

March 13, 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 Temporary Suspension of SQI Nos. 2, 5 and 6**

Dear Mr. King:

Enclosed are an original and 12 copies of Puget Sound Energy, Inc.'s ("PSE's", the "Company's") Petition for an order authorizing the Company to temporarily suspend Service Quality Index ("SQI") Nos. 2, 5, and 6 due to the implementation of PSE's new customer information system ("CIS") for the 2013 SQI performance Year.

The replacement of PSE's existing CIS with SAP's Customer Relationship and Billing system is part of the Company's massive effort in business-modernization, which also includes a new outage management system and the electric and natural gas geospatial information systems. The goal of the business-modernization effort is to substantially improve PSE's outage management, data collection and analysis, reliability reporting, and customer service capabilities beyond what is possible with the current systems and processes.

During the initial transition of the CIS and the post-implementation stabilization period, the Company anticipates higher than normal call volumes and longer call handling times based upon the experiences of PSE and other utilities. Although PSE has taken steps and developed plans to minimize customer service impact due to the implementation of the new CIS, PSE still expects customer service performance to be affected. As a result, PSE projects that the following three service quality indices will be temporarily impacted by the implementation of the new CIS:

- SQI No. 2-WUTC Complaint Ratio,
- SQI No. 5-Customer Access Center Answering Performance, and
- SQI No. 6-Customer Access Center Transaction Satisfaction.

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PSE respectfully requests that the Commission issue an order regarding this petition no later than April 15, 2013, allowing the temporary suspension of SQI Nos. 2, 5 and 6 for the 2013 SQI performance year.

If you have any questions regarding the information in this filing, please contact Katherine Barnard at (425) 462-3716. 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 line extending to the right.

Ken Johnson  
Director, State Regulatory Affairs

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