



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
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 in Docket No. 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 December 31, 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 reporting period, the service providers met the benchmark. The results are: Pilchuck at 98%. Quanta-Gas at 98%, and Quanta-Electric at 96%.

- SPI No. 2 Customer Satisfaction – Achieve a minimum of 83% satisfactory rating for Pilchuck and a minimum of 78% for Quanta of the new construction customers ("NCC") survey regarding contractor engineering and

Ms. Carole J. Washburn

February 14, 2008

Page 2

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 metrics. Pilchuck's performance was 74% and Quanta's performance was 64%.

SPI No. 3 Appointments Kept – Meet at least 92% for Pilchuck and 98% for Quanta of all NCC commitment dates relative to service guarantee. The two service providers both 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 only 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,



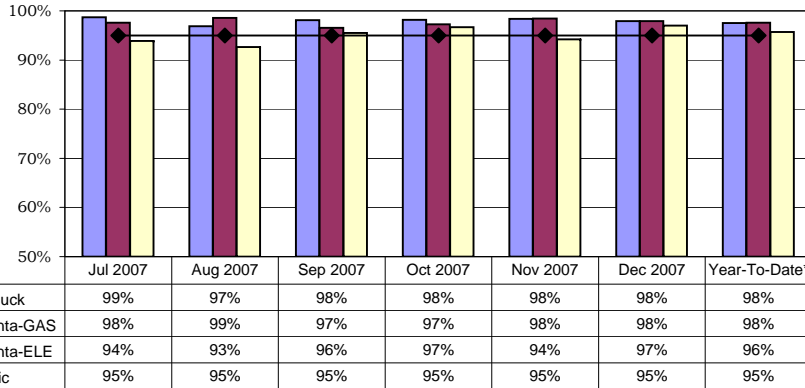
Tom DeBoer
Director, Rates & Regulatory Affairs

Enclosures

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

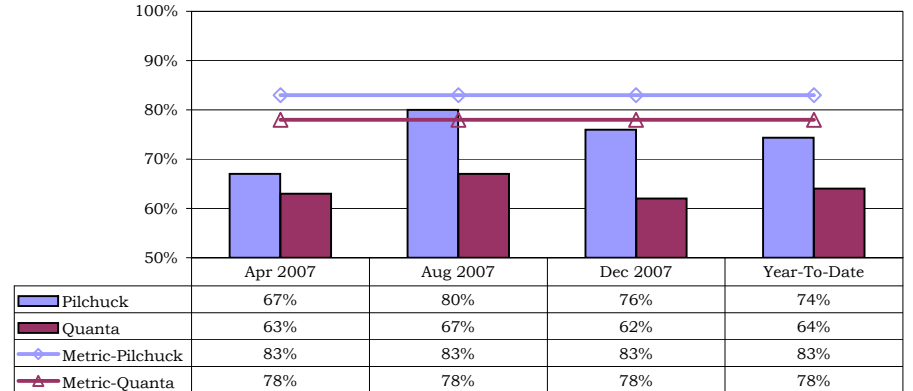
Puget Sound Energy Service Provider Service Quality Metric Report

Standards Compliance



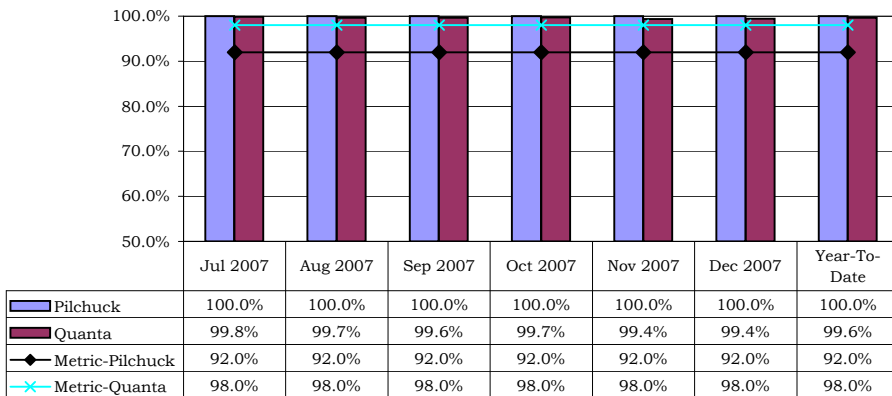
Note: Service Provider performance should be Equal to or Greater Than the Metric Numbers rounded to the next whole number with the exception of numbers below the metric.

Customer Satisfaction (NCC)



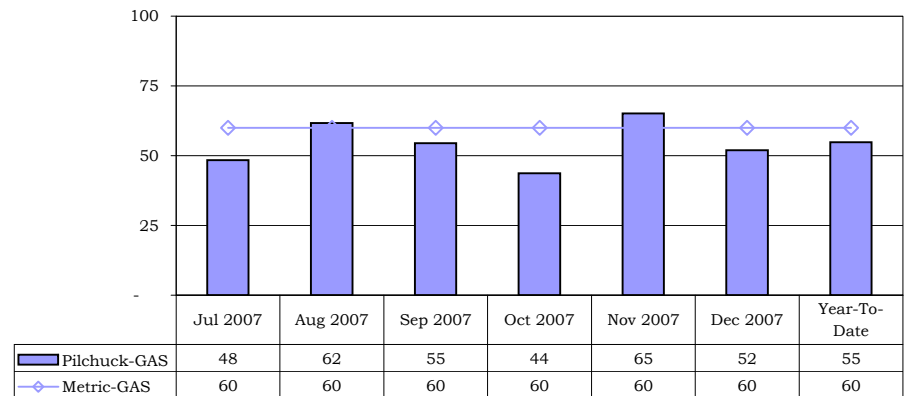
Note: Service Provider Year-To-Date Average performance should be Equal to or Greater Than the Metric

Appointments Kept



Note: Service Provider performance should be Equal to or Greater Than the Metric

Gas Second Safety Response



Note: Service Provider performance should be Equal to or Less Than the Metric