



PUGET SOUND ENERGY

The Energy To Do Great Things

Puget Sound Energy
P.O. Box 97034
Bellevue, WA 98009-9734

PSE.com

July 28, 2011

VIA ELECTRONIC FILING AND OVERNIGHT 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 Semi-Annual Filing Docket Nos. UE-072300 and UG-072301

Dear Mr. Danner:

In compliance with the terms of Order 17 of consolidated Docket Nos. UE-072300 and UG-072301, Puget Sound Energy, Inc. ("PSE") submits an original and twelve copies of PSE's Service Quality Program Filing for the six-month period ending June 30, 2011.

Attachment A to this filing details the service quality performance of PSE and its service providers, including the following information:

- Monthly PSE performance for each of the nine service quality indices by category of service, i.e., customer satisfaction, customer services, and operations services (attached as Exhibit A).
- Number of missed appointments and missed commitments under the Customer Service Guarantee and the amount of Customer Service Guarantee payments to customers by service type (attached as Exhibit B). PSE made no Restoration Service Guarantee payments to customers during this reporting period as criteria for payment was not met.
- Survey results of customer awareness of the Service Guarantee (attached as Exhibit C).
- Monthly performance of PSE's service providers, Quanta and Pilchuck, tracked against relevant PSE service quality indices (attached as Exhibit D). The performance results also reflect the transition of PSE natural gas service construction and maintenance provider from Pilchuck to Quanta in April 2011.

Attachment B to this filing contains PSE's Gas Emergency Response Plans for the following outlying areas: Centralia/Chehalis, Kittitas County, Toledo, Vashon Island, Winlock, and Sumas Generating Station and Pipeline. Confidential information has been redacted for security purposes. These plans are available for viewing without redaction at the PSE's headquarters in Bellevue, Washington.

Mr. David Danner
June 28, 2011
Page 2 of 2

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,

A handwritten signature in black ink that reads "Tom DeBoer". The signature is written in a cursive, slightly slanted style.

Tom DeBoer
Director, Federal & State Regulatory Affairs

Enclosures

cc: Mary Kimball - Public Counsel
Deborah Reynolds - WUTC
Roger Kouchi - WUTC