



PUGET SOUND ENERGY

The Energy To Do Great Things

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April 30, 2009

VIA ELECTRONIC FILING AND REGULAR MAIL

Mr. David Danner, Executive Director and Secretary
Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

**Re: PSE Meter and Billing Performance Quarterly Filing
Docket Nos. UE-072300 and UG-072301 (consolidated)**

Dear Mr. Danner:

Pursuant to the Partial Settlement Stipulation of Service Quality, Meter and Billing Performance, and Low-Income Bill Assistance ("Settlement Stipulation") adopted by the Commission on October 8, 2008, in consolidated Docket Nos. UE-072300 and UG-072301 Order 12 ("Order"); Puget Sound Energy ("PSE") provides herewith an original and twelve copies of PSE's Meter and Billing Performance Quarterly Filing for the period ended March 31, 2009.

This filing addresses requirements and conditions set forth in the Order and in accordance with additional detailed terms prescribed in the Settlement Stipulation. In particular, for this reporting period, this filing includes the Meter and Billing Performance Quarterly Report for the first quarter of 2009.

The Meter and Billing Performance Quarterly Report details, as of March 31, 2009:

- PSE's ability and plan to track and report monthly vintages of potential meter and billing problems (per paragraph 34.i of the Settlement Stipulation)
- PSE's meter and billing performance under the phase-in period standards for meter and billing problems identified in 2008 and under the ongoing standards for problems identified in 2009 and after (per paragraph 36 of the Settlement Stipulation)

Mr. David Danner
April 30, 2009
Page 2 of 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,


Tariff Consultant

for

Tom DeBoer

Director, Federal & State Regulatory Affairs

Enclosure

cc: Chuck Eberdt - The Energy Project
Simon fitch - Public Counsel
Robert Cedarbaum - WUTC
Steve King - WUTC
Thomas Schooley - WUTC

Puget Sound Energy

Meter and Billing Performance Quarterly Report

for the quarter ending March 31, 2009

Filed April 30, 2009

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In accordance with the multi-party Settlement Stipulation of Service Quality, Meter and Billing Performance, and Low-income Bill Assistance ("Settlement Stipulation") adopted by the Washington Utilities and Transportation Commission on October 8, 2008, in Docket Nos. UE-072300 and UG-072301 Order 12: Final Order Approving and Adopting Settlement Stipulations; Authorizing and Requiring Compliance Filing, Puget Sound Energy ("PSE" or the "Company") submits this report for the quarter ending March 31, 2009.

Definitions and Standards per the Settlement Stipulation

Definitions of "Identified"

The following definitions are used throughout this document and define when a specific category of meter issues is considered "identified."

a. Stopped Meter: Date the meter is validated to be a probable stopped meter from manual analysis of the zero consumption report or other similar report.

b. Unassigned Energy Usage ("UEU"): Date that energy usage reaches the following established thresholds:

| Customer group | Gas | Electric |
|---------------------------|------------|-----------|
| Residential | 100 therms | 1,000 kWh |
| Commercial and Industrial | 100 therms | 7,150 kWh |

c. Lost Meter: Date that the meter has been correctly transmitting energy usage for more than sixty days; yet no associated account exists in the ConsumerLinX ("CLX") system.

d. Meter Mix/Other Field Identified: Date of notification of a potential meter mix (meter correctly recording and transmitting energy, but is assigned to an incorrect account in CLX) or other field identified problem as reported either from a customer or a PSE field representative.

e. Other: For meter and billing problems that do not fall into one of the above categories, that problem will be considered "identified" when it is first brought to the attention of a PSE representative by any party, or when through the course of normal work, a representative identifies a meter and billing error or problem.

Definition of "Resolved"

An identified meter and billing problem will be considered resolved when a correct bill is issued to the customer and any associated equipment problems are corrected.

Performance Standards

Phase-in Standards

Group One: As of June 30, 2008, PSE had identified potential problems with 17,276 meters. PSE commits to resolving 100 percent of this legacy population by June 30, 2009. The Company will also resolve 75 percent of the population by December 31, 2008.

Interim: PSE will resolve potential gas and electric meter and billing problems identified between July 1, 2008, and December 31, 2008, by June 30, 2009.

