4</sup> negatively affect all classes of customers, regardless of which utility is actually providing the service<sup>5</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 virtually the same as other electric utilities in the region. The customer satisfaction for other electric utilities is 83% as compared to 82% for PSE's electric-only customers. A similar comparison of the customer satisfaction for other gas utilities is 85% as compared to 82% for PSE's gas-only customer satisfaction.

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<sup>4</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 CO2 emissions issues, and loss of trust and credibility in utilities in general.

<sup>5</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. The comparisons and differences are not statistically significant due to the small sample size of "other" utility customers. However, the survey results do show that the percentages of customer satisfaction for all the gas and electric utilities were in a close range.

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

The overall 2007 SQI No. 3 - SAIDI performance<sup>6</sup> is 167 system outage minutes per customer, as compared with the annual benchmark of 136 minutes. The lower than benchmark performance was mainly the result of an unusually high number of outages due to wind events in January. None of the events met the criteria of a "major event" as defined in the SQI criteria and thus these outages and outages minutes were included in the Company's SAIDI performance for 2007. The January 2007 monthly performance of 54.8 minutes is more than three times the 2001-2006 January average of 15.8 minutes. If January 2007 had been an average January (based on the 5-year PSE SAIDI average), PSE would have met its 2007 SAIDI benchmark.

Detailed analysis and overview of PSE's reliability performance will be provided on or before March 31, 2008 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 is \$512,868. The Company will refund this amount to its electric customers through Schedule 120, Electricity Conservation Service Rider, after the reviews of this filing by WUTC Staff and Public Counsel are complete. 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 the preliminary effect of the penalty on the Schedule 120 rates for each electric customer class.

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<sup>6</sup> Major event days and associated carry-forward days, which are days when more than 5% of PSE customers are out and those additional days to when those customers have service restored, are excluded from the SAIDI and SAIFI performance calculations.

## **Customer Report Card**

PSE will be providing its customers a report card on the Company's SQI performance for the twelve-month period, January 1, 2007 through December 31, 2007. The Company will begin including this report card with its billings on or before May 15, 2008 in accordance with the Stipulation. The proposed customer report card is attached as Exhibit D. The customer report card will be updated following review by WUTC Staff and Public Counsel.

## **Customer Service Guarantee**

The Customer Service Guarantee program 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, 2007, through December 31, 2007, the Company made 130,003 appointments and failed to meet 1% of these appointments. The Service Guarantee payment associated with the missed-approved appointments is \$11,950. Summarized and detailed monthly results of the appointments made and missed by service type, as of December 31, 2007, are provided in Exhibit E.

In 2007, PSE took the following actions to reduce the number of missed appointments that were pending for the \$50 Service Guarantee payment review, i.e. missed-open appointments:

1. Procedures that emphasizing timely completion of review.
2. Monthly checking for eligible appointments from prior months.
3. Quarterly evaluation of missed-open appointments.

The Company is committed to improving its customer service and will continue the effort to ensure that all missed-open appointments are reviewed in a timely manner.

Furthermore, during the last quarter of 2007, PSE initiated a SAP<sup>7</sup> project to enhance and modify the SAP programs and reports used to extract and tabulate the results of SQI No. 10 -- Missed Appointments and the Customer Service Guarantee Program. This project is to improve the accuracy of manual entry of the Service Guarantee indicator on certain types of service orders and to include additional information in the reports that will be beneficial for the review of missed-open appointments. This SAP project is still in the analysis and validation stage. A discussion of any potential effects of the SAP project program changes will be included in the 2008 annual reports.

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.

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<sup>7</sup> SAP is PSE's work management and financial information system.

