



# PUGET SOUND ENERGY

*The Energy To Do Great Things*

Puget Sound Energy  
P.O. Box 97034  
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PSE.com

July 30, 2009

## VIA ELECTRONIC FILING AND REGULAR MAIL

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

**Re: PSE Service Quality Program Filing - PSE Semi-Annual Performance Report  
Docket Nos. UE-072300 and UG-072301**

Dear Mr. Danner:

Pursuant to Appendix D to Order 12 of consolidated Docket Nos. UE-072300 and UG-072301; the Partial Settlement Stipulation of Service Quality, Meter and Billing Performance, and Low-Income Bill Assistance (the "Stipulation"); Puget Sound Energy, Inc. ("PSE") provides an original and twelve copies of PSE's Service Quality Program Filing – PSE Semi-Annual Performance Report for the six-month period ending June 30, 2009.

There is no penalty assessment associated with the semi-annual SQI filing.

PSE's Service Quality Program reporting requirements were set forth originally in Docket Nos. UE-951270 and UG-960195. These reporting requirements were continued with certain modifications and additions in Docket Nos. UE-011570 and UG-011571, as amended in Docket No. UE-031946. On October 8, 2008, the Commission approved the Stipulation to further extend PSE's Service Quality Program with revisions and new terms and conditions.

The attached PSE Semi-Annual Performance Report reflects the up-to-date Service Quality Program reporting requirements for a semi-annual SQI compliance filing.

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, Federal & State Regulatory Affairs

Enclosure

cc: Deborah Reynolds – WUTC  
Mary Kimball - Public Counsel

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

**2009 PSE Semi-Annual Performance Report**

**Filed July 30, 2009**



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Cover Picture is from <http://www.flickr.com/photos/wsdot/sets/72157612487992511/comments/> uploaded on January 13, 2009 by Washington State Dept of Transportation: On Jan. 7, 2009, the Snoqualmie River in east King County overflowed its banks and washed out a section of SR 202 just east of Fall City. WSDOT Crews replaced a 120-foot long, 30-foot wide, and eight-foot deep section of roadway that washed away. WSDOT hired contractor KLB Construction under an emergency contract to make speedy repairs and rebuild the roadway with 3,000 cubic yards of material. The road reopened to traffic Thursday night, Jan. 15.

## **Introduction**

This report presents Puget Sound Energy, Inc.'s performance of ten Service Quality Indices ("SQIs") and the results of Customer and Restoration Service Guarantees for the semi-annual reporting period of January 1, 2009, through June 30, 2009. Specifically, it includes the following information to meet the SQI filing requirements:

- Monthly performance for each of the ten service quality indices by category of customer satisfaction, customer services, and operations services (attached as Exhibit A)
- Number of missed appointments and missed commitments under Customer Service Guarantee and amount of guarantee payments to customers by service type (attached as Exhibit B)

There is no penalty assessment associated with the semi-annual SQI filing.

## Background

Puget Sound Energy, Inc.'s ("PSE's" or "the Company's") Service Quality Program (the "Program") includes a Service Guarantee component and a Service Quality Index ("SQI") component. The Program was originally implemented pursuant to Docket Nos. UE-951270 and UE-960195, the dockets merging Washington Natural Gas Company and Puget Sound Power & Light Company. The purpose of the Program is to "provide a specific mechanism to assure customers that they will not experience deterioration in quality of service"<sup>1</sup>. The Washington Utilities and Transportation Commission (the "WUTC" or the "Commission") approved the Program on July 31, 1997. On November 16, 1997, PSE, the combined entity of the two companies, filed its first SQI filing for the reporting period of April 1997 through September 1997 and has been filing semi-annual reports and annual reports thereafter.

The Program has been extended twice as part of PSE's general rate case settlement agreements with certain amendments and additional conditions in consolidated Docket Nos. UE-011570 and UG-011571 and in consolidated Docket Nos. UE-072300 and UG-072301. Besides the two continuances of the entire Program, Docket No. UE-031946 revised the reporting mechanic pertaining to SQI No. 11 - Electric Safety Response Time.

