



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

July 30, 2008

VIA ELECTRONIC FILING AND REGULAR MAIL

Mr. Dave Danner, Secretary and Executive Director
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 Mr. Danner:

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 six-month period ending ending June 30, 2008.

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).

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

Mr. Dave Danner
July 30, 2008
Page 2

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: Deborah Reynolds – Washington Utilities & Transportation Commission
Mary Kimball – Public Counsel
Stefanie Johnson - Public Counsel

Puget Sound Energy

2008 Semi-Annual Service Quality Program Filing

Exhibit A - Monthly SQI Performance Results

EXHIBIT A
Monthly Service Quality Program Performance
as of June 30, 2008

SQI #	Benchmark	Jan 2008	Feb 2008	Mar 2008	Apr 2008	May 2008	Jun 2008
1	Overall Customer Satisfaction						82%
2	WUTC Complaint Ratio	0.016	0.032	0.030	0.041	0.016	0.017
3	SAIDI	21.7	18.6	7.3	4.0	6.4	19.0
4	SAIFI	0.119	0.083	0.042	0.033	0.080	0.114
5	Telephone Center Answering Performance	50%	59%	63%	75%	78%	75%
6	Telephone Center Transactions Customer Satisfaction	90%	94%	91%	90%	94%	93%
7	Gas Safety Response Time	36	35	34	36	33	34
8	Field Service Operations Transactions Customer Satisfaction	87%	88%	90%	86%	92%	96%
9	Disconnection Ratio	0.0018	0.0024	0.0028	0.0028	0.0022	0.0026
10	Missed Appointments	1%	1%	1%	1%	1%	1%
10	Electric Safety Response Time	64	55	56	51	58	55

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)
2/6/2008	Wind	South	3	18,420	218,013	8.4%	61	15	No
2/6/2008	Wind	North	3	6,783	186,147	3.6%	38	14	No
2/6/2008	Wind	Central North	3	3,988	308,534	1.3%	42	23	No
2/6/2008	Wind	Central South	3	4,801	212,412	2.3%	34	13	No
6/9/2008	Wind	Central South	2	12,132	212,982	5.7%	42	13	No
6/9/2008	Wind	North	2	1,152	186,710	0.6%	27	14	No
6/9/2008	Wind	South	2	7,273	218,868	3.3%	33	15	No
6/9/2008	Wind	West	2	15,234	138,959	11.0%	45	13	No

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Exhibit B - Missed Appointments and Service Guarantee Performance Report

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 B
Missed Appointments and Service Guarantee Performance Report