Ongoing Standards, applicable starting January 1, 2009

Natural Gas: PSE will resolve identified potential natural gas meter and billing problems for each monthly vintage within four months of identification; 75 percent will be resolved within two months of identification. Potential metering and billing problems identified within the same month will be of the same vintage. (For example, potential problems identified on the 5th of the month or the 20th of the month will have the same monthly vintage.)

Electric: PSE will resolve identified potential electric meter and billing problems for each monthly vintage within two months of identification; 50 percent will be resolved within one month of identification. Potential metering and billing problems identified within the same month will be of the same vintage. (For example, potential problems identified on the 5th of the month or the 20th of the month will have the same monthly vintage.)

Summary Progress to Date

Meter and Billing Performance as of March 31, 2009

Phase-in Vintages

Electric meter information:

| Phase-in Vintage | # Electric Meter and Billing Issues | Resolved Up-to-date | % Resolved Up-to-date |
|------------------|-------------------------------------|---------------------|-----------------------|
| Group One | 5,538 | 5,390 | 97% |
| Interim | 19,735 | 18,758 | 95% |

Natural gas meter information:

| Phase-in Vintage | # Gas Meter and Billing Issues | Resolved Up-to-date | % Resolved Up-to-date |
|------------------|--------------------------------|---------------------|-----------------------|
| Group One | 11,738 | 11,415 | 97% |
| Interim | 64,403 | 61,836 | 96% |

Combined electric and natural gas meter information:

| Phase-in Vintage | Total # Meter and Billing Issues | Total Up-to-date Resolved Within Standards | % Total Up-to-date Resolved Within Standards |
|------------------|----------------------------------|--|--|
| Group One | 17,276 | 16,805 | 97% |
| Interim | 84,138 | 80,594 | 96% |

Steady State (Ongoing Vintages)

Electric meter information

| Ongoing Vintage | # Electric Meter and Billing Issues | Resolved Within 1 Month | % Resolved Within 1 Month | Resolved Within 2 Months | % Resolved Within 2 Months |
|-----------------|-------------------------------------|-------------------------|---------------------------|--------------------------|----------------------------|
| Jan-09 | 2,180 | 1,657 | 76% | 2,178* | 100% |
| Feb-09 | 1,671 | 1,339 | 80% | | |
| Mar-09 | 2,139 | 789 | 37% | | |

Natural gas meter information

| Ongoing Vintage | # Gas Meter and Billing Issues | Resolved Within 2 Months | % Resolved Within 2 Months | Resolved Within 4 Months | % Resolved Within 4 Months |
|-----------------|--------------------------------|--------------------------|----------------------------|--------------------------|----------------------------|
| Jan-09 | 2,951 | 2,724 | 92% | | |
| Feb-09 | 3,126 | 2,324 | 74% | | |
| Mar-09 | 4,163 | 2,940 | 71% | | |

*Two items in the January Vintage have not been resolved due to weather related access issues.

