



PUGET SOUND ENERGY

The Energy To Do Great Things

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

March 11, 2013

VIA WEB PORTAL AND OVERNIGHT MAIL

Steven V. King
Acting Executive Director and Secretary
Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, Washington 98504-7250

**RE: Docket Nos. UE-072300 and UG-072301 (consolidated)
Petition for One-time Suspension of SQI Nos. 6 and 8**

Dear Mr. King:

Enclosed are an original and 12 copies of Puget Sound Energy, Inc.'s ("PSE" or "the Company") Petition for an order authorizing the Company to temporarily suspend Service Quality Index ("SQI") Nos. 6 and 8 due to the business discontinuance of PSE's sole SQI survey vendor, Gilmore Research Group.

Since the inception of PSE's Service Quality Program ("Program") in 1997, Gilmore Research Group had been specifically named as the exclusive survey company conducting and preparing the survey results for the Program's SQI Nos. 6 and 8, Telephone Center Transactions Customer Satisfaction and Field Service Operations Transactions Customer Satisfaction, respectively. The exclusivity has been designated in the initial PSE's Service Quality Program mechanics document and has continued in all succeeding updates.


In this petition, PSE is seeking the Commission's approval to waive certain elements of SQI settlement requirements that will allow PSE to replace Gilmore Research Group with another vendor/s and allow time for the review of current survey methodology and procedures.

PSE respectfully requests that the Commission consider this petition on an expedited basis, so that PSE may contract with a new SQI survey vendor as soon as possible and start working with interested parties on the review of the survey methodology and procedures, if needed.

Mr. Steven V. King
Page 2
March 11, 2013

If you have any questions regarding the information in this filing, please contact Mei Cass at (425) 462-3800. If you have any other questions, please contact me at (425) 456-2110.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ken Johnson', with a long horizontal flourish extending to the right.

Ken Johnson
Director, State Regulatory Affairs

Enclosures

cc: Sheree Carson, Perkins Coie
Service List for Docket Nos. UE-072300 and UG-072301