<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**

**2007 Annual Service Quality Program Filing**

**Exhibit A - SQI Performance**

**EXHIBIT A**  
**Monthly Service Quality Program Performance**  
**as of December 31, 2007**

SQL #	Benchmark	Jan 2007	Feb 2007	Mar 2007	Apr 2007	May 2007	Jun 2007	Jul 2007	Aug 2007	Sep 2007	Oct 2007	Nov 2007	Dec 2007	Annual Performance	Difference from Benchmark (Annual Performance - Benchmark)	Meet or Exceed Benchmark
1	Overall Customer Satisfaction						82%					84%		83%	-7%	
2	WUTC Complaint Ratio	0.040	0.030	0.030	0.025	0.023	0.018	0.017	0.017	0.011	0.028	0.019	0.016	0.27	-0.23	√
3	SAIDI	54.8	7.9	16.6	7.7	10.7	9.5	11.8	6.3	11.9	8.4	13.6	8.2	167	31.0	
4	SAIFI	0.181	0.049	0.084	0.037	0.101	0.096	0.096	0.054	0.077	0.076	0.078	0.047	0.97	-0.33	√
5	Telephone Center Answering Performance	39%	48%	50%	76%	85%	91%	93%	90%	87%	92%	78%	73%	75%	0%	√
6	Telephone Center Transactions Customer Satisfaction	90%	87%	91%	90%	94%	95%	92%	94%	92%	94%	94%	92%	92%	2%	√
7	Gas Safety Response Time	40	39	38	39	39	38	36	40	38	35	37	37	38	-17	√
8	Field Service Operations Transactions Customer Satisfaction	87%	92%	86%	90%	92%	93%	92%	91%	93%	88%	90%	92%	90%	0%	√
9	Disconnection Ratio	0.0020	0.0028	0.0033	0.0032	0.0031	0.0029	0.0023	0.0025	0.0021	0.0022	0.0015	0.0005	0.028	-0.002	√
10	Missed Appointments	5%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	-7%	√
11	Electric Safety Response Time	54	51	49	49	47	48	52	50	53	57	51	57	52	-3	√



**Puget Sound Energy Puget Sound Energy**

**2007 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
1/2/2007	Wind	North	2 day	13,720	183,205	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	136,321	5.9%	51	14 (of 14)	No	14 First Responders, 11 Line Crews & 0 Tree crews
1/2/2007	Wind	Central North	2 day	6,900	304,174	2.3%	38	16 (of 20)	No	16 First Responders + 1 North First Responder + 2 PTO + 1 STD + 1 Scheduled Day off, 6 Line Crews & 2 Tree Crews
1/2/2007	Wind	Central South	2 day	8,570	209,807	4.1%	24	12 (of 12)	No	12 First Responders, 11 Line Crews & 0 Tree Crews
1/5/2007	Wind	Central North	3 day	6,193	304,174	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	136,321	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	183,205	14.8%	82	13 (of 14)	Yes	13 First Responders + 1 PTO, 55 Line Crews & 11 Tree crews
1/9/2007	Wind	Central North	4 day	2,983	304,174	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	Central South	4 day	4,390	209,807	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	231,265	1.3%	13	0 (of 16)	Yes	0 First Responders, 0 Line Crews & 0 Tree Crews (Pierce & Thurston bases did not open)
1/9/2007	Wind	West	4 day	5,778	136,321	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	132,321	4.9%	35	14 (of 14)	No	14 First Responders, 13 Line Crews & 1 Tree Crews
10/18/2007	Wind	North	4 day	9,300	185,107	5.0%	61	10 (of 14)	Yes	10 First Responders + 4 PTO, 11 Line Crews, 2 Tree Crews
10/18/2007	Wind	Central North	4 day	30,869	306,852	10.1%	110	20 (of 21)	Yes	20 First Responders + 1 STD + 2 Kittitas, 12 Line Crews, 10 Tree Crews
10/18/2007	Wind	Central South	4 day	30,678	211,443	14.5%	147	13 (of 14)	Yes	13 First Responders + 1 PTO, 13 Line Crews, 4 Tree Crews
10/18/2007	Wind	South	4 day	34,210	216,688	15.8%	121	13 (of 15)	Yes	13 First Responders + 2 PTO, 24 Line Crews, 4 Tree Crews
10/18/2007	Wind	West	4 day	64,655	137,855	46.9%	130	15 (of 15)	Yes	15 First Responders + 1 Central South, 12 Line Crews, 10 Tree Crews
11/12/2007	Wind	North	4 day	28,243	185,384	15.2%	139	14 (of 14)	Yes	14 First Responders + 1 Central North, 42 Line Crews, 6 Tree Crews
11/12/2007	Wind	Central North	4 day	7,193	307,508	2.3%	32	18 (of 21)	Yes	18 First Responders + 2 PTO + 1 STD, 6 Line Crews, 4 Tree Crews

Exhibit A - SQI Performance  
Attachment A



**SQI NO. 11 SUPPLEMENTAL REPORTING  
MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS  
AFFECTED LOCAL AREAS ONLY**