On October 18, 2008, the Commission approved further revisions in consolidated Docket Nos. UE-072300 and UG-072301. Specifically, the SQI and Service Guarantee related modifications were set forth in Appendix C: Partial Settlement Stipulation of Service Quality, Meter and Billing Performance, and Low-Income Bill Assistance (the "Stipulation"); in Order 12 of the consolidated Dockets. Starting on January 1, 2009, the beginning of the 2009 SQI program year, the following changes became effective, among other terms in the Stipulation:

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<sup>1</sup> Docket Nos. UE-951270 and UE-960195, page 11 of Stipulation, Appendix "A" to Fourteenth Supplemental Order Accepting Stipulation; Approving merger

- Reorganization of SQI customer report card by category of service, which are customer satisfaction, customer services, and operations services
- Increase in the maximum total annual SQI penalty amount to \$15 million from \$10 million
- Doubling of the otherwise applicable penalty amount if an individual SQI performance benchmark is not met in two or more consecutive years starting in 2009 and the years after 2009
- New process of returning SQI penalty amount to customers
- Establishment of Restoration Service Guarantee, electric Schedule 131
- Elimination of SQI No. 1 - Overall Customer Satisfaction
- Decreasing of SQI No. 2 - WUTC Complaint Ratio benchmark to 0.40 from 0.50 per 1,000 customers
- Addendum of certain information-only reporting requirements concerning SQI No. 5 - Customer Access Center Answering Performance and SQI No. 7 - Gas Safety Response Time
- Renaming of SQI No. 10 to "Appointments Kept" from "Missed Appointments"

This semi-annual report contains information and performance calculations that meet all the requirements and standards established in the original 1997 merger dockets and reflect all the subsequent amendments and additional conditions approved by the WUTC in the aforementioned 2001, 2003, and 2007 dockets.

## PSE SQI Performance

PSE's preliminary semi-annual performance on the ten SQIs for the reporting period of January 1, 2009, through June 30, 2009, is summarized in the following table. The monthly results for each index are reported in Exhibit A.

Category of Service	Index No.	Description	Preliminary Semi-Annual Performance	
Customer Satisfaction	SQI No. 6	Customer Access Center Transaction Satisfaction	92%	satisfied
	SQI No. 8	Field Service Operations Transactions Customer Satisfaction	94%	satisfied
	SQI No. 2	WUTC Complaint Ratio	0.36	per 1,000 Customers
Customer Services	SQI No. 5	Customer Access Center Answering Performance	72%	answered in 30 Seconds
	SQI No. 9	Disconnection Ratio	0.035	Disconnections per Customer
Operations Services	SQI No. 4	SAIFI	0.486	interruptions per customer
	SQI No. 3	SAIDI	88	minutes per customer
	SQI No. 11	Electric Safety Response Time	48	Minutes
	SQI No. 7	Gas Safety Response Time	33	minutes
	SQI No. 10	Kept Appointments	99%	of appointments

Attachments A and B to Exhibit A detail the days on which a major event<sup>2</sup> or a localized emergency event<sup>3</sup> occurred that resulted in suspension of SQI No. 11 - Electric Safety Response Time during the reporting period.

There is no penalty assessment associated with the semi-annual SQI filing.

<sup>2</sup> A major event includes the days when 5% or more of PSE electric customers experience an electric service outage and the additional days until when those customers have their service restored. These days are excluded from the calculations of SQI No. 3 - SAIDI, SQI No. 5 - SAIFI, and SQI No. 11 - Electric Safety Response Time performance

<sup>3</sup> A localized emergency event includes the days when all available electric first responders in a pre-defined area have been deployed to response to electric emergencies in that area.

## **Unusual and Exceptional January Weather and Flooding Events<sup>4</sup>**

After the record-breaking frigid cold and snowy December 2008, a La Niña followed and brought more precipitation into January 2009. On January 4, PSE customers around the Puget Sound experienced the first significant wind and snow storm of the year. This outage event ended in the early morning of January 6 and resulted in 33,115<sup>5</sup> customers without power and PSE storm restoration costs of \$651,981.

