

Docket Nos. UE-072300 and UG-072301

Puget Sound Energy

2011 Semi-Annual Service Quality Program Filing

Attachment A - Service Quality Performance

Exhibit A - Preliminary Monthly SQI Performance Results

EXHIBIT A
Preliminary Monthly Service Quality Program Performance
as of June 30, 2011

Category of Service	SQL #	Benchmark	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011
Customer Satisfaction	6 Telephone Center Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	94%	94%	94%	95%	98%	96%
	8 Field Service Operations Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	95%	91%	96%	96%	95%	97%
	2 WUTC Complaint Ratio	0.40 complaints per 1000 customers, including all complaints filed with WUTC	0.023	0.026	0.030	0.023	0.027	0.026
Customer Services	5 Customer Access Center Answering Performance ^{NOTE 1}	68%	75%	75%	75%	77%	79%	
Operations Services	4 SAIFI	1.30 interruptions per year per customer	0.059	0.019	0.127	0.097	0.067	0.050
	3 SAIDI	320 minutes per customer per year	41	3	20	13	24	6
	11 Electric Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	54	56	52	50	45	49
	7 Gas Safety Response Time ^{NOTE 2}	Average of 55 minutes from customer call to arrival of field technician	29	29	28	28	29	28
	10 Kept Appointments ^{NOTE 3}	92% of appointments kept	100%	100%	100%	100%	100%	100%

Note 1:

Results shown exclude calls abandoned within 30 seconds, which had been included in the calculation in the prior years reporting. The change was proposed in PSE's 2009 SQI Annual Report and agreed to by UTC staff and Public Counsel via their e-mails to PSE on April 1, 2010.

Note 2:

Prior to May 2011, the gas emergency response time data have been stored in an Access database. In May 2011, in order to enhance security and reliability, PSE added a SAP business warehouse mechanism to store the data. Both systems will be run in parallel through the end of the 3rd quarter to ensure that the new storage system is functioning correctly. There is no change in the calculation of SQI No. 7 Gas Safety Response Time. Further details about the data storage change will be included in the 2011 SQI annual reporting.

Note 3:

- Results shown are rounded to the nearest whole percentage per UTC order. However, these 100% monthly performance results do not reflect that PSE met all its appointments during the reporting period. Numbers of missed appointments by appointment type are detailed in Exhibit B: Missed Appointments and Service Guarantee Performance.
- Majority of the SQI No. 10 new customer construction appointments have been carried out by PSE's service providers, Pilchuck and Quanta. In April 2011, PSE finished its transition of natural gas construction and maintenance service provider from Pilchuck to Quanta. The service provider change does not seem to have any effect on the SQI No. 10 results at this time but further details about the transition and its impact will be included in the 2011 SQI annual reporting.

EXHIBIT A
Preliminary Monthly Service Quality Program Performance



ADDENDUM B
SQI NO. 11 SUPPLEMENTAL REPORTING
MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS
AFFECTED LOCAL AREAS ONLY

Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization (for the event, EFR Count only)	>5% Customer Affected? (Yes/No)	Comments
1/12/2011	Wind	West	1	21,108	139,871	15.1%	102	12 (of 13)	No	12 EFRs Event Duty + 1 EFR PTO/STD + 2 EFRs from Central North Event Duty + 2 EFRs from Central South Event Duty + 2 EFRs from South Event Duty + 19 SP Crews + 4 Tree Crews
2/12/2011	Wind	West	1	9,571	139,871	6.8%	20	8 (of 14)	No	8 EFRs Event Duty + 2 EFRs PTO/STD + 4 EFRs Regular Day Off + 2 SP Crews
2/14/2011	Wind	North	2	4,546	188,017	2.4%	13	13 (of 13)	Yes	13 EFRs Regular Duty
2/14/2011	Wind	Central North	2	14,041	292,258	4.8%	22	20 (of 20)	Yes	20 EFRs Regular Duty
2/14/2011	Wind	Central South	2	175	230,325	0.1%	3	12 (of 12)	Yes	12 EFRs Regular Duty
2/14/2011	Wind	South	2	314	231,968	0.1%	5	15 (of 15)	Yes	15 EFRs Regular Duty
2/14/2011	Wind	West	2	42,773	139,915	30.6%	56	12 (of 14)	Yes	12 EFRs Event Duty + 2 EFRs PTO/STD + 12 SP Crews + 5 Tree Crews
2/19/2011	Wind	West	1	15,358	139,915	11.0%	19	9 (of 14)	No	9 EFRs Event Duty + 2 EFRs PTO/STD + 3 EFRs Regular Day Off + 1 EFR from South Event Duty + 6 SP Crews + 5 Tree Crews.
2/23/2011	Wind	North	2	2,244	188,017	1.2%	22	11 (of 13)	No	11 EFRs Event Duty + 2 EFRs PTO/STD + 7 SP Crews + 2 Tree Crews
3/2/2011	Wind	North	1	8,541	188,087	4.5%	81	12 (of 13)	No	12 EFRs Event Duty + 1 EFR PTO/STD + 19 SP Crews + 8 Tree Crews.
3/2/2011	Wind	West	1	13,342	139,915	9.5%	62	12 (of 14)	No	12 EFRs Event Duty + 2 EFRs PTO/STD + 15 SP Crews + 7 Tree Crews.
3/10/2011	Wind	Central North	2	991	292,009	0.3%	34	16 (of 20)	No	16 EFRs Event Duty + 2 EFRs Regular Duty + 2 EFRs PTO/STD + 1 EFR from West Event Duty + 7 SP Crews + 3 Tree Crews.
3/10/2011	Wind	Central South	2	4,487	230,264	1.9%	22	8 (of 12)	No	8 EFRs Event Duty + 4 EFRs PTO/STD + 9 SP Crews + 4 Tree Crews.

