



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

March 29, 2012

VIA ELECTRONIC FILING AND REGULAR MAIL

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

**Re: PSE Service Quality Program and Electric Service Reliability Annual Filing
Docket Nos. UE-072300 and UG-072301**

Dear Mr. Danner:

Pursuant to Order 17 of consolidated Docket Nos. UE-072300 and UG-072301 ("Order 17"), Puget Sound Energy, Inc. ("PSE") provides an original and twelve copies of PSE's Service Quality Program and Electric Service Reliability Filing for the twelve-month period ending December 31, 2011.

Attachment A, 2011 Annual Puget Sound Energy SQI and Electric Service Reliability Report, includes the Service Quality Indices ("SQI") performance results and the electric service reliability results for 2011. The annual reporting of the Service Quality Program and the electric service reliability had been filed separately about February 15 and March 31 of each year prior to 2011, respectively. The UTC granted PSE's petition to combine these two reporting requirements in Order 17 on November 29, 2010.

The SQI section of Attachment A details the service quality performance of PSE and its service providers. This section reflects all modifications and requirements stipulated in various SQI settlements, except PSE's gas emergency response plans for outlying areas, which are filed as Attachment C to this filing due to the confidential information contained in the plans. In addition to the SQI performance results, PSE also provides supplemental information on each index including background, unique events which may have influenced PSE's achievement level, the environment in which PSE operated, and the actions PSE has taken or will be taking to improve performance.

The electric service reliability section of Attachment A meets all the Washington State electric service reliability monitoring and reporting requirements of WAC 480-100-388, WAC 480-100-393, and WAC 480-100-398. The information contained in this section is also consistent with PSE's Electric Service Reliability Monitoring and Reporting Plan approved by the Commission in Docket No. UE-110060.

In preparation of this filing, PSE had a conference call on March 13, 2012, with the Commission staff (the "Staff") and the representatives of Public Counsel (the "Public Counsel") to get their comments and suggestions regarding the format and content of the annual electric service

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reliability reporting as prescribed in Order 12 of consolidated Docket Nos. UE-072300 and UG-072301 ("Order 12"). The Staff and the Public Counsel did not have any specific changes to the draft report PSE presented. Meanwhile, all participants of the March 13 meeting reached an agreement that such external annual review meeting of PSE's reliability results prior to the filing is not required. However, if an external meeting on the format and content of PSE's Electric Service Reliability section is called for by an external party or PSE, then Public Counsel should be invited.

A proposed customer report card that outlines PSE's 2011 performance of the nine SQI and associated benchmarks is included as Appendix D in Attachment A. PSE intends to provide customers the final SQI customer report card with its billings by June 27, 2012, after consultation with the Staff and the Public Counsel.

Attachment B to this filing, part of the Service Quality Program requirements, 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.

Please contact Mei Cass at (425) 462-3800 or mei.cass@pse.com for additional information about this filing. If you have any other questions, please contact me at (425) 462-3495.

Sincerely,


for Tom DeBoer
Director, Federal & State Regulatory Affairs

Enclosures

cc: Deborah Reynolds – UTC
Roger Kouchi – UTC
Mary Kimball – Public Counsel