On January 6 and 7, warm and moist air from the Pacific Ocean brought heavy precipitation to western Washington and melted snow left behind by the numerous December storms and the January 4 storm. The relentless rain and the sudden snow water led to extreme flooding throughout the state. 21 counties and 14 cities declared emergencies. The Washington State Emergency Management Division estimated the total damage across the state to be around \$96 million. Among the flooded areas, PSE's service territory had the severest damage. The combined damage for the 11 counties in which PSE provides electric and/or natural gas services totaled about \$76 million (or 80% of the \$96 million). In addition to the exceptional flooding, the heavy rainfall triggered almost 600 major and minor landslides, mostly in western Washington. Many highways and roads were closed due to flooding, mud slide, and avalanche hazard.

## **Service Quality Impact of the Unusual and Exceptional January 2009 Events**

The series of extraordinary events and perilous conditions occurred in January 2009 greatly hindered PSE's electric outage restoration efforts even though there was no SQI major event occurred in the month. Customers in certain areas experienced

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<sup>4</sup> Weather and estimated flooding damage information is from Office of the Washington State Climatologist January and February, 2009 newsletters:  
<http://www.climate.washington.edu/newsletter/2009Jan.pdf>  
<http://www.climate.washington.edu/newsletter/2009Feb.pdf>



extended outages because the Company was not able to safely access its facilities and customer sites due to various combinations of weather conditions and road closures.

PSE customers experienced 26 prolonged outage events in January 2009 due to access issues related to road closures and/or hazardous conditions. The impact of these access issues to PSE's overall SAIDI performance was 9 minutes or 22% of January's 41 SAIDI minutes. There was no substantial impact to SAIFI. Exhibit D details the circuits at which the blocked access caused PSE crews to be delayed, thus causing prolonged outages. 11 of those 26 outage events lasted longer than 120 consecutive hours and affected 6 circuits and 1,233 customers. Among those customers, 501 customers called to report their outage and 64 customers called after their service was restored to request a credit under the electric Schedule 131, Restoration Service Guarantee (the "Schedule" or "RSG").

These 565 (501 plus 64) customers who called were considered as eligible customers for a RSG credit per Section 3, Eligibility, of the Schedule. An eligible customer may receive a \$50 RSG credit subject to PSE's review and validation and to Section 5, Conditions of Guarantee, of the Schedule. One of the conditions in Section 5 is the suspension of the RSG when "the Company does not have safe access to its facilities in order to perform the needed repair". The subsequent outage duration for each of those eligible customers after the dangerous conditions receded and the safe access became available was less than 120 consecutive hours therefore no Restoration Service Guarantee credit was granted.

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<sup>5</sup> PSE's March 26, 2009 Qualifying Storm Event WUTC filing

*Puget Sound Energy*

**Service Quality Program Filing**

**2009 PSE Semi-Annual Performance Report**

**Exhibit A - Monthly SQI Performance**

**EXHIBIT A**  
**Monthly Service Quality Program Performance**  
as of June 30, 2009

Category of Service	SQL #	Benchmark	Jan 2009	Feb 2009	Mar 2009	Apr 2009	May 2009	Jun 2009	Preliminary Semi-Annual Performance
Customer Satisfaction	6	Telephone Center Transactions Customer Satisfaction	93%	92%	91%	94%	90%	94%	92%
	8	Field Service Operations Transactions Customer Satisfaction	94%	90%	92%	95%	96%	98%	94%
	2	WUTC Complaint Ratio	0.022	0.018	0.038	0.034	0.026	0.043	0.36
Customer Services	5	Telephone Center Answering Performance	69%	80%	78%	79%	65%	61%	72%
	9	Disconnection Ratio	0.0016	0.0019	0.0027	0.0035	0.0035	0.0044	0.035
Operations Services	4	SAIFI	0.139	0.031	0.094	0.055	0.096	0.071	0.486
	3	SAIDI	41	4	15	6	13	9	88
	11	Electric Safety Response Time	59	41	49	41	46	50	48
	7	Gas Safety Response Time	36	33	32	33	32	31	33
	10	Kept Appointments	99%	100%	99%	100%	99%	100%	99%