11/12/2007	Wind	Central South	4 day	7,165	211,725	3.4%	41 10 (of 14)	Yes	10 First Responders + 2 PTO + 1 ill + 1 scheduled off, 5 Line & Tree Crews
11/12/2007	Wind	South	4 day	41,001	217,130	18.9%	109 15 (of 15)	Yes	15 First Responders, 21 Line Crews, 9 Tree Crews
11/12/2007	Wind	West	4 day	7,196	138,117	5.2%	59 15 (of 15)	Yes	15 First Responders, 9 Line Crews, 5 Tree Crews (Vashon base did not open).
12/2/2007	Wind	North	4 day	908	185,384	0.5%	10 6 of (14)	Yes	6 First Responders + 5 Reg Duty + 3 Scheduled off, 3 Line Crews (Whatcom base did not open)
12/2/2007	Wind	Central North	4 day	2,197	307,508	0.7%	22 20 (of 21)	Yes	20 First Responders + 1 STD, 17 Line Crews
12/2/2007	Wind	Central South	4 day	662	211,725	0.3%	20 0 (of 14)	Yes	(Central South base did not open)
12/2/2007	Wind	South	4 day	8,084	217,130	3.7%	37 9 (of 15)	Yes	9 First Responders + 6 Regular Duty, 6 Line Crews, 2 Tree Crews (Pierce base did not open)
12/2/2007	Wind	West	4 day	56,630	138,117	41.0%	95 15 (of 15)	Yes	15 First Responders + 2 Central North + 2 Central South, 21 Line Crews, 6 Tree Crews

**Puget Sound Energy**

**2007 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  
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)
1/2/2007	Wind	South	2 day	2,025	231,265	1.0%	26	0 (of 16)	No
1/5/2007	Wind	North	3 day	20,965	183,205	11.5%	33	7 (of 14)	No
1/5/2007	Wind	Central South	3 day	8,653	209,807	4.1%	12	0 (of 12)	No
1/5/2007	Wind	South	3 day	9,379	231,265	4.4%	37	9 (of 16)	No
3/11/2007	Wind	Central North	2 day	7,418	304,174	0.0%	7	0 (of 20)	No
3/11/2007	Wind	Central South	2 day	2,163	209,807	0.0%	3	0 (of 12)	No
3/11/2007	Wind	South	2 day	2,129	213,265	1.0%	9	0 (of 16)	No
3/11/2007	Wind	North	2 day	12,474	183,205	5.1%	46	7 (of 14)	No

**Puget Sound Energy**

**2007 Annual Service Quality Program Filing**

**Exhibit A - SQI Performance**

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

Puget Sound Energy  
 2007 Reportable Incident Report  
 Duration from first arrival to control of Gas Emergencies

No	Date	Address	City	1st Notice to PSE	First PSE Arrival	Incident Controller	Response Time	Control Time
1	1/4/07	9747 Marin Luther King Jr. Way	Seattle	14:47	15:04	15:17	0:17	0:13
2	1/8/07	9132 Martin Luther King Jr. Way	Seattle	11:59	12:04	14:05	0:05	2:01
3	2/6/07	14622 NE 180 Pl.	Woodinville	16:10	16:34	17:06	0:24	0:32
4	2/9/07	Royal Anne Rd. & SR 524	Bohnel	12:07	12:32	12:34	0:25	0:02
5	2/15/07	3406 74 Ave. W	Mercer Island	15:11	15:45	18:04	0:34	2:19
6	2/26/07	4400 162 Court SE	Bellevue	6:30	6:57	6:57	0:27	0:00
7	2/27/07	2904 McCormick St SE	Olympia	12:18	12:23	12:39	0:05	0:16
8	3/15/07	5220 Puget Blvd SW	Seattle	11:24	11:35	12:53	0:11	1:18
9	3/30/07	2400 NW Market St.	Seattle	18:32	18:57	19:37	0:25	0:40
10	4/3/07	1610 Central Blvd	Centralia	7:57	8:23	9:19	0:26	0:56
11	4/18/07	200 Westlake Ave. N	Seattle	10:53	11:10	11:35	0:17	0:25
12	4/30/07	5300 Pacific Ave. SE #7	Lacey	14:00	14:13	15:05	0:13	0:52
13	5/9/07	13204 County Club Dr. SW	Lakewood	11:07	11:25	11:31	0:18	0:06
14	6/4/07	N 8 St. & Garden Ave. N	Renton	11:35	11:35	11:45	0:00	0:10
15	6/27/07	13631 SE 59th St	Bellevue	11:38	11:54	12:31	0:16	0:37
16	7/18/07	North 8th and Park North	Renton	9:02	9:20	10:41	0:18	1:21
17	8/6/07	3314 S 116th	Tukwila	12:56	13:17	14:21	0:21	1:04
18	8/15/07	3331 Deer Island Dr	Lake Tapps	11:25	11:57	11:57	0:32	0:00
19	8/24/07	14015 56th Ave W	Edmonds	8:27	8:54	9:34	0:27	0:40
20	8/30/07	267 Main Street (381 on RPE rd)	Monroe	16:53	17:28	17:51	0:35	0:23
21	9/17/07	5th Ave NE and Maple Leaf	Greenlake	16:00	16:17	18:44	0:17	2:27
22	9/21/07	450 Shattuck Ave S	Renton	8:15	8:48	9:20	0:33	0:32
23	9/24/07	6722 Rainier Ave S	Seattle	14:34	14:49	15:37	0:15	0:48
24	9/26/07	414 SW 150th St	Burien	10:07	10:22	10:34	0:15	0:12
25	10/17/07	805 19th	Snohomish	13:59	14:14	14:37	0:15	0:23
26	10/18/07	2827 Deer Island Dr E	Lake Tapps	12:50	13:07	13:50	0:17	0:43
27	10/19/07	12632 87th Place NE	Kirkland	9:28	10:00	11:57	0:32	1:57
28	10/25/07	3520 S Pine St	Tacoma	12:03	12:20	12:57	0:17	0:37
29	10/26/07	216 Boston St	Seattle	10:17	10:30	10:33	0:13	0:03
30	10/31/07	3326 Deer Island Dr E	Lake Tapps	8:29	8:56	9:15	0:27	0:19
31	11/28/07	16460 Marine View Dr SW	Burien	9:14	9:28	10:57	0:14	1:29
32	12/3/07	10700 Midvale Ave N	Seattle	13:19	13:50	15:30	0:31	1:40