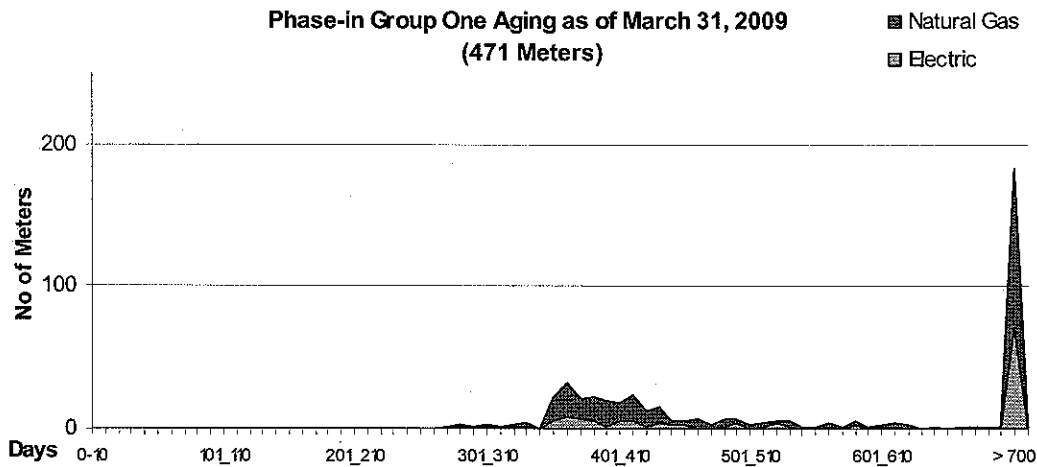
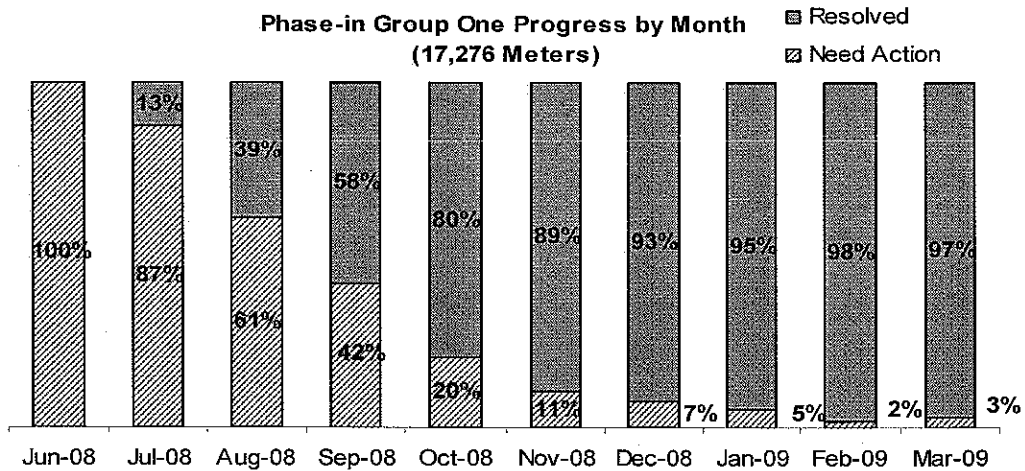
Phase-in Group One

As of June 30, 2008, PSE identified, but had not yet investigated, 17,276 potential meter problems. As of March 31, 2009:

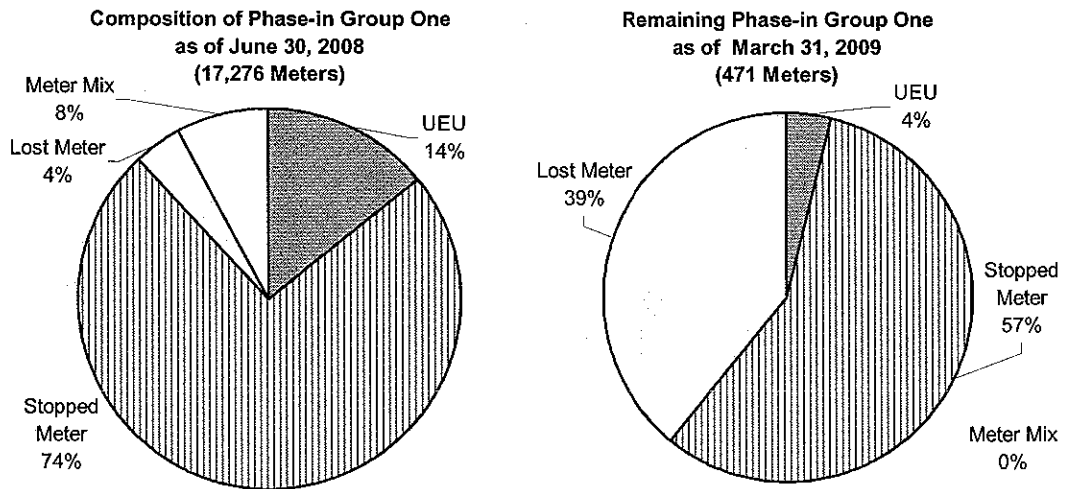
- 16,805 items (97 percent) have been resolved.
- 471 items (3 percent) remain. The following charts depict PSE's progress.
- PSE is on track to complete 100 percent by June 30, 2009.