***Puget Sound Energy***

**Service Quality Program Filing**


**2009 PSE Semi-Annual Performance Report**

**Exhibit A - Monthly SQI Performance**

**Attachment A - Major Event and Localized Emergency Event Days (Affected Local  
Areas Only)**

Exhibit A - SQI Performance

Attachment A

 <b>SQI NO. 11 SUPPLEMENTAL REPORTING</b> <b>MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS</b> <b>AFFECTED LOCAL AREAS ONLY</b>										
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
1/4/2009	Wind/Flood	West	3	26,395	139,667	18.9%	149	13 (of 13)	No	13 First Responders + 0 PTO/STD + 5 tree crews
3/15/2009	Wind	Central South	2	9,782	213,980	4.6%	43	9 (of 12)	No	9 First Responders + 3 regular day-off + 1 tree crew
3/15/2009	Wind	West	2	9,216	139,716	6.6%	68	10 (of 13)	No	10 First Responders + 3 PTO/STD + 3 tree crews
4/23/2009	Car/Pole	North	2	93,308	188,489	49.5%	12	13 (of 13)	Yes	13 First Responders
4/23/2009	Car/Pole	Central North	2	166	313,660	0.1%	11	21 (of 24)	Yes	21 First Responders + 3 PTO/PHOL/STD
4/23/2009	Car/Pole	Central South	2	90	213,851	0.0%	6	11 (of 13)	Yes	11 First Responders + 1 regular day-off + 1 PTO/STD
4/23/2009	Car/Pole	South	2	42	220,828	0.0%	6	14 (of 15)	Yes	14 First Responders + 1 PTO
4/23/2009	Car/Pole	West	2	151	139,812	0.1%	14	11 (of 14)	Yes	11 First Responders + 3 PTO/STD

***Puget Sound Energy***


**Service Quality Program Filing**

**2009 PSE Semi-Annual Performance Report**

**Exhibit A - Monthly 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)	Comments
1/4/2009	Wind/Flood	North	3	4,391	188,200	2.3%	60	13	No	
1/4/2009	Wind/Flood	Central North	3	22,601	312,362	7.2%	73	21	No	
1/4/2009	Wind/Flood	Central South	3	4,011	213,948	1.9%	30	13	No	
1/4/2009	Wind/Flood	South	3	6,809	220,389	3.1%	44	15	No	
3/15/2009	Wind	North	2	177	188,473	0.1%	11	13	No	
3/15/2009	Wind	Central North	2	8,305	313,230	2.7%	44	21	No	
3/15/2009	Wind	South	2	12,208	220,763	5.5%	49	15	No	

***Puget Sound Energy***

**Service Quality Program Filing**

**2009 PSE Semi-Annual Performance Report**

**Exhibit B - 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 B**  
**Missed Appointments and Service Guarantee Performance Report**

**Table 1**  
**Summary Missed Appointments Report**  
**As of June 30, 2009**

**6 Months All Service Type:    January 2009    -    June 2009**

	<b>Total Appts (Exclude Canceled)</b>	<b>Missed Approved</b>	<b>Missed Denied</b>	<b>Missed Open</b>	<b>Total Missed</b>	<b>Manual Kept</b>	<b>System Kept</b>	<b>Total Kept</b>	<b>Total Canceled</b>	<b>Service Guarantee Payment</b>
<b>Electric</b>										
Permanent SVC	3,691	5	7	21	33	397	3,261	3,658	-	\$250
Reconnection	20,368	22	125	5	152	-	20,216	20,216	3,770	\$1,100
<b>Sub-total</b>	<b>24,059</b>	<b>27</b>	<b>132</b>	<b>26</b>	<b>185</b>	<b>397</b>	<b>23,477</b>	<b>23,874</b>	<b>3,770</b>	<b>\$1,350</b>
<b>Gas</b>										
Diagnostic	14,268	11	72	-	83	-	14,185	14,185	1,766	\$550
Permanent SVC	3,342	6	15	24	45	827	2,470	3,297	-	\$300
Reconnection	22,704	9	60	-	69	-	22,635	22,635	1,281	\$450
<b>Sub-total</b>	<b>40,314</b>	<b>26</b>	<b>147</b>	<b>24</b>	<b>197</b>	<b>827</b>	<b>39,290</b>	<b>40,117</b>	<b>3,047</b>	<b>\$1,300</b>
<b>Grand Total</b>	<b>64,373</b>	<b>53</b>	<b>279</b>	<b>50</b>	<b>382</b>	<b>1,224</b>	<b>62,767</b>	<b>63,991</b>	<b>6,817</b>	<b>\$2,650</b>

