



PUGET SOUND ENERGY

The Energy To Do Great Things

Puget Sound Energy
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July 30, 2010

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 and to Order 14 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, 2010.

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 in consolidated Docket Nos. UE-011570 and UG-011571 and in Order 12 of Docket Nos. UE-072300 and UG-072301. In addition, the Commission also adopted the specific changes regarding SQI No. 11–Electric Safety Response Time in Docket No. UE-031946 and SQI No. 9–Disconnection Ratio in Order 14 of Docket Nos. UE-072300 and UG-072301. The attached PSE Semi-Annual Performance Report reflects the up-to-date Service Quality Program reporting requirements for a semi-annual SQI compliance filing.

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

2010 PSE Semi-Annual Performance Report

Filed July 30, 2010

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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, 2010, through June 30, 2010. 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"¹. 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. The SQI and Service Guarantee related modifications were set forth in Appendix D: 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:

¹ 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"

In addition to Order 12, in Order 14 of the same consolidated dockets, the Commission granted PSE's application for amendment to the SQI No. 9 – Disconnection Ratio benchmark from 0.030 to 0.038 disconnections per customer for non-payment of amounts due when WUTC disconnection policy would permit service curtailment.

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, 2010, through June 30, 2010, is summarized in the following table. There is no penalty assessment associated with the semi-annual SQI filing.

Category of Service	Index No.	Description	Preliminary Semi-Annual Performance	
Customer Satisfaction	SQI No. 6	Customer Access Center Transaction Satisfaction	96%	Satisfied
	SQI No. 8	Field Service Operations Transactions Customer Satisfaction	97%	Satisfied
	SQI No. 2	WUTC Complaint Ratio	0.16	per 1,000 Customers
Customer Services	SQI No. 5	Customer Access Center Answering Performance ²	76%	Answered in 30 Seconds
	SQI No. 9	Disconnection Ratio	0.021	Disconnections per Customer
Operations Services	SQI No. 4	SAIFI	0.420	Interruptions per Customer
	SQI No. 3	SAIDI	63	Minutes per Customer
	SQI No. 11	Electric Safety Response Time	47	Minutes
	SQI No. 7	Gas Safety Response Time	32	Minutes
	SQI No. 10	Kept Appointments	100%	of Appointments

The monthly results for each index are reported in Exhibit A. Attachments A and B to Exhibit A detail the days on which a major event³ or a localized emergency

² Starting 2010, calls abandoned within 30 seconds will be excluded from the calculation of daily call results used in the SQI No. 5 monthly performance determination. The change was proposed in PSE's 2009 SQI annual report and agreed to by WUTC staff and Public Counsel via their e-mails to PSE on April 1, 2010. Also in 2010, PSE changed its customer call routing system from Aspect to Cisco as part of the legacy system was aging and no longer supported by Aspect. The switch was completed on May 24, 2010. PSE is still evaluating the impact of transition and a detailed analysis will be available in the annual filing.

³ 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.

event⁴ occurred that resulted in suspension of SQI No. 11 - Electric Safety Response Time during the reporting period.

Service Guarantees

In addition to the ten service-quality measures that track PSE's performance in providing utility services to customers, PSE's SQI program also includes two service guarantees, Customer Service Guarantee and Restoration Service Guarantee.

Under Customer Service Guarantee, customers can receive a \$50 credit on their PSE bill if PSE doesn't keep an appointment to install new service, reconnect existing service, or inspect natural gas equipment. Exhibit B shows the numbers of missed appointments and missed commitments subject to Customer Service Guarantee and amount of guarantee payments to customers by service type. Exhibit C provides a summary of customer awareness of Customer Service Guarantee.

Restoration Service Guarantee provides customers a \$50 credit, after PSE's review, if their electric service is out for 120 consecutive hours or longer. In the first half of 2010, there was no outage event that extended for 120 consecutive hours and there was no customer applied for the credit.

⁴ 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.