Averages **0:20** **0:47**

(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.)

**Puget Sound Energy**

**2007 Annual Service Quality Program Filing**

**Exhibit B - Certification of Survey Results**



Puget Sound Energy  
P.O. Box 97034  
MS: EST-09E  
Bellevue, WA. 98009-9734

January 4, 2008

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**

**2007 Annual Service Quality Program Filing**

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

Exhibit C  
Penalty and Refund Calculation  
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 = 167 minutes / customer  
 Benchmark = 136 minutes / customer  
 Penalty Per Point = \$225,001

Penalty = ((167 - 136) / 136) \* 10 \* \$225,001 (Maximum Penalty is \$1,000,000)  
 Penalty = \$512,870

**Preliminary Revenue Requirement Effect**

Line	Description	Revenue Requirement	% to Total	SQI Penalty	Allocation
1	2007 Conservation Expenditures (Non-Schedule 258 Customers)	\$ 35,766,613	93.559%	\$	502,512
2	Schedule 258 Customers Estimated Billed Schedule 120 for 2007	\$ 2,462,192	6.441%	\$	34,593
3	Total 2007				
4					<u>\$ 537,105</u>
5					
6	Conversion Factor				0.9548744
7					
8					
9	2007 Conservation Expenditures (Non-Schedule 258 Customers)	\$ 35,766,613	93.559%	\$	479,836
10	Schedule 258 Customers Estimated Billed Schedule 120 for 2007	\$ 2,462,192	6.441%	\$	33,032
11	Total 2007	\$ 38,228,805	100%	\$ 512,868	<u>\$ 512,868</u>

Exhibit C  
Penalty and Refund Calculation  
Preliminary Cust Class Effect

Customer Class	Energy Allocator (Docket No. UE-060266)	80% Energy (Docket No. UE-060266)	Demand Allocator (Docket No. UE-060266)	20% Demand (Docket No. UE-060266)	Weighted Allocation	Conservation Costs Revenue Requirement	KWH 4/06 to 3/08	¢ per kWh
	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	0.427284	2,322,157	0.122566	0.549850	\$ (276,306)	10,793,413,000	-0.0026 ¢
Sec Gen Svc - Small	2,683,528,686	0.103534	478,263	0.025243	0.128777	\$ (64,712)	2,730,094,000	-0.0024 ¢
Sec Gen Svc - Medium	3,177,197,381	0.122580	501,441	0.026467	0.149047	\$ (74,898)	3,135,246,000	-0.0024 ¢
Sec Gen Svc - Large	2,062,251,046	0.079564	273,988	0.014461	0.094026	\$ (47,249)	2,133,608,000	-0.0022 ¢
Sec Irrigation Svc	14,325,693	0.000553	1,452	0.000077	0.000629	\$ (316)	17,104,000	-0.0018 ¢
Pri Gen Svc	1,447,496,457	0.055846	197,758	0.010438	0.066284	\$ (33,309)	1,493,264,000	-0.0022 ¢
Pri Irrigation Svc	5,908,253	0.000228	4	0.000000	0.000228	\$ (115)	5,776,000	-0.0020 ¢
Pri Interruptible Svc	178,979,205	0.006905	-	-	0.006905	\$ (3,470)	188,873,000	-0.0018 ¢
Lights	90,870,594	0.003506	14,168	0.000748	0.004254	\$ (2,138)	100,790,000	-0.0021 ¢
Campus Rate <sup>Note</sup>	-	-	-	-	-	\$ (7,347)	514,313,000	
High Voltage <sup>Note</sup>	-	-	-	-	-	\$ (7,782)	528,149,000	
Transportation <sup>Note</sup>	-	-	-	-	-	\$ (19,422)	2,200,421,000	
<b>Total</b>	<b>20,735,458,668</b>	<b>0.800000</b>	<b>3,789,231</b>	<b>0.200000</b>	<b>1.000000</b>	<b>\$ (537,063)</b>	<b>23,841,051,000</b>	<b>-0.0023 ¢</b>

