

**EXHIBIT NO. \_\_\_(SML-3)  
DOCKET NO. UE-04\_\_\_/UG-04\_\_\_  
2004 PSE GENERAL RATE CASE  
WITNESS: SUSAN MCLAIN**

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**Complainant,**

**v.**

**PUGET SOUND ENERGY, INC.,**

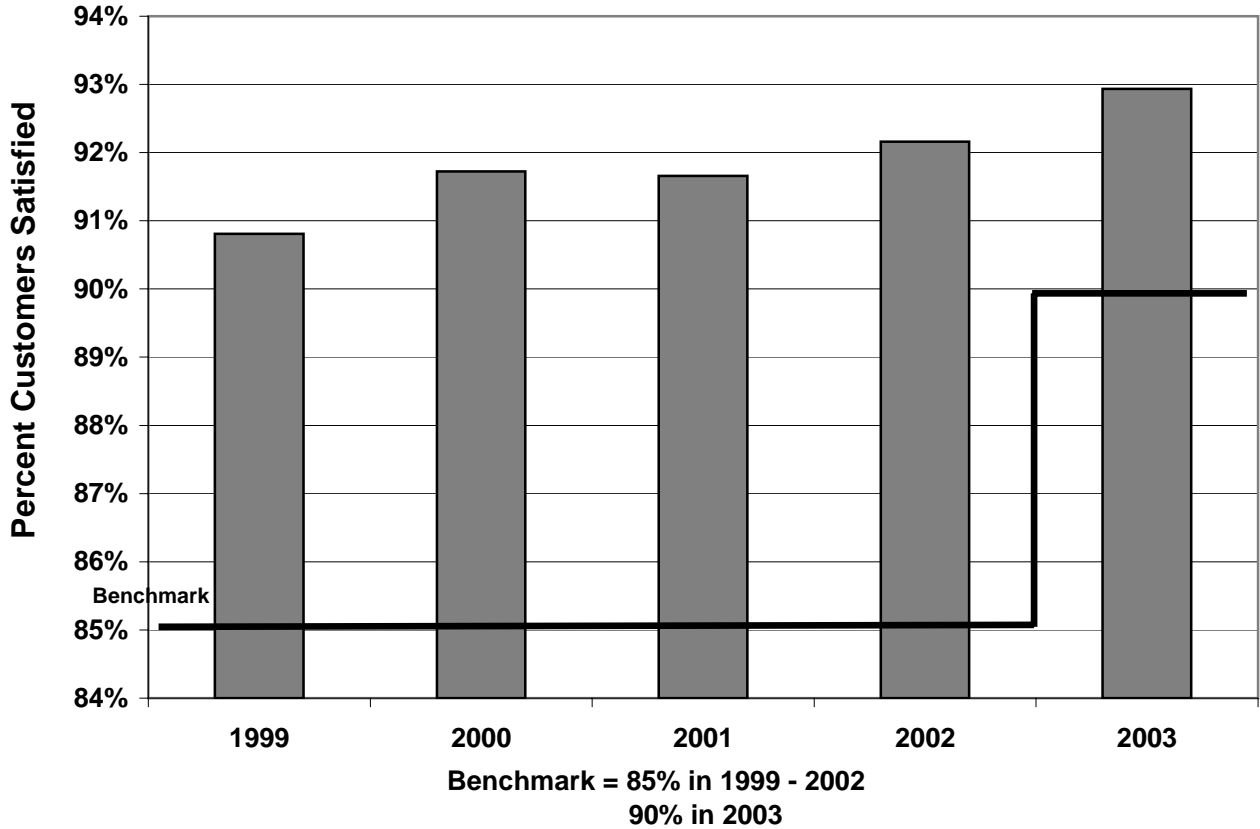
**Respondent.**

**Docket No. UE-04\_\_\_  
Docket No. UG-04\_\_\_**

**SECOND EXHIBIT TO PREFILED DIRECT TESTIMONY  
OF SUSAN MCLAIN (NONCONFIDENTIAL)  
ON BEHALF OF PUGET SOUND ENERGY, INC.**