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

**Table 2**  
**Detailed Missed Appointments Report**  
**As of June 30, 2009**

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-09	Electric	Permanent SVC	588	2	7	2	11	124	453	577	0	\$100
Jan-09	Electric	Reconnection	2,328	4	33		37		2,291	2,291	361	\$200
Jan-09	Gas	Diagnostic	3,704	2	29		31		3,673	3,673	536	\$100
Jan-09	Gas	Permanent SVC	622		9		9	240	373	613	0	\$0
Jan-09	Gas	Reconnection	3,070		5		5		3,065	3,065	181	\$0
<b>Jan-09 Total</b>			<b>10,312</b>	<b>8</b>	<b>83</b>	<b>2</b>	<b>93</b>	<b>364</b>	<b>9,855</b>	<b>10,219</b>	<b>1,078</b>	<b>\$400</b>
Feb-09	Electric	Permanent SVC	579			2	2	56	521	577	0	\$0
Feb-09	Electric	Reconnection	2,569	2	19		21		2,548	2,548	424	\$100
Feb-09	Gas	Diagnostic	2,703	2	13		15		2,688	2,688	328	\$100
Feb-09	Gas	Permanent SVC	552	1	3		4	135	413	548	0	\$50
Feb-09	Gas	Reconnection	3,309		2		2		3,307	3,307	187	\$0
<b>Feb-09 Total</b>			<b>9,712</b>	<b>5</b>	<b>37</b>	<b>2</b>	<b>44</b>	<b>191</b>	<b>9,477</b>	<b>9,668</b>	<b>939</b>	<b>\$250</b>
Mar-09	Electric	Permanent SVC	824	1		4	5	77	742	819	0	\$50
Mar-09	Electric	Reconnection	3,283	5	28		33		3,250	3,250	468	\$250
Mar-09	Gas	Diagnostic	3,009	2	9		11		2,998	2,998	386	\$100
Mar-09	Gas	Permanent SVC	577	1	2	1	4	164	409	573	0	\$50
Mar-09	Gas	Reconnection	3,822	4	25		29		3,793	3,793	233	\$200
<b>Mar-09 Total</b>			<b>11,515</b>	<b>13</b>	<b>64</b>	<b>5</b>	<b>82</b>	<b>241</b>	<b>11,192</b>	<b>11,433</b>	<b>1,087</b>	<b>\$650</b>
Apr-09	Electric	Permanent SVC	610			2	2	55	553	608	0	\$0
Apr-09	Electric	Reconnection	3,849	4	12		16		3,833	3,833	579	\$200
Apr-09	Gas	Diagnostic	2,219	1	10		11		2,208	2,208	241	\$50
Apr-09	Gas	Permanent SVC	542	2	1	2	5	126	411	537	0	\$100
Apr-09	Gas	Reconnection	4,071	2	7		9		4,062	4,062	256	\$100
<b>Apr-09 Total</b>			<b>11,291</b>	<b>9</b>	<b>30</b>	<b>4</b>	<b>43</b>	<b>181</b>	<b>11,067</b>	<b>11,248</b>	<b>1,076</b>	<b>\$450</b>
May-09	Electric	Permanent SVC	517	1		7	8	41	468	509	0	\$50
May-09	Electric	Reconnection	4,029	3	16		19		4,010	4,010	954	\$150
May-09	Gas	Diagnostic	1,457	3	7		10		1,447	1,447	158	\$150
May-09	Gas	Permanent SVC	546	2		8	10	98	438	536	0	\$100
May-09	Gas	Reconnection	3,859	2	15		17		3,842	3,842	188	\$100
<b>May-09 Total</b>			<b>10,408</b>	<b>11</b>	<b>38</b>	<b>15</b>	<b>64</b>	<b>139</b>	<b>10,205</b>	<b>10,344</b>	<b>1,300</b>	<b>\$550</b>