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

**Puget Sound Energy**

**2007 Annual Service Quality Program Filing**

**Exhibit D - Proposed Customer Report Card**

Feb. 14, 2008 DRAFT

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Each year Puget Sound Energy measures 11 key service-quality areas to track how well we are performing in providing our utility services to you, and to 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 or electric emergency or answer your calls, among other measurements, we match our performance against a rating system of benchmarks (see chart). Here are the results.

### **2007 Customer Service Performance Highlights**

- In 2007, in addition to meeting nine of the 11 service quality measurements, we improved slightly in two areas compared to 2006: 1) fewer complaints to state regulators, the Washington Utilities and Transportation Commission, and 2) fewer power outages.
- An area where we fall short in meeting our target was in your satisfaction with our overall performance. The 83-percent score, similar to the previous two years, makes it clear we need to put extra attention in this area to meet the 90 percent performance target. Overall customer satisfaction, listed as number one in our report card, is foremost to us.
- The other area where we missed the mark, even though we improved our year-to-year performance, was in the amount of time it took us to restore a power outage. Due to an unusually high number of outages in January due to wind, the overall average of 2-hour and 47-minute wait in 2007 exceeded the benchmark by about 30 minutes. If January 2007 had been an average January (based on the 5-year PSE SAIDI average), PSE would have met the SAIDI SQI.
- For the 2007 performance results, PSE incurred a \$513,000 penalty for missing the benchmark for the length of time some customers were without power. PSE refunded the penalty to customers as an offset to the costs included in the electric and natural gas conservation program charge beginning April 1, 2008.
- Through our Customer Service Guarantee program, we back up our pledge to you when you make a service appointment by crediting \$50 to your PSE bill if we do not meet our commitment. In 2007, PSE credited customers a total of \$11,950 for missing one percent of our total of 130,000 scheduled appointments.

We know you expect high level of service from us. We are working hard to meet that expectation and are dedicated to find more ways to continually improve our service to earn your best grade.



## Puget Sound Energy Performance Report Card – 2007

### KEY MEASUREMENT

		2007	
	BENCHMARK	PERFORMANCE	ACHIEVED
1. Percent of customers satisfied with our performance	90 percent	83 percent	No
2. Number of complaints to the WUTC per 1,000 customers	Less than 0.50	0.27	✓
3. Length of non-storm power outages per year	Less than 2 hours, 16 minutes	2 hours, 47 minutes	No
4. Frequency of non-storm power outages, per year, per customer	Less than 1.30 outages	0.97 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	92 percent	✓
7. Time from customer call to arrival of field technicians in response to gas emergencies	No more than 55 minutes	38 minutes	✓
8. Percent of customers more than satisfied with field services, based on survey	At least 90 percent	90 percent	✓
9. Percent of customers disconnected for non-payment	No more than 3.0 percent	2.8 percent	✓
10. Percent of in-home service appointments kept, as promised	At least 92 percent	99 percent	✓
11. Time from customer call to arrival of field technicians in response to power system emergencies	No more than 55 minutes	52 minutes	✓

**Puget Sound Energy**  
**2007 Annual Service Quality Program Filing**

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

**Definition of the categories**

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

**Missed Approved:** appointments missed due to PSE reasons and customers are paid the \$50 Service Guarantee payment for each missed approved appointment.