**APRIL 5, 2004**

# SQL#8 - Customer Satisfaction with Gas Field Services



**EXHIBIT NO. \_\_\_(SML-4)  
DOCKET NO. UE-04\_\_\_/UG-04\_\_\_  
2004 PSE GENERAL RATE CASE  
WITNESS: SUSAN MCLAIN**

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**Complainant,**

**v.**

**PUGET SOUND ENERGY, INC.,**

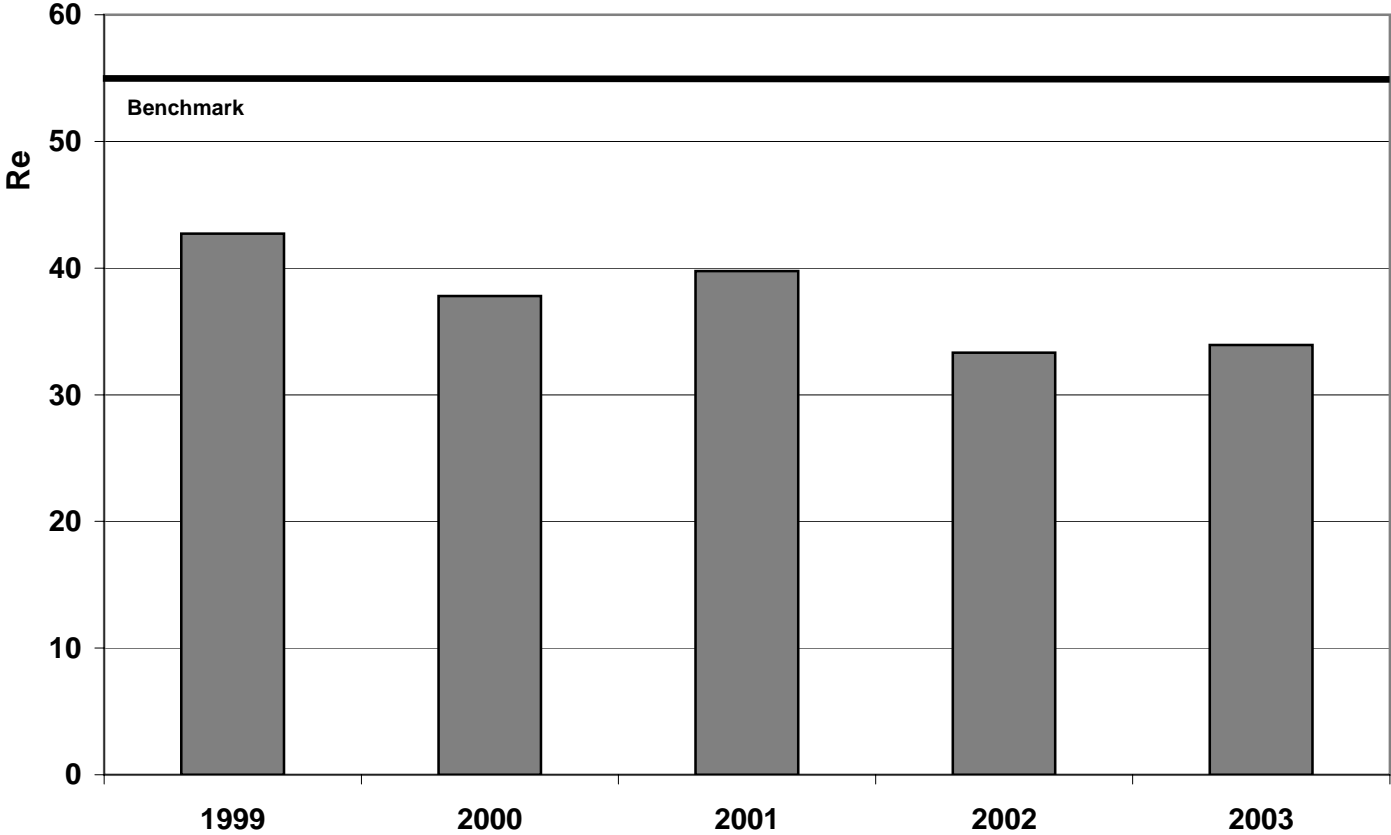
**Respondent.**

**Docket No. UE-04\_\_\_  
Docket No. UG-04\_\_\_**

**THIRD EXHIBIT TO PREFILED DIRECT TESTIMONY  
OF SUSAN MCLAIN (NONCONFIDENTIAL)  
ON BEHALF OF PUGET SOUND ENERGY, INC.**