Aging and Composition Comparisons

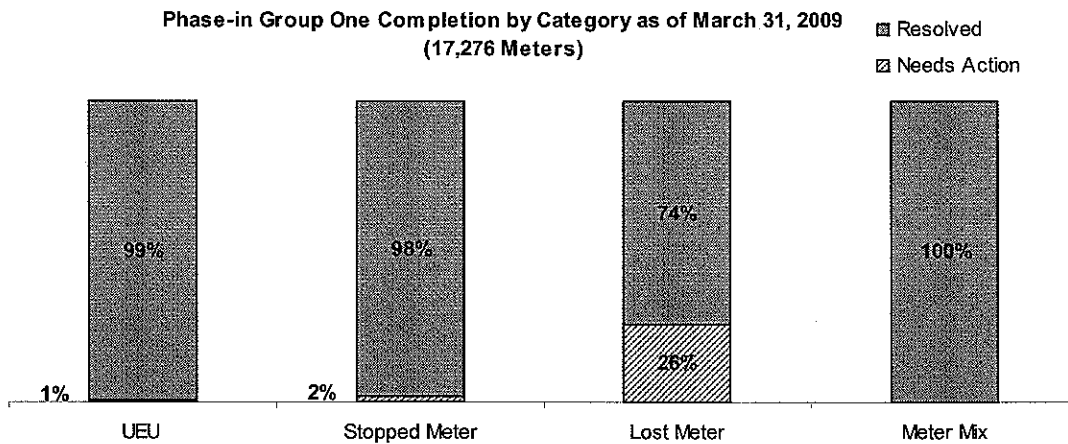
The charts below show the progress and aging of the Phase-in Group one vintage as of March 31, 2009.



The charts below compare the composition the Phase-in Group One meters as of June 30, 2008, and as of March 31, 2009.



The rate of resolution has been varied due to unique challenges in each issue category. The following graph demonstrates progress by issue category (UEU, Stopped Meter, Lost Meter and Meter Mix):



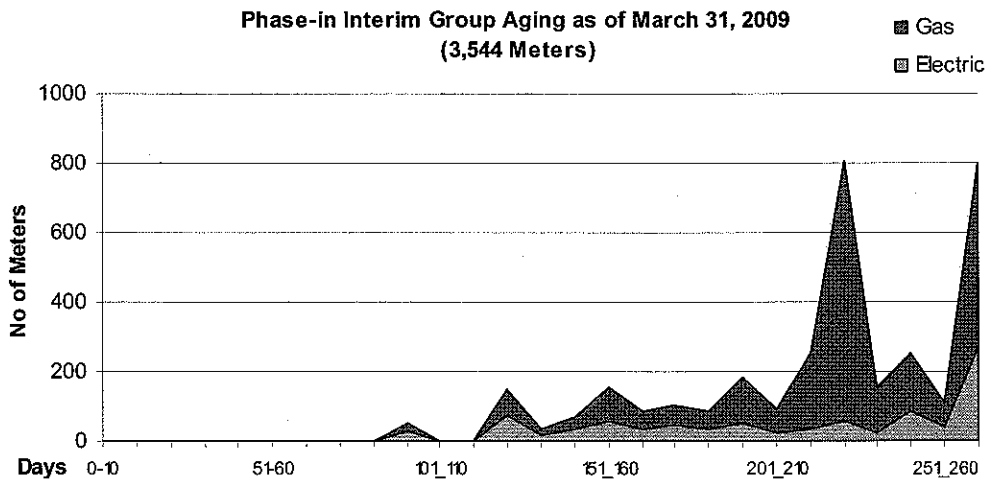
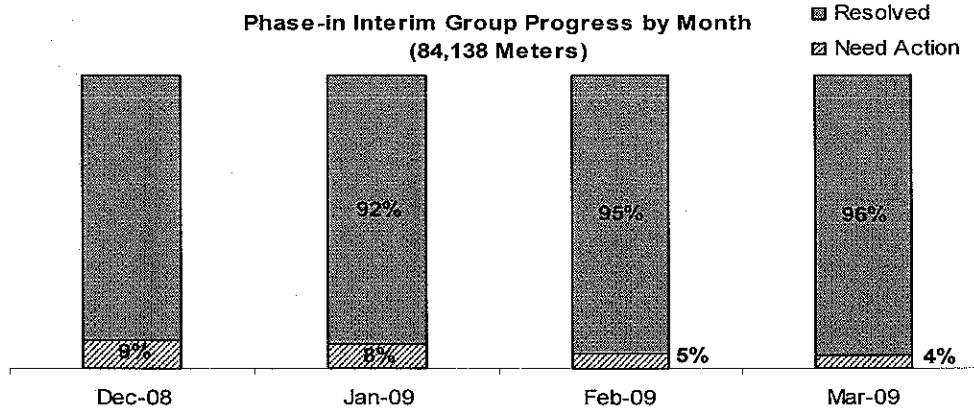
Phase-in Interim Group

