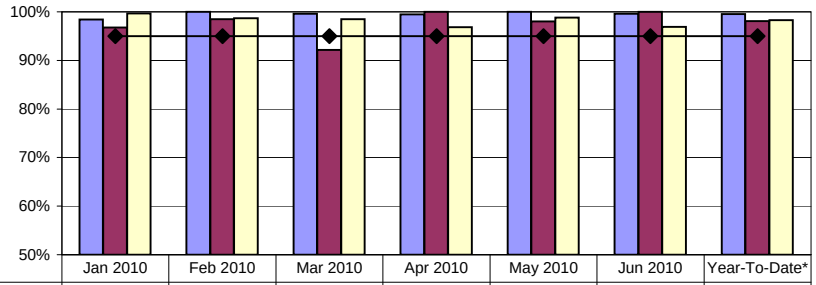
PSE Service Quality Program Docket Nos. UE-072300 and UG-072301

2010 Semi-annual Filing

Service Provider Performance

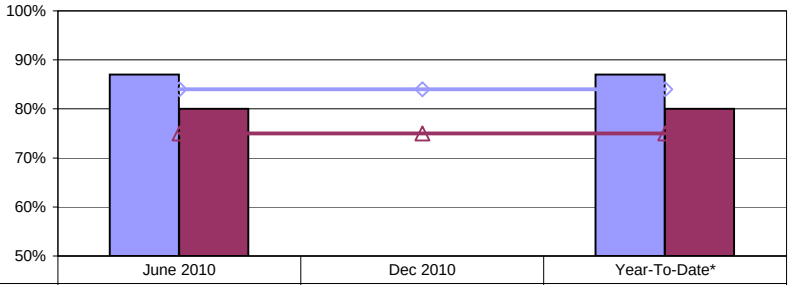
Standards Compliance



	Jan 2010	Feb 2010	Mar 2010	Apr 2010	May 2010	Jun 2010	Year-To-Date*
Pilchuck	98%	100%	100%	99%	100%	100%	100%
Quanta-GAS	97%	98%	92%	100%	98%	100%	98%
Quanta-ELE	100%	99%	98%	97%	99%	97%	98%
Metric	95%	95%	95%	95%	95%	95%	95%

Note: Service Provider performance should be Equal to or Greater Than the Metric

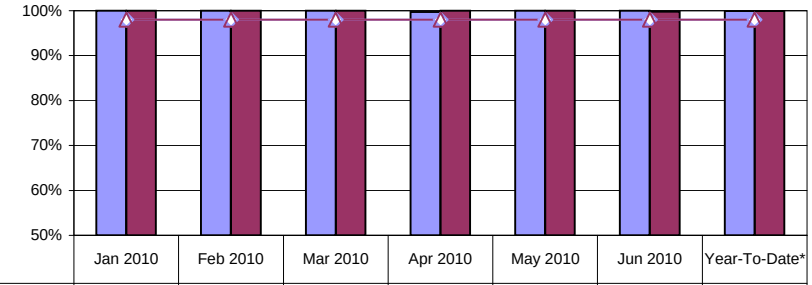
Customer Satisfaction (NCC)



	June 2010	Dec 2010	Year-To-Date*
Pilchuck	87%		87%
Quanta	80%		80%
Metric-Pilchuck	84%	84%	84%
Metric-Quanta	75%	75%	75%

Note: Service Provider performance should be Equal to or Greater Than the Metric

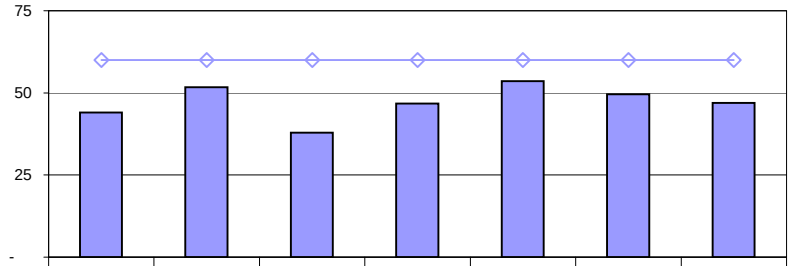
Appointments Kept



	Jan 2010	Feb 2010	Mar 2010	Apr 2010	May 2010	Jun 2010	Year-To-Date*
Pilchuck	100%	100%	100%	100%	100%	100%	100%
Quanta	100%	100%	100%	100%	100%	100%	100%
Metric-Pilchuck	98%	98%	98%	98%	98%	98%	98%
Metric-Quanta	98%	98%	98%	98%	98%	98%	98%

Note: Service Provider performance should be Equal to or Greater Than the Metric

Gas Second Safety Response (minutes)



	Jan 2010	Feb 2010	Mar 2010	Apr 2010	May 2010	Jun 2010	Year-To-Date*
Pilchuck-GAS	44	52	38	47	54	50	47
Metric-GAS	60	60	60	60	60	60	60

Note: Service Provider performance should be Equal to or Less Than the Metric

J:\GrpRates\Public\SQI\Jan2010_June2010\Service Provider Service Quality Rpt.xls SP WUTC report Jan-June 2010