**APRIL 5, 2004**

### SQI#7 - Average Gas Emergency Response Time



Benchmark = 55 minutes

**EXHIBIT NO. \_\_\_(SML-5)  
DOCKET NO. UE-04\_\_\_/UG-04\_\_\_  
2004 PSE GENERAL RATE CASE  
WITNESS: SUSAN MCLAIN**

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**Complainant,**

**v.**

**PUGET SOUND ENERGY, INC.,**

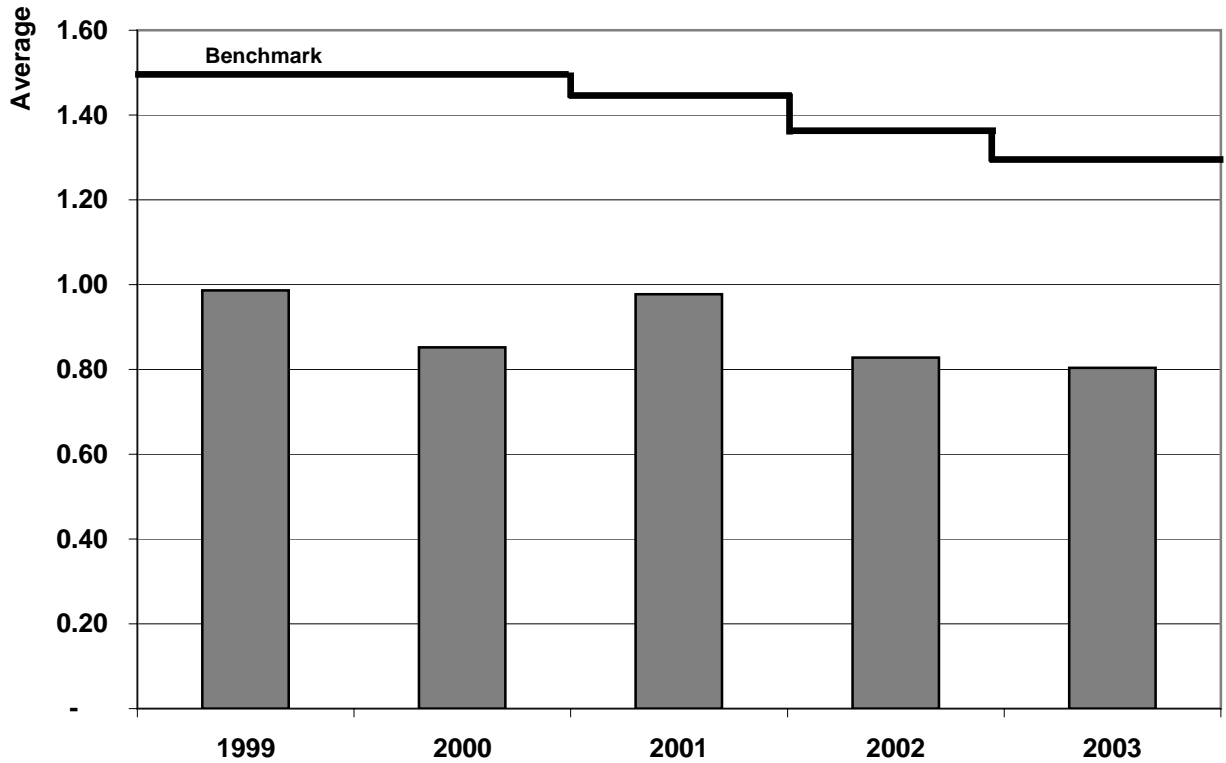
**Respondent.**

**Docket No. UE-04\_\_\_  
Docket No. UG-04\_\_\_**

**FOURTH EXHIBIT TO PREFILED DIRECT TESTIMONY  
OF SUSAN MCLAIN (NONCONFIDENTIAL)  
ON BEHALF OF PUGET SOUND ENERGY, INC.**