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2010 PSE Semi-Annual Performance Report

Exhibit A - Monthly SQI Performance

EXHIBIT A
Preliminary Monthly Service Quality Program Performance
as of June 30, 2010

Category of Service	SQI #	Benchmark	Jan 2010	Feb 2010	Mar 2010	Apr 2010	May 2010	Jun 2010	Preliminary Semi-Annual Performance
Customer Satisfaction	6	Telephone Center Transactions Customer Satisfaction	94%	96%	96%	97%	97%	97%	96%
	8	Field Service Operations Transactions Customer Satisfaction	95%	96%	99%	99%	97%	98%	97%
	2	WUTC Complaint Ratio	0.023	0.026	0.030	0.023	0.027	0.026	0.16
Customer Services	5	Customer Access Center Answering Performance ^{NOTE}	76%	75%	75%	77%	77%	77%	76%
	9	Disconnection Ratio	0.0030	0.0033	0.0045	0.0037	0.0031	0.0036	0.021
Operations Services	4	SAIFI	0.059	0.019	0.127	0.097	0.067	0.050	0.420
	3	SAIDI	9	3	22	13	9	6	63
	11	Electric Safety Response Time	49	45	49	46	51	42	47
	7	Gas Safety Response Time	33	32	32	32	33	31	32
	10	Kept Appointments	100%	100%	100%	100%	100%	100%	100%

Note: Starting 2010, calls abandoned within 30 seconds will be excluded from the calculation of daily call results used in the SQI No. 5 monthly performance determination. The change was proposed in PSE's 2009 SQI annual report and agreed to by WUTC staff and Public Counsel via their e-mails to PSE on April 1, 2010. Also in 2010, PSE changed its customer call routing system from Aspect to Cisco as part of legacy system was aging and no longer supported by Aspect. The switch was completed on May 24, 2010. PSE is still evaluating the impact of transition and a detailed analysis will be available in the annual filing.

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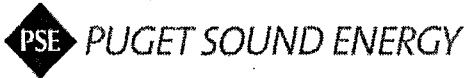
Service Quality Program Filing

2010 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

										
<p align="center">SQI NO. 11 SUPPLEMENTAL REPORTING MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS AFFECTED LOCAL AREAS ONLY</p>										
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
1/17/2010	Wind	North	3	8,569	189,200	4.5%	82	14 (of 14)	Yes	14 EFRs Event Duty+ 3 Crews
1/17/2010	Wind	Central North	3	7,868	316,261	2.5%	52	22 (of 22)	Yes	22 EFRs Event Duty+ 2 Crews
1/17/2010	Wind	Central South	3	5,014	213,814	2.3%	21	14 (of 14)	Yes	14 EFRs Event Duty (5 EFRs Event Duty in South and West Regions) + 1 Crews
1/17/2010	Wind	South	3	57,691	221,785	26.0%	148	15 (of 15)	Yes	15 EFRs Event Duty + 2 EFRs from Central South Region Event Duty + 17 Crews + 2 Tree Crews.
1/17/2010	Wind	West	3	25,846	139,543	18.5%	81	12 (of 12)	Yes	12 EFRs Event Duty + 1 EFR STD + 3 EFRs from Central South Region Event Duty + 13 Crews
3/16/2010	Wind	West	3	47,500	139,592	34.0%	114	13 (of 14)	No	13 EFRs Event Duty + 1 EFR PTO/STD + 16 Crews + 3 Tree Crews.
4/2/2010	Wind	North	2	11,931	189,298	6.3%	81	12 (of 12)	No	12 EFRs Event Duty
4/2/2010	Wind	West	2	8,704	139,592	6.2%	54	12 (of 14)	No	12 EFRs Event Duty + 2 EFRs PTO/STD + 8 Crews + 2 Tree Crew.
5/3/2010	Wind	North	2	16,135	189,265	8.5%	105	6 (of 12)	Yes	6 EFRs Event Duty + 1 EFR PTO/STD + 2 EFRs Regular Day Off, + 3 EFR Regular Duty+ 10 Crews + 2 Tree Crews.
5/3/2010	Wind	Central North	2	4,970	316,995	1.6%	35	22 (of 22)	Yes	22 EFRs Event Duty (6 EFRs Event Duty in Central South Region) + 14 Crews
5/3/2010	Wind	Central South	2	19,784	213,898	9.2%	102	10 (of 13)	Yes	10 EFRs Event Duty + 2 EFRs PTO/STD + 1 EFR Regular Day Off + 6 EFRs from Central North Region Event Duty + 4 Tree Crews
5/3/2010	Wind	South	2	24,497	222,204	11.0%	89	15 (of 15)	Yes	15 EFRs Event Duty + 6 Crews
5/3/2010	Wind	West	2	10,343	139,597	7.4%	43	14 (of 14)	Yes	14 EFRs Event Duty + 4 crews