Abbreviations:

- EFR - Electric First Responder
- PTO - Paid Time Off
- STD - Short-Term Disability
- SP - Service Provider

EXHIBIT A

Preliminary Monthly Service Quality Program Performance

ADDENDUM B



SQI NO. 11 SUPPLEMENTAL REPORTING
LOCALIZED EMERGENCY EVENT DAYS
NON-AFFECTED LOCAL AREAS ONLY

Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization	>5% Customer Affected? (Yes/No)	Comments
1/12/2011	Wind	North	1	2,687	187,967	1.4%	26	13	No	
1/12/2011	Wind	Central North	1	984	291,647	0.3%	12	20	No	
1/12/2011	Wind	Central South	1	32	230,263	0.0%	6	12	No	
1/12/2011	Wind	South	1	239	231,818	0.1%	23	15	No	
2/12/2011	Wind	North	1	13,298	187,017	7.1%	36	13	No	
2/12/2011	Wind	Central North	1	984	292,258	0.3%	12	20	No	
2/12/2011	Wind	Central South	1	1,431	230,325	0.6%	15	12	No	
2/12/2011	Wind	South	1	405	231,968	0.2%	10	15	No	
2/19/2011	Wind	North	1	181	187,017	0.1%	11	13	No	
2/19/2011	Wind	Central North	1	70	292,258	0.0%	3	20	No	
2/19/2011	Wind	Central South	1	62	230,325	0.0%	5	12	No	
2/19/2011	Wind	South	1	9	231,968	0.0%	5	15	No	
2/19/2011	Wind	Central North	2	1,644	292,258	0.6%	19	20	No	
2/19/2011	Wind	Central South	2	169	230,325	0.1%	9	12	No	
2/19/2011	Wind	South	2	1,344	231,968	0.6%	11	15	No	
2/19/2011	Wind	West	2	381	139,915	0.3%	7	14	No	
3/2/2011	Wind	Central North	1	8,016	292,009	2.7%	24	20	No	
3/2/2011	Wind	Central South	1	1,680	230,264	0.7%	8	12	No	
3/2/2011	Wind	South	1	3,913	231,993	1.7%	19	15	No	
3/10/2011	Wind	North	2	2,678	188,087	1.4%	26	13	No	
3/10/2011	Wind	South	2	15,810	231,993	6.8%	26	15	No	
3/10/2011	Wind	West	2	6,364	139,915	4.5%	37	14	No	

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2011 Semi-Annual Service Quality Program Filing

Attachment A - Service Quality Performance

Exhibit B - Missed Appointments and Service Guarantee Performance

Definition of the categories

Canceled: appointments canceled by either customers or PSE

Manual Kept: adjusted missed appointments resulting from the review by the PSE personnel

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

Service Guarantee Payments: the total of the \$50 Service Guarantee payments to customers (= No. of Missed Approved appointments X \$50)

System Kept: appointments in which PSE arrived at the customer site as promised

Total Appointments (Excludes Canceled): the total of Total Missed and Total Kept

Total Kept: the total number of Manual Kept and System Kept

Total Missed: the total number of Missed Approved, Missed Denied, and Missed Open