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

**Table 2**  
**Detailed Missed Appointments Report**  
**As of June 30, 2009**

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-09	Electric	Permanent SVC	573	1		4	5	44	524	568	0	\$50
Jun-09	Electric	Reconnection	4,310	4	17	5	26		4,284	4,284	984	\$200
Jun-09	Gas	Diagnostic	1,176	1	4		5		1,171	1,171	117	\$50
Jun-09	Gas	Permanent SVC	503			13	13	64	426	490	0	\$0
Jun-09	Gas	Reconnection	4,573	1	6		7		4,566	4,566	236	\$50
<b>Jun-09 Total</b>			<b>11,135</b>	<b>7</b>	<b>27</b>	<b>22</b>	<b>56</b>	<b>108</b>	<b>10,971</b>	<b>11,079</b>	<b>1,337</b>	<b>\$350</b>

***Puget Sound Energy***

**Service Quality Program Filing**

**2009 PSE Semi-Annual Performance Report**

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

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

		Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	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	18	20	19	11	7	8	83
	No	145	144	138	151	166	160	904
	Don't Know	35	36	43	38	25	32	209
	Refused Response	2	-	-	-	2	-	4
	Total Customers Surveyed	200	200	200	200	200	200	1,200
<b>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.</b>								
	You are given the \$50 service guarantee if the rescheduled time causes you inconvenience.	2	5	7	6	9	4	33
	Whenever PSE changes an appointment, you are given the \$50.	3	6	4	3	16	24	56
	You have no understanding or expectations about this part of the service guarantee plan.	166	176	163	169	171	166	1,011
	Don't Know	25	12	24	21	3	5	90
	Refused Response	4	1	2	1	1	1	10
	Total Customers Surveyed	200	200	200	200	200	200	1,200
<b>Q26D. Did your appointment have to be rescheduled or did it occur as planned?</b>								
	It occurred as planned.	186	186	181	185	195	193	1,126
	It was rescheduled.	9	7	10	9	1	3	39
	Technician arrived but was late.	1	-	3	-	1	2	7
	Don't Know	2	4	4	5	3	1	19
	Refused Response	2	3	2	1	-	1	9
	Total Customers Surveyed	200	200	200	200	200	200	1,200
<b>Q26E. Who initiated rescheduling your appointment?<sup>Note</sup></b>								
	Myself (Customer Initiated)	4	5	5	5	1	1	21
	Puget Sound Energy (PSE) Initiated	5	2	3	4	-	1	15
	Don't Know	-	-	2	-	-	-	2
	Refused Response	-	-	-	-	-	-	-
	Total Customers Surveyed	9	7	10	9	1	2	38
<b>NCC Survey</b>								
Q12. Are you aware of Puget Sound Energy's \$50 service guarantee to meet scheduled work dates?	Yes						75	75
	No						181	181
	Refused Response						-	-
	Don't Know						-	-
	Total Customers Surveyed	-	-	-	-	-	256	256