**APRIL 5, 2004**

### SQI#4 - Non-Storm Electric Outage Frequency (SAIFI)



**EXHIBIT NO. \_\_\_(SML-6)  
DOCKET NO. UE-04\_\_\_/UG-04\_\_\_  
2004 PSE GENERAL RATE CASE  
WITNESS: SUSAN MCLAIN**

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**Complainant,**

**v.**

**PUGET SOUND ENERGY, INC.,**

**Respondent.**

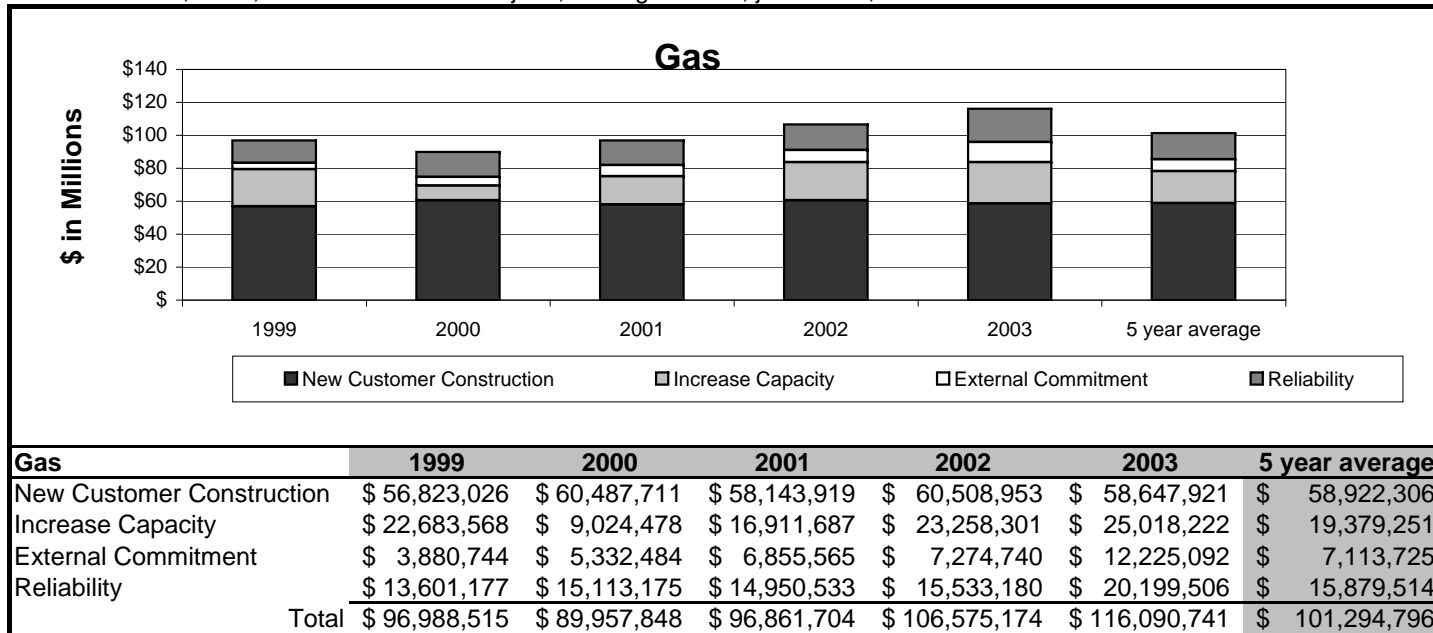
**Docket No. UE-04\_\_\_  
Docket No. UG-04\_\_\_**

**FIFTH EXHIBIT TO PREFILED DIRECT TESTIMONY  
OF SUSAN MCLAIN (NONCONFIDENTIAL)  
ON BEHALF OF PUGET SOUND ENERGY, INC.**