EXHIBIT B
Missed Appointments and Service Guarantee Performance Report

Table 1
Summary Missed Appointments
As of June 30, 2011

6 Months All Service Type:	January 2011		June 2011		Total Missed	Total Open	Total Denied	Total Approved	Total Canceled	Total System Kept	Total Manual Kept	Total System Kept	Total Kept	Canceled	Service Guarantee Payment
	Missed	Approved	Missed	Open											
Electric															
Permanent SVC	3,031	10	-	1	11	75	2,945	3,020	1						\$500
Reconnection	27,408	8	-	27	35	44	27,329	27,373	3,379						\$400
Sub-total	30,439	18	-	28	46	119	30,274	30,393	3,380						\$900
Gas															
Diagnostic	14,136	5	-	-	5	34	14,097	14,131	1,363						\$250
Permanent SVC	3,676	62	-	4	66	305	3,305	3,610	-						\$3,100
Reconnection	17,347	6	-	-	6	8	17,333	17,341	667						\$300
Sub-total	35,159	73	-	4	77	347	34,735	35,082	2,030						\$3,650
Grand Total	65,598	91	-	32	123	466	65,009	65,475	5,410						\$4,550

EXHIBIT B
Missed Appointments and Service Guarantee Performance Report

Table 2
Monthly Missed Appointments
As of June 30, 2011

Month	Fuel	Type	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Jan-11	Electric	Permanent SVC	455	2			2	23	430	453	1	\$100
Jan-11	Electric	Reconnection	4,013	1	0		1	9	4,003	4,012	940	\$50
Jan-11	Gas	Diagnostic	3,260				0	4	3,256	3,260	348	\$0
Jan-11	Gas	Permanent SVC	597	9			9	61	527	588		\$450
Jan-11	Gas	Reconnection	2,290	1			1	1	2,288	2,289	114	\$50
Jan-11 Total			10,615	13	0	0	13	98	10,504	10,602	1,403	\$650
Feb-11	Electric	Permanent SVC	445	3			3	14	428	442		\$150
Feb-11	Electric	Reconnection	3,998	2	0		2	7	3,989	3,996	472	\$100
Feb-11	Gas	Diagnostic	2,856				0	10	2,846	2,856	294	\$0
Feb-11	Gas	Permanent SVC	496	7			7	64	425	489		\$350
Feb-11	Gas	Reconnection	2,739				0		2,739	2,739	98	\$0
Feb-11 Total			10,534	12	0	0	12	95	10,427	10,522	864	\$600
Mar-11	Electric	Permanent SVC	521	3			3	17	501	518		\$150
Mar-11	Electric	Reconnection	5,386	4	0		4	17	5,365	5,382	495	\$200
Mar-11	Gas	Diagnostic	2,694	2			2	4	2,688	2,692	265	\$100
Mar-11	Gas	Permanent SVC	679	3			3	70	606	676		\$150
Mar-11	Gas	Reconnection	3,403				0	1	3,402	3,403	120	\$0
Mar-11 Total			12,683	12	0	0	12	109	12,562	12,671	880	\$600
Apr-11	Electric	Permanent SVC	470	0			0	8	462	470		\$0
Apr-11	Electric	Reconnection	4,372	1	0	1	2	5	4,365	4,370	493	\$50
Apr-11	Gas	Diagnostic	2,215	1			1	5	2,209	2,214	184	\$50
Apr-11	Gas	Permanent SVC	565	14			14	49	502	551		\$700
Apr-11	Gas	Reconnection	3,004				0	1	3,003	3,004	110	\$0
Apr-11 Total			10,626	16	0	1	17	68	10,541	10,609	787	\$800
May-11	Electric	Permanent SVC	528	1			1	7	520	527		\$50
May-11	Electric	Reconnection	4,642			10	10	6	4,626	4,632	451	\$0
May-11	Gas	Diagnostic	1,674	2			2	4	1,668	1,672	138	\$100
May-11	Gas	Permanent SVC	666	19			19	40	607	647		\$950
May-11	Gas	Reconnection	3,110	1			1	4	3,105	3,109	106	\$50
May-11 Total			10,620	23	0	10	33	61	10,526	10,587	695	\$1,150
Jun-11	Electric	Permanent SVC	612	1		1	2	6	604	610		\$50
Jun-11	Electric	Reconnection	4,997			16	16		4,981	4,981	528	\$0
Jun-11	Gas	Diagnostic	1,437	0			0	7	1,430	1,437	134	\$0
Jun-11	Gas	Permanent SVC	673	10		4	14	21	638	659		\$500
Jun-11	Gas	Reconnection	2,801	4	0		4	1	2,796	2,797	119	\$200
Jun-11 Total			10,520	15	0	21	36	35	10,449	10,484	781	\$750