***Puget Sound Energy***

**Service Quality Program Filing**

**2009 PSE Semi-Annual Performance Report**

**Exhibit D - List of January 2009 Outages that PSE Crews Had Access Issues**

**EXHIBIT D**  
**Exhibit D - List of January 2009 Outages that PSE Crews Had Access Issues**  
**as of June 30, 2009**

Circuit	Incident Number	Notification	SAP Customers Impacted	SAP Customer Minutes	Number of Customers Impacted	Outage Start Time	Outage End Time	Outage Duration (Hours:minutes)	Total Customer Minutes Outage Duration	Inaccessibility Reason	Inaccessibility Time (Hours:minutes)	Outage Time (Hours:minutes)	Customer Minutes w/o Inaccessibility Time
GWR-13	3083	E751621919	3	30,174	3	1/5/2009 10:00	1/12/2009 9:38	167:38:00	30,174	Flooding	48:00:00	119:38:00	21,534
GWR-16	2364	10865969	251	3,676,316	238	1/1/2009 0:00	1/12/2009 15:14	279:14:00	3,605,687	Flooding	57:00:00	222:14:00	2,791,727
GWR-16	2706	10891383	2	25,588	2	1/2/2009 16:22	1/11/2009 13:36	213:14:00	25,588	Flooding	57:00:00	156:14:00	18,748
GWR-16	3176	10891384	31	228,439	31	1/5/2009 16:49	1/10/2009 19:38	122:49:00	228,439	Flooding	48:00:00	74:49:00	139,159
GWR-16	2701	10891385	2	25,914	2	1/2/2009 16:08	1/11/2009 16:03	215:57:00	25,914	Flooding	57:00:00	158:57:00	19,074
GWR-16	2704	10891386	4	51,100	4	1/2/2009 16:08	1/11/2009 13:03	212:55:00	51,100	Flooding	57:00:00	155:55:00	37,420
GWR-16	2150	10891387	6	78,150	6	1/5/2009 10:39	1/14/2009 11:44	217:05:00	78,150	Avalanche	9:00:00	208:05:00	74,910
SNQ-18	3689	E899627646	224	181,348	108	1/7/2009 17:56	1/8/2009 19:57	26:01:00	168,568	Snq Pkwy Flooding	18:23:00	7:38:00	49,464
BRS-24	2895	E606181161	840	663,340	420	1/4/2009 20:43	1/5/2009 23:03	28:20:00	663,600	Snow	17:24:00	8:56:00	225,120
BRS-15	3080	10865312	3	2,031	3	1/4/2009 22:12	1/5/2009 9:29	11:17:00	2,031	Snow	10:47:00	0:30:00	90
BRS-13	3003	E301318312	1,119	149,946	1,119	1/5/2009 6:02	1/5/2009 8:16	2:14:00	149,946	Snow at substation	0:20:00	1:54:00	127,566
BRS-13	3294	E623377305	32	9,923	32	1/6/2009 12:03	1/6/2009 17:13	5:10:00	9,920	Snow	1:13:00	3:57:00	7,584
BRS-13	3529	E476173473	85	782,595	85	1/7/2009 4:51	1/13/2009 14:18	153:27:00	782,595	Mud slide on SR 20	119:01:00	34:26:00	175,610
NUG-26	3556	E297285378	37	68,058	25	1/7/2009 4:04	1/8/2009 22:58	42:54:16	64,357	Flooding	34:03:00	8:51:16	13,282
BRS-24	3546	E686233377	840	7,768,784	840	1/7/2009 5:22	1/13/2009 17:57	156:35:00	7,768,784	Mud slide on SR 20	119:01:00	37:34:00	1,770,344
LYN-23	3555	E483656980	1,648	119,108	29	1/7/2009 6:33	1/7/2009 21:58	15:25:00	26,825	Flooding	7:56:00	7:29:00	13,021
HAM-13	3660	E182147697	20	35,260	20	1/7/2009 14:52	1/8/2009 20:15	29:23:00	35,260	Mud slide on Pipeline Rd.	20:47:00	8:36:00	10,320
HAP-16	3745	E945410427	22	17,428	22	1/8/2009 0:00	1/8/2009 13:16	13:16:00	17,428	Mud slide on Lake Samish Dr.	4:49:00	8:27:00	11,070
NUG-26	3761	E100087206	231	288,288	231	1/8/2009 3:46	1/9/2009 0:34	20:48:00	288,288	Mud slide on Hillside Rd.	9:30:00	11:18:00	156,618
CLE-11a	3682	E811553707	300	1,185,873	138	1/7/2009 9:03	1/9/2009 15:53	54:50:00	454,020	Flooding	15:39:00	39:11:00	324,438
					96	1/7/2009 9:03	1/11/2009 19:56	106:53:00	615,648	Flooding	82:11:00	24:42:00	142,272
ETN-13	3552	E786541549	12	95,424	12	1/6/2009 23:57	1/12/2009 12:29	132:32:00	95,424	Snow/Avalanche	57:49:00	74:43:00	53,796
CLE-11b	3682	E643164688	25	245,645	10	1/7/2009 9:00	1/19/2009 11:04	290:04:00	174,040	Flooding	209:19:00	80:45:00	48,450
SNQ-16	3691	E078800952	552	653,568	552	1/7/2009 18:01	1/8/2009 13:45	19:44:00	653,568	Flooding	18:23:00	1:21:00	44,712
FAL-13	3688	E441529205	89	35,746	89	1/7/2009 17:47	1/8/2009 0:28	6:41:00	35,746	Flooding	2:04:00	4:37:00	24,710
SNQ-15	3768	E322638033	801	285,156	801	1/8/2009 7:11	1/8/2009 13:07	5:56:00	285,166	Flooding/House Fire	5:10:00	0:46:00	36,846
<b>TOTAL</b>					<b>4,918</b>			<b>2548:22:16</b>	<b>16,336,276</b>		<b>1086:49:00</b>	<b>1461:33:16</b>	<b>6,337,885</b>