**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 by the PSE personnel

**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 customers or PSE

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

Exhibit E

Missed Appointments and Service Guarantee Performance Report

Table 1

Summary Missed Appointments Report  
As of December 31, 2007

12 Months All Service Type:	January 2007		December 2007		Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
	Missed Approved	Missed Denied	Missed Open	Missed						
<b>Electric</b>										
Permanent SVC	74	252	128	454	3,523	8,548	12,071	1	\$3,700	
Reconnection	73	407	77	557	140	36,145	36,285	3,378	\$3,650	
<b>Sub-total</b>	<b>147</b>	<b>659</b>	<b>205</b>	<b>1,011</b>	<b>3,663</b>	<b>44,693</b>	<b>48,356</b>	<b>3,379</b>	<b>\$7,350</b>	
<b>Gas</b>										
Diagnostic	35	108	-	143	46	26,217	26,263	5,028	\$1,750	
Permanent SVC	35	327	149	511	3,676	8,643	12,319	-	\$1,750	
Reconnection	22	140	-	162	144	41,094	41,238	3,158	\$1,100	
<b>Sub-total</b>	<b>92</b>	<b>575</b>	<b>149</b>	<b>816</b>	<b>3,866</b>	<b>75,954</b>	<b>79,820</b>	<b>8,186</b>	<b>\$4,600</b>	
<b>Grand Total</b>	<b>239</b>	<b>1,234</b>	<b>354</b>	<b>1,827</b>	<b>7,529</b>	<b>120,647</b>	<b>128,176</b>	<b>11,565</b>	<b>\$11,950</b>	

**Exhibit E**  
**Missed Appointments and Service Guarantee Performance Report**

**Table 2**  
**Monthly Report**  
**As of December 31, 2007**

Month	Fuel	Type	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Jan-07	Electric	Permanent SVC	1,211	7	164	23	194	648	369	1,017	1	\$350
Jan-07	Electric	Reconnection	2,450	7	61	0	68	40	2,342	2,382	186	\$350
Jan-07	Gas	Diagnostic	3,635	2	19	0	21	3	3,611	3,614	680	\$100
Jan-07	Gas	Permanent SVC	1,171	1	258	7	266	505	400	905	0	\$50
Jan-07	Gas	Reconnection	2,680	0	13	0	13	5	2,662	2,667	221	\$0
<b>Jan-07 Total</b>			<b>11,147</b>	<b>17</b>	<b>515</b>	<b>30</b>	<b>562</b>	<b>1,201</b>	<b>9,384</b>	<b>10,585</b>	<b>1,088</b>	<b>\$850</b>
Feb-07	Electric	Permanent SVC	933	26	21	1	48	293	592	885	0	\$1,300
Feb-07	Electric	Reconnection	3,457	18	9	1	28	24	3,405	3,429	242	\$900
Feb-07	Gas	Diagnostic	2,298	0	11	0	11	2	2,285	2,287	363	\$0
Feb-07	Gas	Permanent SVC	1,003	2	33	5	40	281	682	963	0	\$100
Feb-07	Gas	Reconnection	3,412	4	15	0	19	2	3,391	3,393	210	\$200
<b>Feb-07 Total</b>			<b>11,103</b>	<b>50</b>	<b>89</b>	<b>7</b>	<b>146</b>	<b>602</b>	<b>10,355</b>	<b>10,957</b>	<b>815</b>	<b>\$2,500</b>
Mar-07	Electric	Permanent SVC	1,113	3	9	3	15	276	822	1,098	0	\$150
Mar-07	Electric	Reconnection	3,798	10	12	1	23	32	3,743	3,775	289	\$500
Mar-07	Gas	Diagnostic	2,142	7	14	0	21	0	2,121	2,121	362	\$350
Mar-07	Gas	Permanent SVC	1,118	6	10	5	21	252	845	1,097	0	\$300
Mar-07	Gas	Reconnection	4,558	5	26	0	31	4	4,523	4,527	239	\$250
<b>Mar-07 Total</b>			<b>12,729</b>	<b>31</b>	<b>71</b>	<b>9</b>	<b>111</b>	<b>564</b>	<b>12,054</b>	<b>12,618</b>	<b>890</b>	<b>\$1,550</b>
Apr-07	Electric	Permanent SVC	1,073	5	13	0	18	235	820	1,055	0	\$250
Apr-07	Electric	Reconnection	3,865	16	18	0	34	17	3,814	3,831	264	\$800
Apr-07	Gas	Diagnostic	1,564	2	6	0	8	1	1,555	1,556	322	\$100
Apr-07	Gas	Permanent SVC	1,132	5	1	13	19	286	827	1,113	0	\$250
Apr-07	Gas	Reconnection	4,499	0	7	0	7	26	4,466	4,492	306	\$0
<b>Apr-07 Total</b>			<b>12,133</b>	<b>28</b>	<b>45</b>	<b>13</b>	<b>86</b>	<b>565</b>	<b>11,482</b>	<b>12,047</b>	<b>892</b>	<b>\$1,400</b>
May-07	Electric	Permanent SVC	1,121	4	7	0	11	234	876	1,110	0	\$200
May-07	Electric	Reconnection	3,652	3	6	1	10	27	3,615	3,642	314	\$150
May-07	Gas	Diagnostic	1,481	6	15	0	21	1	1,459	1,460	195	\$300
May-07	Gas	Permanent SVC	1,262	4	4	11	19	272	971	1,243	0	\$200
May-07	Gas	Reconnection	3,763	0	15	0	15	5	3,743	3,748	246	\$0