From July 1, 2008, to December 31, 2008, PSE had identified potential problems with 84,138 meters. As of March 31, 2009:

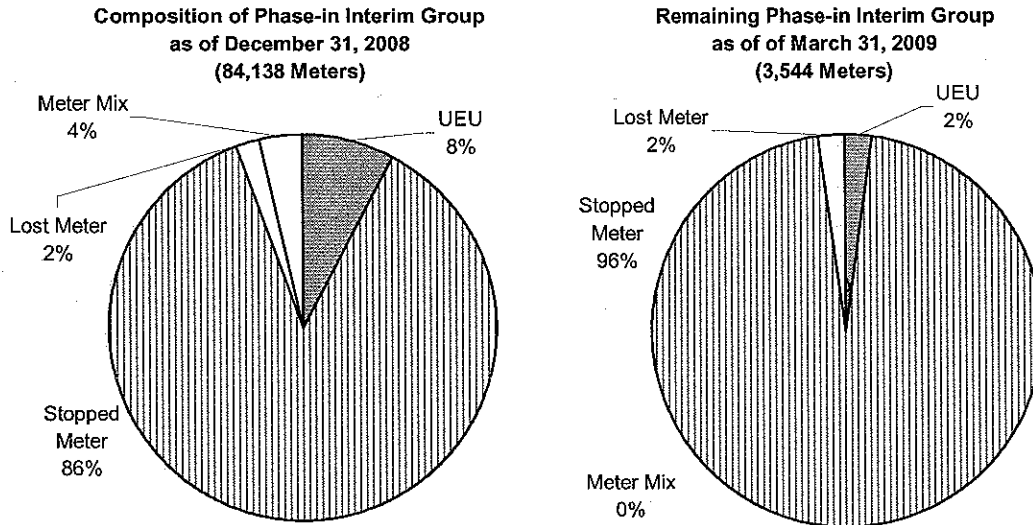
- 80,594 items (96 percent) have been resolved.
- 3,544 items (4 percent) still require investigation.

Aging and Composition Comparisons

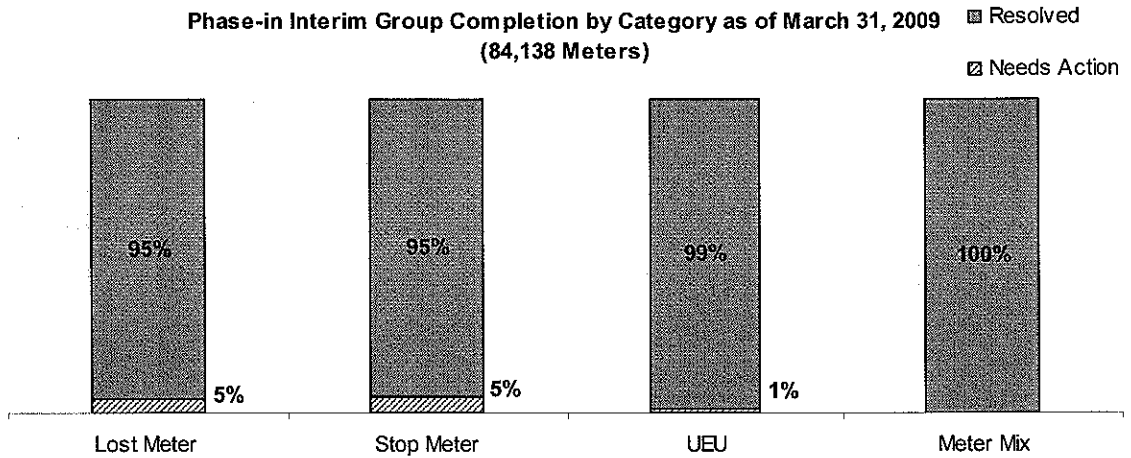
The charts below show the progress and aging of the Phase-in Interim Group vintage as of March 31, 2009.