SAIDI MINUTES RELATED TO ACCESS ISSUES 15.19

SAIDI MINUTES W/O ACCESS ISSUES 5.89

SAIDI MINUTES ACCESS ISSUES 9.30

**NOTES:**

Average customer count from 01/01/2009 to 01/19/2009 was 1,075,377 customers

No PSE customers on GWR-16 called to report their outages during 1/1/2009-1/14/2009 or called to request a Restoration Service Guarantee after their outage had been restored.

**PSE CREWS INACCESSIBILITY TIMES**

Circuit	Start time	End Time	Duration of Inaccessibility	Inaccessibility Reason
GWR-13, 16	1/1/2009 0:00	1/2/2009 7:00	31:00:00	Flooding
GWR-13, 16	1/7/2009 7:00	1/9/2009 7:00	48:00:00	Flooding/Avalanche
BRS-13, -24	1/7/2009 7:29	1/12/2009 6:30	119:01:00	Mud slide on SR 20
CLE-11b	1/10/2009 16:27	1/19/2009 9:46	209:19:00	Flooding
ETN-13	1/6/2009 23:57	1/9/2009 9:46	57:49:00	Snow/Avalanche
BRS-24	1/4/2009 22:36	1/5/2009 16:00	17:24:00	Snow
BRS-15	1/4/2009 22:13	1/5/2009 9:00	10:47:00	Snow
BRS-13	1/5/2009 7:54	1/5/2009 8:14	0:20:00	Snow at substation
BRS-13	1/6/2009 15:01	1/6/2009 16:14	1:13:00	Snow
NUG-26	1/7/2009 6:31	1/8/2009 18:34	34:03:00	Flooding
LYN-23	1/7/2009 7:37	1/7/2009 15:33	7:56:00	Flooding
HAM-13	1/7/2009 19:10	1/8/2009 15:57	20:47:00	Mud slide on Pipeline Rd.
HAP-16	1/8/2009 2:11	1/8/2009 7:00	4:49:00	Mud slide on Lake Samish Dr.
NUG-26	1/8/2009 5:30	1/8/2009 15:00	9:30:00	Mud slide on Hillside Rd.
FAL-13	1/7/2009 18:23	1/7/2009 20:27	2:04:00	Flooding
SNQ-15	1/8/2009 7:45	1/8/2009 12:55	5:10:00	Flooding/House Fire
SNQ 16	1/7/2009 19:05	1/8/2009 13:28	18:23:00	Flooding
SNQ-18	1/7/2009 19:05	1/8/2009 13:28	18:23:00	Flooding
CLE-11a	1/7/2009 22:22	1/8/2009 14:01	15:39:00	Flooding
CLE-11a	1/7/2009 22:22	1/11/2009 8:33	62:11:00	Flooding

**HAZARDOUS HOURS**

(All crews off the mountain due to hazardous condition)

GWR-13, 16	1/4/2009 22:00	1/5/2009 7:00	9:00:00
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