**Exhibit E**  
**Missed Appointments and Service Guarantee Performance Report**

**Table 2**  
**Monthly Report**  
**As of December 31, 2007**

Month	Fuel	Type	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
<b>May-07 Total</b>			11,279	17	47	12	76	539	10,664	11,203	755	\$850
Jun-07	Electric	Permanent SVC	1,049	5	4	3	12	223	814	1,037	0	\$250
Jun-07	Electric	Reconnection	3,612	6	22	4	32	0	3,580	3,580	316	\$300
Jun-07	Gas	Diagnostic	991	1	4	0	5	1	985	986	182	\$50
Jun-07	Gas	Permanent SVC	1,100	3	2	2	7	291	802	1,093	0	\$150
Jun-07	Gas	Reconnection	3,397	4	15	0	19	12	3,366	3,378	256	\$200
<b>Jun-07 Total</b>			10,149	19	47	9	75	527	9,547	10,074	754	\$950
Jul-07	Electric	Permanent SVC	1,101	5	8	10	23	232	846	1,078	0	\$250
Jul-07	Electric	Reconnection	2,777	5	27	3	35	0	2,742	2,742	330	\$250
Jul-07	Gas	Diagnostic	1,020	2	10	0	12	3	1,005	1,008	150	\$100
Jul-07	Gas	Permanent SVC	1,164	1	2	3	6	294	864	1,158	0	\$50
Jul-07	Gas	Reconnection	2,620	1	13	0	14	7	2,599	2,606	224	\$50
<b>Jul-07 Total</b>			8,682	14	60	16	90	536	8,056	8,592	704	\$700
Aug-07	Electric	Permanent SVC	1,181	7	7	23	37	285	859	1,144	0	\$350
Aug-07	Electric	Reconnection	3,367	3	24	6	33	0	3,334	3,334	357	\$150
Aug-07	Gas	Diagnostic	1,137	0	4	0	4	1	1,132	1,133	218	\$0
Aug-07	Gas	Permanent SVC	1,218	2	3	6	11	273	934	1,207	0	\$100
Aug-07	Gas	Reconnection	3,030	2	7	0	9	9	3,012	3,021	283	\$100
<b>Aug-07 Total</b>			9,933	14	45	35	94	568	9,271	9,839	858	\$700
Sep-07	Electric	Permanent SVC	1,078	1	3	11	15	286	777	1,063	0	\$50
Sep-07	Electric	Reconnection	3,019	2	183	7	192	0	2,827	2,827	286	\$100
Sep-07	Gas	Diagnostic	2,221	1	11	0	12	8	2,201	2,209	401	\$50
Sep-07	Gas	Permanent SVC	1,041	7	1	6	14	320	707	1,027	0	\$350
Sep-07	Gas	Reconnection	3,375	4	15	0	19	20	3,336	3,356	282	\$200
<b>Sep-07 Total</b>			10,734	15	213	24	252	634	9,848	10,482	969	\$750
Oct-07	Electric	Permanent SVC	1,090	3	5	17	25	346	719	1,065	0	\$150
Oct-07	Electric	Reconnection	3,304	1	35	21	57	0	3,247	3,247	357	\$50
Oct-07	Gas	Diagnostic	3,906	7	4	0	11	9	3,886	3,895	747	\$350
Oct-07	Gas	Permanent SVC	1,113	3	2	6	11	389	713	1,102	0	\$150

