



PUGET SOUND ENERGY

The Energy To Do Great Things

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July 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 Service Quality Program Filing - Service Provider Performance
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; Puget Sound Energy, Inc. ("PSE") provides an original and twelve copies of PSE's Service Quality Program Filing – Service Provider Performance Report for the six-month period ending June 30, 2009.

This reporting requirement was set forth originally in Docket Nos. UE-011570 and UG-011571 but has been further extended with some modifications in Docket Nos. UE-072300 and UG-072301 until such time as directed otherwise by the Commission.

The enclosed report details Service Provider Index ("SPI") performance of PSE's service providers, Quanta and Pilchuck, and applicable service quality metrics for the reporting period. The thresholds and the semi-annual 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. The service providers met the benchmark for the reporting period. The 2009 semi-annual results were: Pilchuck at 98%, Quanta-Gas at 98%, and Quanta-Electric at 97%.
- SPI No. 2 Customer Satisfaction – Achieve a minimum of 84% satisfactory rating for Pilchuck and a minimum of 75% for Quanta from the new construction customers ("NCC") survey regarding contractor engineering and construction activities (rating of 5 or higher on a 7-point scale). Both service providers met their benchmark. The customer satisfaction survey results were: Pilchuck at 83% and Quanta 78%.
- SPI No. 3 Appointments Kept – Meet at least 98% of all NCC commitment dates relative to service guaranteed appointments. For the first half year of 2009, both Pilchuck and Quanta missed less than 1% of their appointment dates and exceeded the benchmark.

Mr. David Danner

July 30, 2009

Page 2 of 2

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 Piichuck. The response time of the service provider for this reporting period was 51 minutes, 9 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, Federal & State Regulatory Affairs

Enclosures

cc: Deborah Reynolds – WUTC
Mary Kimball – Public Counsel

Service Provider Performance