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2010 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
3/16/2010	Wind	North	3	433	189,277	0.2%	25	12	No	
3/16/2010	Wind	Central North	3	393	316,829	0.1%	24	22	No	
3/16/2010	Wind	Central South	3	263	213,900	0.1%	15	13	No	
3/16/2010	Wind	South	3	2,372	222,083	1.1%	13	15	No	
4/2/2010	Wind	Central North	2	7,435	316,960	2.3%	51	22	No	
4/2/2010	Wind	Central South	2	5,014	213,929	2.3%	21	13	No	
4/2/2010	Wind	South	2	598	222,168	0.3%	10	15	No	

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2010 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 D
Missed Appointments and Service Guarantee Performance Report

Table 1
Summary Missed Appointments Report
As of June 30, 2010

6 Months All Service Type: January 2010 - June 2010

	Total Appts (Exclude Canceled)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Electric										
Permanent SVC	3,766	5	5	7	17	100	3,649	3,749	-	\$250
Reconnection	26,168	11	74	10	95	-	26,073	26,073	4,880	\$550
Sub-total	29,934	16	79	17	112	100	29,722	29,822	4,880	\$800
Gas										
Diagnostic	13,240	12	47	-	59	-	13,181	13,181	1,254	\$600
Permanent SVC	4,277	9	-	37	46	399	3,832	4,231	-	\$450
Reconnection	17,208	15	11	-	26	-	17,182	17,182	898	\$750
Sub-total	34,725	36	58	37	131	399	34,195	34,594	2,152	\$1,800
Grand Total	64,659	52	137	54	243	499	63,917	64,416	7,032	\$2,600

Exhib. 3
Missed Appointments and Service Guarantee Performance

Table 2
2010 Monthly Performance
As of June 30, 2010

Month	Fuel	Type	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Denied	Missed Open	System Kept	Total Kept	Canceled	Service Guarantee Payment
Jan-10	Electric	Permanent SVC	599	0	2	1	566	596		\$0
Jan-10	Electric	Reconnection	3,634	1	12		3,621	3,621	610	\$50
		Electric Total	4,233	1	14	1	4,187	4,217	610	\$50
Jan-10 Total			4,233	1	14	1	4,187	4,217	610	\$50
Jan-10	Gas	Diagnostic	2,761	1	5		2,755	2,755	249	\$50
Jan-10	Gas	Permanent SVC	611	2		3	523	606		\$100
Jan-10	Gas	Reconnection	2,392	4	5		2,383	2,383	117	\$200
		Gas Total	5,764	7	10	3	5,661	5,744	366	\$350
Jan-10 Total			5,764	7	10	3	5,661	5,744	366	\$350
Feb-10	Electric	Permanent SVC	515	0	2		506	513		\$0
Feb-10	Electric	Reconnection	4,297	2	12		4,283	4,283	816	\$100
		Electric Total	4,812	2	14	0	4,789	4,796	816	\$100
Feb-10 Total			4,812	2	14	0	4,789	4,796	816	\$100
Feb-10	Gas	Diagnostic	2,339	4	11		2,324	2,324	234	\$200
Feb-10	Gas	Permanent SVC	599	1			538	598		\$50
Feb-10	Gas	Reconnection	3,007	3	1		3,003	3,003	169	\$150
		Gas Total	5,945	8	12	0	5,865	5,925	403	\$400
Feb-10 Total			5,945	8	12	0	5,865	5,925	403	\$400
Mar-10	Electric	Permanent SVC	671	1	1	1	648	668		\$50
Mar-10	Electric	Reconnection	5,204	5	21		5,178	5,178	1,027	\$250
		Electric Total	5,875	6	22	1	5,826	5,846	1,027	\$300
Mar-10 Total			5,875	6	22	1	5,826	5,846	1,027	\$300
Mar-10	Gas	Diagnostic	2,471		7		2,464	2,464	237	\$0
Mar-10	Gas	Permanent SVC	801				705	801		\$0
Mar-10	Gas	Reconnection	3,367	1	1		3,365	3,365	150	\$50
		Gas Total	6,639	1	8	0	6,534	6,630	387	\$50
Mar-10 Total			6,639	1	8	0	6,534	6,630	387	\$50

