

[Outline for the Electric Service Reliability section of the combined PSE SQI and Electric Reliability Annual Report

PSE December 13, 2010, compliance filing RE: WAC 480-100-393— Puget Sound Energy's Electric Service Reliability Monitoring and Reporting Plan and— Order 17, Docket Nos. UE-072300 and UG-072301 (Consolidated)

SQI measurements not related to SAIDI and SAIFI are not subject to WAC 480-100-393; therefore the outline for the SQI section of the combined report is not included in this filing.]

Electric Service Reliability

Overview

[Brief overview of current PSE electric service reliability results]

About Electric Service Reliability

What influences SAIDI and SAIFI

[Discussion of weather/tree impact, response time, causes, and any other influences]

SAIDI & SAIFI Measurements

SQI methodology

[Discuss the current SQI methodology]

Current year SQI methodology results

Key measurement	Benchmark	Results
SAIDI	XXX minutes	XXX minutes
SAIFI	XXX	XXX

Total methodology

[Discuss the total methodology measurement]

Total methodology results

Key measurement	Results
SAIDI	XXX minutes
SAIFI	XXX

Baseline 5% exclusion methodology

[Discuss that PSE baseline statistics are 136 outage minutes per customer per year for SAIDI and 1.3 interruptions per customer per year for SAIFI and how the 136 was established.]

Baseline 5% exclusion results

Key measurement	Baseline	Baseline Results
SAIDI	136	XXX minutes
SAIFI	1.3	XXX

Major Events Exclusion

Baseline 5% Exclusion [5% or more customers out in 24-hour period]

Baseline 5% Exclusion

Major Event Dates	SAIDI	SAIFI	Cause	Number of Customers Out

Major Event Days

[Discuss major events at a high level that were excluded from Baseline 5% metric]

IEEE methodology

[Discuss IEEE Standard 1366]

IEEE methodology result

Key measurement	Quartile	IEEE Results
SAIDI		XXX minutes
SAIFI		XXX

Major Events Exclusion

IEEE Exclusion [Daily SAIDI exceed T_{MED}]

IEEE T_{MED} Exclusion

Major Event Days	SAIDI	SAIFI	Cause	Number of Customers Out

Major Event Days

[Discuss major events at a high level that were excluded from IEEE metric]

Historical Trends for SAIDI and SAIFI

[Discussion of historical trends with reference to Appendixes K through M for performance results]

Customer Electric Reliability Complaints

[Discuss customer complaints related to electric service reliability received via UTC/PSE during the year. List of complaints will be in Appendix N]

Areas of Concern

[Identify and discuss specific areas that are targeted for specific actions to improve service reliability. Provide explanation of why each area is identified as an Area of Concern.

The specific actions PSE plans to take in each area to improve service in the following year will be as Appendix O.

For the 2010 reporting, the Areas of Concern will be the Top 50 Worst Circuits by Customer Minutes. If, in the future, the definition of Areas of Concern changes as a result of new analysis or methodologies, that change will be noted in the report along with the identification, discussion and specific action items to improve service.

Appendix P is a PSE electric service territory map with the number of current year complaints and the number of next year's proposed system projects and vegetation management mileage by county.]

Working to Uphold Electric Service Reliability

[Discuss current system programs that are applicable to improving reliability. Examples include vegetation management, equipment upgrades, reliability initiatives, response and repair time, etc.]

Going forward

[Discuss future system programs that are applicable to improving reliability in addition to the specific actions in the targeted areas listed in Appendix O.]

Appendices

[Partial appendices list of the Combined SQI and report. The list includes only electric service reliability related appendices. Appendices will be reordered and renumbered as needed.]

Appendix I: Electric Reliability Terms and Definitions

Appendix J: Electric Reliability Data Collection Process and Calculations

[Discuss of electric reliability data collection process and calculations, and changes from prior year, e.g. for the 2010 reporting, this section will include details about all the SQI SAIDI changes.]

Appendix K: Current Year Electric Service Outage by Cause by Area

Appendix L: Historical SAIDI and SAIFI by Area

Appendix M: 1997-current year PSE SAIDI and SAIFI Performance by Different Measurements

Appendix N: Current Year Commission and PSE Customer Electric Service Reliability Complaints with Resolutions

Appendix O: Current Year Electric Service Reliability Areas of Concern Project List with Action plan

Appendix P: Current Year Geographic Location of Electric Service Reliability Customer Complaints on Service Territory Map with Number of Next Year's Proposed Projects and Vegetation Management Mileage