Month	Fuel	Type	Total Appmts (Exclude Canceled and Excused)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Jan-08	Electric	Permanent SVC	1,153	4	0	7	11	236	906	1,142	0	\$200
Jan-08	Electric	Reconnection	2,276	2	26	0	28	0	2,248	2,248	221	\$100
Jan-08	Gas	Diagnostic	3,112	3	11	0	14	0	3,098	3,098	596	\$150
Jan-08	Gas	Permanent SVC	970	6	0	33	39	361	570	931	0	\$300
Jan-08	Gas	Reconnection	3,061	1	25	0	26	0	3,035	3,035	273	\$50
Jan-08 Total			10,572	16	62	40	118	597	9,857	10,454	1,090	\$800
Feb-08	Electric	Permanent SVC	1,031	0	0	20	20	223	788	1,011	0	\$0
Feb-08	Electric	Reconnection	2,993	6	33	0	39	0	2,954	2,954	286	\$300
Feb-08	Gas	Diagnostic	2,320	0	7	0	7	0	2,313	2,313	363	\$0
Feb-08	Gas	Permanent SVC	992	0	0	20	20	280	692	972	0	\$0
Feb-08	Gas	Reconnection	3,535	0	16	0	16	0	3,519	3,519	292	\$0
Feb-08 Total			10,871	6	56	40	102	503	10,266	10,769	941	\$300
Mar-08	Electric	Permanent SVC	1,013	14	0	7	21	195	797	992	0	\$700
Mar-08	Electric	Reconnection	3,410	2	13	0	15	0	3,395	3,395	328	\$100
Mar-08	Gas	Diagnostic	2,220	3	8	0	11	0	2,209	2,209	367	\$150
Mar-08	Gas	Permanent SVC	963	2	0	27	29	245	689	934	0	\$100
Mar-08	Gas	Reconnection	3,497	0	12	0	12	0	3,485	3,485	265	\$0
Mar-08 Total			11,103	21	33	34	88	440	10,575	11,015	960	\$1,050
Apr-08	Electric	Permanent SVC	1,020	20	0	28	48	153	819	972	0	\$1,000
Apr-08	Electric	Reconnection	3,373	2	19	0	21	0	3,352	3,352	364	\$100
Apr-08	Gas	Diagnostic	1,714	2	10	0	12	0	1,702	1,702	408	\$100
Apr-08	Gas	Permanent SVC	1,012	1	0	25	26	255	731	986	0	\$50
Apr-08	Gas	Reconnection	4,405	2	33	0	35	0	4,370	4,370	289	\$100
Apr-08 Total			11,524	27	62	53	142	408	10,974	11,382	1,061	\$1,350
May-08	Electric	Permanent SVC	929	5	0	5	10	161	758	919	0	\$250
May-08	Electric	Reconnection	2,608	2	21	0	23	0	2,585	2,585	406	\$100
May-08	Gas	Diagnostic	1,415	1	8	0	9	0	1,406	1,406	265	\$50
May-08	Gas	Permanent SVC	848	1	0	14	15	232	601	833	0	\$50
May-08	Gas	Reconnection	3,426	0	22	0	22	0	3,404	3,404	232	\$0
May-08 Total			9,226	9	51	19	79	393	8,754	9,147	903	\$450

Exhibit B
Missed Appointments and Service Guarantee Performance Report

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
Jun-08	Electric	Permanent SVC	869	5	0	31	36	109	724	833	0	\$250
Jun-08	Electric	Reconnection	2,818	1	30	0	31	0	2,787	2,787	351	\$50
Jun-08	Gas	Diagnostic	1,306	1	9	0	10	0	1,296	1,296	242	\$50
Jun-08	Gas	Permanent SVC	911	5	0	23	28	181	702	883	0	\$250
Jun-08	Gas	Reconnection	3,779	1	8	0	9	0	3,770	3,770	263	\$50
Jun-08 Total			9,683	13	47	54	114	290	9,279	9,569	856	\$650

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Exhibit C - Survey Results of Customer Awareness of the Service Guarantee

EXHIBIT C
Customer Awareness of Service Guarantee

Jan-08 Feb-08 Mar-08 Apr-08 May-08 Jun-08

CFS Survey

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?

	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
Yes	10	18	21	14	10	19
No	136	139	130	131	145	133
Don't Know	48	37	54	49	43	44
Refused Response	6	1	-	6	2	4
Total Customers Surveyed	200	195	205	200	200	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.

You are given the \$50 service guarantee if the rescheduled time causes you inconvenience. Whenever PSE changes an appointment, you are given the \$50.

	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
9	10	7	8	5	10	10
5	9	6	7	4	9	9

You have no understanding or expectations about this part of the service guarantee plan.

150	145	160	153	167	158
33	27	25	24	21	38
3	4	7	8	3	5
Total Customers Surveyed	200	195	205	200	200

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

168	159	184	164	177	177
7	22	8	13	3	10
3	4	3	5	2	2
13	4	6	10	8	7
9	6	4	8	10	4
Total Customers Surveyed	200	195	205	200	200

Q26E. Who initiated rescheduling your appointment?^{Note}

	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
Myself (Customer Initiated)	4	10	7	10	1	4
Puget Sound Energy (PSE) Initiated	2	11	-	3	2	6
Don't Know	-	1	-	-	-	-
Refused Response	1	-	1	-	-	-
Total Customers Surveyed	7	22	8	13	3	10

NCC Survey

Q12. Are you aware of Puget Sound Energy's \$50 service guarantee to meet scheduled work dates?

Yes	39
No	144
Refused Response	3
Don't Know	-
Total Customers Surveyed	186