**APRIL 5, 2004**

### T & D Capital Expenditures by Energy, by Category

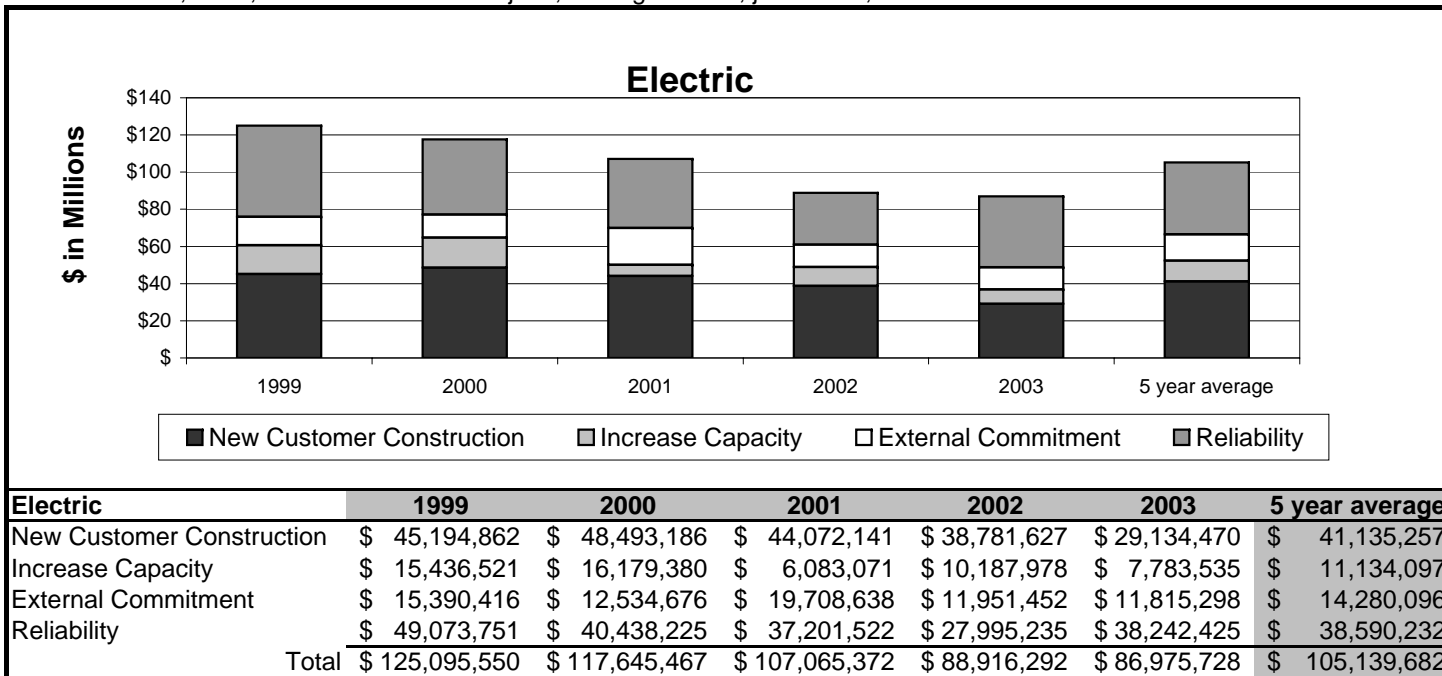
Lease services, AMR, customer reimbursed jobs, damage claims, job orders, etc.





### T & D Capital Expenditures by Energy, by Category

Lease services, AMR, customer reimbursed jobs, damage claims, job orders, etc.



<b>Common and Other</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>5 year average</b>
Lease services, AMR, customer reimbursed jobs, damage claims, job orders, etc.	\$ 13,916,614	\$ 15,832,702	\$ 13,390,782	\$ 7,461,947	\$ 7,797,800	\$ 11,679,969
<b>Total T &amp; D Capital Expenditures</b>	<b>\$ 236,000,679</b>	<b>\$ 223,436,017</b>	<b>\$ 217,317,858</b>	<b>\$ 202,953,413</b>	<b>\$ 210,864,269</b>	<b>\$218,114,447.20</b>

**EXHIBIT NO. \_\_\_(SML-7)  
DOCKET NO. UE-04\_\_\_/UG-04\_\_\_  
2004 PSE GENERAL RATE CASE  
WITNESS: SUSAN MCLAIN**

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**Complainant,**

**v.**

**PUGET SOUND ENERGY, INC.,**

**Respondent.**

**Docket No. UE-04\_\_\_  
Docket No. UG-04\_\_\_**

**SIXTH EXHIBIT TO PREFILED DIRECT TESTIMONY  
OF SUSAN MCLAIN (NONCONFIDENTIAL)  
ON BEHALF OF PUGET SOUND ENERGY, INC.**

**APRIL 5, 2004**

## Repaired Leaks on PSE's Cast Iron Main System