**Exhibit E**  
**Missed Appointments and Service Guarantee Performance Report**

**Table 2**  
**Monthly Report**  
**As of December 31, 2007**

Month	Fuel	Type	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Oct-07	Gas	Reconnection	4,295	0	10	0	10	26	4,259	4,285	367	\$0
<b>Oct-07 Total</b>			13,708	14	56	44	114	770	12,824	13,594	1,471	\$700
Nov-07	Electric	Permanent SVC	874	8	8	19	35	251	588	839	0	\$400
Nov-07	Electric	Reconnection	2,563	1	9	24	34	0	2,529	2,529	268	\$50
Nov-07	Gas	Diagnostic	2,923	4	3	0	7	9	2,907	2,916	678	\$200
Nov-07	Gas	Permanent SVC	913	1	7	19	27	318	568	886	0	\$50
Nov-07	Gas	Reconnection	3,218	1	3	0	4	20	3,194	3,214	258	\$50
<b>Nov-07 Total</b>			10,491	15	30	62	107	598	9,786	10,384	1,204	\$750
Dec-07	Electric	Permanent SVC	701	0	3	18	21	214	466	680	0	\$0
Dec-07	Electric	Reconnection	978	1	1	9	11	0	967	967	169	\$50
Dec-07	Gas	Diagnostic	3,088	3	7	0	10	8	3,070	3,078	730	\$150
Dec-07	Gas	Permanent SVC	595	0	4	66	70	195	330	525	0	\$0
Dec-07	Gas	Reconnection	2,553	1	1	0	2	8	2,543	2,551	266	\$50
<b>Dec-07 Total</b>			7,915	5	16	93	114	425	7,376	7,801	1,165	250

**Puget Sound Energy**

**2007 Annual Service Quality Program Filing**

**Exhibit F - Customer Awareness of Customer Service Guarantee**

Exhibit F  
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 in Docket No. UE-031946, PSE undertook the following actions in 2007 to promote customer awareness of the customer service guarantee.

1. Articles that publicized the Customer Service Guarantee were included in following four issues of the "Energywise" customer newsletter in 2007: February-March, April-May, June-July, and November-December.
2. The text of the service guarantee has been appeared on the back of the bill-stock since fall 2002. In addition, every billing envelope customers received in 2007 has an imprinted Customer Service Guarantee message on the back of the envelope.
3. The customer service guarantee was incorporated in the natural gas and the electric customer "rights and responsibilities" brochure 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. PSE Access Center 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.



## Exhibit F

### Customer Awareness of Service Guarantee

5. Other measures used to inform customers of the service guarantee include the gas and electric service handbooks 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**

**CFS Survey**

	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total
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?	9	10	10	10	8	11	8	13	13	4	16	10	122
	149	141	141	139	155	162	142	143	140	141	131	135	1,719
	43	43	42	50	36	26	50	44	47	54	51	47	533
	3	6	3	2	-	1	-	1	-	1	1	9	27
	204	200	196	201	199	200	200	201	200	200	199	201	2,401

**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> Whenever PSE changes an appointment, you are given the \$50.00.**

	3	4	5	6	7	8	9	10	11	12	13	14	15
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	4	3	5	4	7	3	45
You have no understanding or expectations about this part of the service guarantee plan.	153	159	150	156	178	166	163	156	123	131	153	147	1,835
Don't Know	40	26	33	30	14	26	32	41	65	61	25	36	429
Refused Response	6	7	5	6	-	1	1	1	1	1	4	8	39
	204	200	196	201	199	200	200	200	200	200	199	201	2,401

**Q26D. Did your appointment have to be rescheduled or did it occur as planned?**

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
It occurred as planned.	169	174	169	180	180	182	179	178	172	166	160	155	2,064		
It was rescheduled.	10	7	10	5	13	6	11	10	8	16	17	13	126		
Technician arrived but was late.	5	2	6	5	2	1	3	1	-	1	4	5	35		
Don't Know	15	10	3	9	3	6	6	11	20	16	10	21	130		
Refused Response	5	7	8	2	1	5	1	1	-	1	8	7	46		
	204	200	196	201	199	200	200	201	200	200	199	201	2,401		

**Q26E. Who initiated rescheduling your appointment? <sup>Note</sup> Myself (Customer Initiated) Puget Sound Energy (PSE) Initiated Don't Know Refused Response**

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Myself (Customer Initiated)	6	4	5	5	10	4	7	10	4	13	17	11	96		
Puget Sound Energy (PSE) Initiated	3	3	5	3	3	1	1	7	3	1	12	1	40		
Don't Know	1					1	3	3	1	2	1	1	13		
Refused Response	10	7	10	5	13	6	11	20	8	16	30	13	149		
	204	200	196	201	199	200	200	201	200	200	199	201	2,401		

**NCC Survey**

	51	112	3	178
Q12. Are you aware of Puget Sound Energy's \$50 service guarantee to meet scheduled work dates?	58	144	1	203
Yes	58	144	1	203
No	112	1	1	548
Refused Response	3	3	3	167
Don't Know	178	167	-	203
Total Customers Surveyed	548	167	167	548