The charts below compare the composition of the unresolved Interim Group meters as of December 31, 2008 and March 31, 2009:



The following graph demonstrates progress by issue category (UEU, Stopped Meter, Lost Meter and Meter Mix) for the Interim Group:



Steady State (Ongoing Standards):

Electric Meter Issue Resolution

In January 2009, PSE identified potential problems with 2,180 electric meters. Of those meters, 1,657 (76 percent) were resolved within one month and 2,178 (99.9 percent) were resolved within two months. Two items were not resolved due to access issues. Further details about the two items are included in the Issues Discussion section.

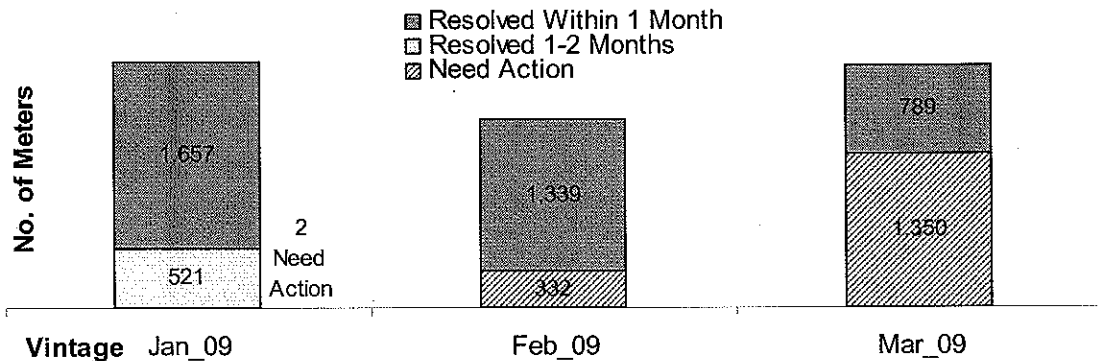
In February, PSE identified potential problems with 1,671 electric meters. Of these 1,339 (80 percent) were resolved as of March 31, 2009

In the month of March, 2,139 potential problems were identified and 789 (37 percent) were resolved by the end of the month.

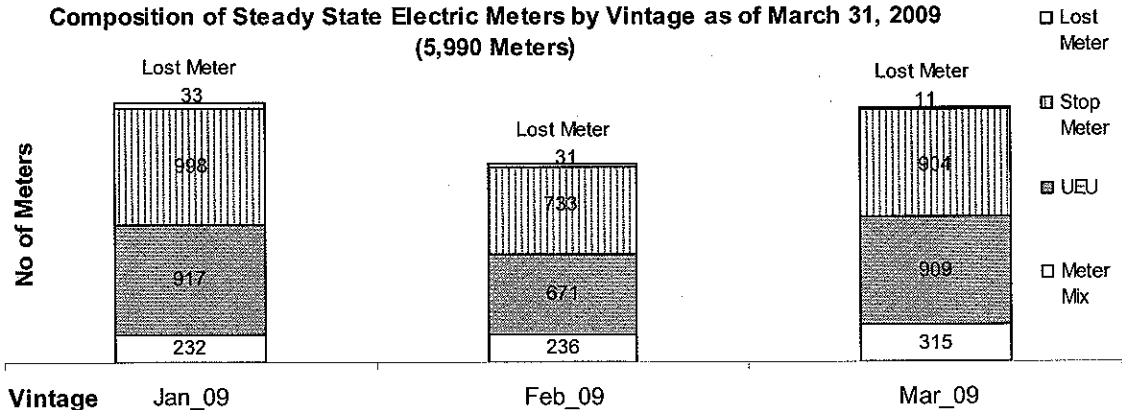
Aging and Composition comparisons

The charts below show the aging and the meter issue category composition of the Steady State electric meter vintage as of March 31, 2009.

**Steady State Electric Meters Progress by Vintage as of March 31, 2009
(5,990 Meters)**



**Composition of Steady State Electric Meters by Vintage as of March 31, 2009
(5,990 Meters)**



Gas Meter Issue Resolution

In the month of January 2009, 2,951 potential problems with gas meters were identified. As of March 31, 2009, 2,724 (92 percent) were resolved.

