



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

January 23, 2012

Mr. David Danner, Executive Director and Secretary  
Washington Utilities and Transportation Commission  
P.O. Box 47250  
Olympia, Washington 98504-7250

**RE: Docket No. UE-072300  
Request for One-Time Waiver of Certain Terms of Schedule 131 – Filed Electronically**

Dear Mr. Danner:

The Puget Sound region experienced a severe storm beginning on January 17, 2012 that resulted in a great number of Puget Sound Energy, Inc. (“PSE” or the “Company”) customers being without electric service and left hazardous road and working conditions that hampered restoration efforts. During the storm, many customers lost service and had service restored, but as of early Monday, January 23, nearly 53,000 homes and businesses were still without power. As described below, PSE has a service guarantee in which PSE will refund a customer \$50 when that customer experiences an outage lasting at least 120 consecutive hours (“Service Guarantee”).

In this filing, PSE is seeking a waiver of certain requirements of the Service Guarantee to make it easier for customers to receive this \$50 refund. In short, the Company proposes to automatically provide a \$50 refund to all customers experiencing a 120 consecutive-hour outage as a result of this storm. PSE also requests that the Commission consider this request on an expedited basis at its next scheduled Open Meeting on January 25, 2012 so that PSE may quickly provide these refunds.

The Commission approved the Service Guarantee in Appendix D, Partial Settlement Re: Service Quality, Meter and Billing Performance, and Low Income Bill Assistance to Order 12 in Docket Nos. UE-072300 and UG-072301 (“Order 12”). The Service Guarantee was established as Schedule 131, Restoration Service Guarantee. In accordance with Appendix D, to be eligible for the Service Guarantee: “A customer’s reporting of an outage shall be interpreted as a request for payment of an applicable service guarantee payment. Affected customers who did not report an outage may also apply for the \$50 service guarantee within 7 days of the outage event.” (Order 12, Appendix D, Paragraph 18). Also, Appendix D provided in paragraph 21 that the total cumulative annual payment is limited to \$1.5 million or 30,000 customers on a first-come, first-served basis.

Due to the unusual triple-header nature of this storm (snow storm followed by freezing rain followed by wind) the Company requests a one-time waiver of certain terms of Schedule 131 to allow PSE to automatically provide a \$50 refund to all customers who experienced a 120 consecutive-hour power outage. Specifically, PSE requests that the Commission waive: (i) the requirements that customers either report their outage or request the Guarantee credit (so that PSE can automatically provide the refund); and (ii) the limitation to \$1.5 million and 30,000 customers per calendar year, so that the Company can credit the account of all customers that have experienced a 120 consecutive-hour outage in this storm, as reflected in the Company's outage records. The Company also requests that this waiver be effective for this storm only.

If a customer that has experienced a 120 consecutive-hour outage as a result of this storm does not automatically receive the bill credit, they should contact the Company and request the credit. PSE will, in accordance with its tariff review, and validate the request within 30 days and apply the \$50 credit to the customer's account if the request is validated.

To the extent this one-time waiver of the above-referenced terms of Schedule 131 requires an exemption to a Commission rule, PSE requests that the Commission grant the exemption pursuant to WAC 480-80-015.

Please contact Lynn Logen at (425) 462-3872 or at [lynn.logen@pse.com](mailto:lynn.logen@pse.com) for additional information about this filing. If you have any other questions please contact me at (425) 462-3495.

Very truly yours,



Tom DeBoer  
Director, Federal & State Regulatory Affairs

Enclosures

cc: Sheree Carson, Perkins Coie  
Simon ffitch, Public Counsel