Exhib.
Missed Appointments and Service Guarantee Performance

Table 2
2010 Monthly Performance
As of June 30, 2010

Month	Fuel	Type	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Denied	Missed Open	System Kept	Total Kept	Canceled	Service Guarantee Payment
Apr-10	Electric	Permanent SVC	690	2		2	670	686		\$100
Apr-10	Electric	Reconnection	4,523	2	13	3	4,505	4,505	829	\$100
		Electric Total	5,213	4	13	5	5,175	5,191	829	\$200
Apr-10 Total			5,213	4	13	5	5,175	5,191	829	\$200
Apr-10	Gas	Diagnostic	2,263	2	12		2,249	2,249	221	\$100
Apr-10	Gas	Permanent SVC	861	5			784	856		\$250
Apr-10	Gas	Reconnection	3,439	3	3		3,433	3,433	184	\$150
		Gas Total	6,563	10	15	0	6,466	6,538	405	\$500
Apr-10 Total			6,563	10	15	0	6,466	6,538	405	\$500
May-10	Electric	Permanent SVC	620	1			601	619		\$50
May-10	Electric	Reconnection	4,081	1	11	4	4,065	4,065	750	\$50
		Electric Total	4,701	2	11	4	4,666	4,684	750	\$100
May-10 Total			4,701	2	11	4	4,666	4,684	750	\$100
May-10	Gas	Diagnostic	1,843	4	6		1,833	1,833	168	\$200
May-10	Gas	Permanent SVC	696	1		6	641	689		\$50
May-10	Gas	Reconnection	2,431	1	1		2,429	2,429	114	\$50
		Gas Total	4,970	6	7	6	4,903	4,951	282	\$300
May-10 Total			4,970	6	7	6	4,903	4,951	282	\$300
Jun-10	Electric	Permanent SVC	671	1		3	658	667		\$50
Jun-10	Electric	Reconnection	4,429		5	3	4,421	4,421	848	\$0
		Electric Total	5,100	1	5	6	5,079	5,088	848	\$50
Jun-10 Total			5,100	1	5	6	5,079	5,088	848	\$50
Jun-10	Gas	Diagnostic	1,563	1	6		1,556	1,556	145	\$50
Jun-10	Gas	Permanent SVC	709			28	641	681		\$0
Jun-10	Gas	Reconnection	2,572	3			2,569	2,569	164	\$150
		Gas Total	4,844	4	6	28	4,766	4,806	309	\$200
Jun-10 Total			4,844	4	6	28	4,766	4,806	309	\$200

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2010 PSE Semi-Annual Performance Report

Exhibit C - Customer Awareness of Customer Service Guarantee

EXHIBIT
Customer Awareness of Customer Service Guarantee

		Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Total
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?	Yes	20	21	10	10	25	10	96
	No	141	151	157	157	151	167	924
	Don't Know	39	28	33	33	24	23	180
	Refused Response							-
	Total Customers Surveyed	200	200	200	200	200	200	1,200
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.	10	10	1	1	8	2	32
	Whenever PSE changes an appointment, you are given the \$50.	21	10	14	14	18	13	90
	You have no understanding or expectations about this part of the service guarantee plan.	149	161	181	181	164	174	1,010
	Don't Know	20	19	4	4	10	11	68
	Refused Response							-
	Total Customers Surveyed	200	200	200	200	200	200	1,200
Q26D. Did your appointment have to be rescheduled or did it occur as planned?								
	It occurred as planned.	191	190	192	192	192	195	1,152
	It was rescheduled.	3	5	4	4	4	2	22
	Technician arrived but was late.			1	1	1	2	5
	Don't Know	6	5	3	3	3	1	21
	Refused Response							-
	Total Customers Surveyed	200	200	200	200	200	200	1,200
Q26E. Who initiated rescheduling your appointment?^{Note}								
	Myself (Customer Initiated)	1	2	2	2	4	2	13
	Puget Sound Energy (PSE) Initiated	2	3	2	2	-	-	9
	Don't Know							-
	Refused Response							-
	Total Customers Surveyed	3	5	4	4	4	2	22
NCC Survey								
Q12. Are you aware of Puget Sound Energy's \$50 service guarantee to meet scheduled work dates?	Yes						64	64
	No						221	221
	Refused Response							-
	Don't Know						3	3
	Total Customers Surveyed	-	-	-	-	-	288	288

Note: In July 2006, the sequence of the Q26 series of questions in the CFS survey was redesigned so that all surveyed customers would be asked Q26C. During the design process, PSE discovered that Q26B was similar to Q26E; therefore, Q26B was eliminated. The results of Q26E has been included in this exhibit after Q26C. Q26E targets customers who indicate their appointments were rescheduled in Q26D. In the SQI reports after 2006, the "Customer Awareness of Service Guarantee" exhibit will show the results of Q26E instead of Q26B.