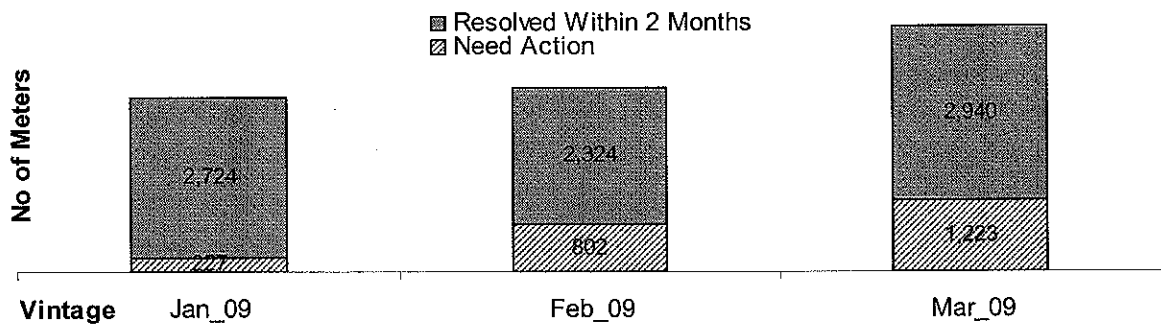
In February, PSE identified potential problems with 3,126 gas meters. Of these 2,324 (74 percent) were resolved as of March 31, 2009.

In the month of March, 4,163 potential problems were identified and 2,940 (71 percent) were resolved by the end of the month.

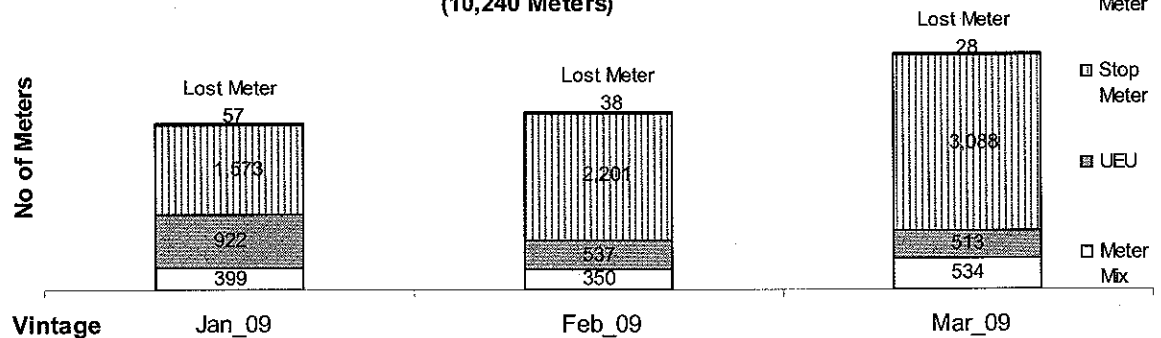
Aging and Composition comparisons

The charts below show the aging and the meter issue category compositions of the Steady State natural gas meter vintage as of March 31, 2009.

**Steady State Gas Meters Progress By Vintage as of March 31, 2009
(10,240 Meters)**



**Composition of Steady State Natural Gas Meters by Vintage as of March 31, 2009
(10,240 Meters)**



Tracking and Reporting Monthly Vintage of Meter/Billing Issues

PSE continues to consolidate various data sources and streamline reporting procedure to improve the current process of resolving meter and billing issues. Recent efforts include a review of how validation codes are assigned to identify zero consumption meters. The Company's goal is to establish a more effective process to meet the Ongoing Meter and Billing Standards.

Other Actions Taken by PSE and Assessment of Impact

Through better data management practices, PSE has been successful in preventing the occurrence of lost meters. Efforts have included developing a series of process checks to ensure new meter information is quickly updated in the billing system. Between January 2009 and March 2009, the monthly total of lost meters reported decreased by 64 percent.

Issues Discussion

In the course of implementing the new Ongoing Standards, the following issues have been identified:

Access Issues

The two outstanding meter problems in the January electric vintage illustrate one of many challenges that PSE faces while trying to meet its performance standards. These meters are located in the snow covered areas of Ronald and Easton. As of March 31, 2009, PSE's field representatives have not been able to access the meters due to the significant snow accumulation in these areas. The Company expects that these two items will be resolved later in the spring once the snow melted and the meters become safely accessible. PSE will continue to track the impact of access issues on its meter and billing performance.