



# PUGET SOUND ENERGY

*The Energy To Do Great Things*

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

July 30, 2012

## 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, 2012.

Attachment A to this filing details the preliminary monthly 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). Besides those Customer Service Guarantee payments indicated in Exhibit B, PSE also made a total about \$2.4 million of Restoration Service Guarantee payments to customers due to extended outages caused by the extraordinary weather events starting on January 18, 2012. PSE's annual SQI reporting will include detailed discussion of the both service guarantees.
- Survey results of customer awareness of the Customer Service Guarantee (attached as Exhibit C).
- Monthly performance of PSE's service providers, Quanta electric and Quanta gas, tracked against relevant PSE service quality indices (attached as Exhibit D).

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.

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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