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Puget Sound Energy

2011 Semi-Annual Service Quality Program Filing

Attachment A - Service Quality Performance

Exhibit C - Survey Results of Customer Awareness of the Service Guarantee

EXHIBIT C
Survey Results of Customer Awareness of the Service Guarantee

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	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	42	42	40	42	20	34	220
Yes	111	116	109	118	162	131	747
No	47	42	51	40	18	35	233
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.	16	21	13	13	10	6	79
You are given the \$50 service guarantee if the rescheduled time causes you inconvenience.	17	26	26	21	11	13	114
Whenever PSE changes an appointment, you are given the \$50.	140	135	104	96	30	44	549
You have no understanding or expectations about this part of the service guarantee plan.	27	18	57	70	149	136	457
Don't Know							-
Refused Response							-
Total Customers Surveyed	200	200	200	200	200	199	1,199

Q26D. Did your appointment have to be rescheduled or did it occur as planned?	185	192	193	185	194	186	1,135
It occurred as planned.	12	3	5	7	3	6	36
It was rescheduled.	1	2	-	-	-	1	4
Technician arrived but was late.	2	3	2	6	3	5	21
Don't Know							-
Refused Response							-
Total Customers Surveyed	200	200	200	200	200	200	1,200

Q26E. Who initiated rescheduling your appointment?	6	1	5	4	1	3	20
Myself (Customer Initiated)	6	2	3	3	2	2	15
Puget Sound Energy (PSE) Initiated						1	1
Don't Know							-
Refused Response							-
Total Customers Surveyed	12	3	5	7	3	6	36

	Yes	No	Refused Response	Don't Know	Total Customers Surveyed
NCC Survey					
Q11. Are you aware of Puget Sound Energy's \$50 service guarantee to meet scheduled work dates?	75	179	-	4	258
Yes					
No					
Refused Response					
Don't Know					
Total Customers Surveyed					

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Puget Sound Energy

2011 Semi-Annual Service Quality Program Filing

Attachment A - Service Quality Performance

Exhibit D - • Preliminary Monthly Service Quality Performance of PSE's Service Providers

EXHIBIT D
Preliminary Monthly Service Quality Performance of PSE's Service Providers
as of June 30, 2011

Category of Service	Index	Service Provider	Benchmark/Description	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	
Customer Satisfaction	Service Provider Satisfaction	Quanta Electric	At least 75% satisfied (rating of 5 or higher on a 7-point scale)						79%	
		Quanta Gas	At least 84% satisfied (rating of 5 or higher on a 7-point scale)						75% ^{Note 1}	
		Pilchuck	At least 84% satisfied (rating of 5 or higher on a 7-point scale)						85%	
Operations Services	Service Provider New Customer Construction Appointments Kept ^{Note 2}	Quanta Electric	At least 92% of appointments kept	99%	100%	100%	99%	100%	100%	
		Quanta Gas/Pilchuck	At least 98% of appointments kept	97%	99%	100%	100%	98%	98%	
	Service Provider Standards Compliance	Quanta Electric	At least 95% compliance with site audit checklist points	98%	98%	98%	98%	97%	98%	
		Quanta Gas	At least 95% compliance with site audit checklist points	N/A	N/A	99%	96%	98%	N/A	
	Secondary Safety Response and Restoration Time—Core-Hour		Pilchuck	At least 95% compliance with site audit checklist points	99%	99%	99%	N/A	N/A	N/A
			Quanta Electric	Within 250 minutes from the dispatch time to the restoration of non-emergency outage during core hours	229	229	229	229	229	229
Secondary Safety Response and Restoration Time—Non-Core-Hour		Quanta Electric	Within 316 minutes from the dispatch time to the restoration of non-emergency outage during non-core hours	261	261	261	261	261	261	
		Quanta Gas/Pilchuck	Within 60 minutes from first response assessment completion to second response arrival	48	57	51	53	51	57	

Note 1: The 75% performance of Quanta Gas is not statistically meaningful as the sample size for Quanta Gas is too small due the timing of the survey and the service provider transition.
Note 2: Results shown are rounded to the nearest whole percentage per UTC order. However, these 100% monthly performance results do not reflect that service providers met all the appointments during the reporting period. Numbers of missed appointments by appointment type are detailed in Exhibit B: Missed Appointments and Service Guarantee Performance.