



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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January 21, 2025

RE: *In the Matter of the Petition of Puget Sound Energy for Penalty Mitigation Associated with Service Quality Index No. 11-Electric Safety Response Time Annual Performance for Period Ending December 31, 2021,*
Docket UE-220216

TO ALL PARTIES:

On March 29, 2022, Puget Sound Energy (PSE or Company) filed a petition with the Washington Utilities and Transportation Commission (Commission) requesting mitigation relief and waiver of the \$613,636 penalty associated with PSE's overall 2021 Service Quality Index (SQI) No.11 – Electric Safety Response Time annual performance.

On October 26, 2023, the Commission entered Order 04 Denying Mitigation (Order 04) in the above-referenced docket. Order 04, denied PSE's request to mitigate the \$613,636 penalty for failing to meet the 55-minute average benchmark set in Service Quality Index (SQI) #11, Electric Safety Response Time.¹

On November 2, 2023, the Commission entered Order 05 Granting Clarification (Order 05). Order 05, clarified that the penalty was to be added to the Company's funding of its energy assistance programs pursuant to the Service Quality Program Mechanics set forth in Exhibit PRM-4.²

¹ *In the Matter of the Petition of Puget Sound Energy For Penalty Mitigation Associated with Service Quality Index No. 11 – Electric Safety Response Time Annual Performance for Period Ending December 31, 2021*, Dockets UE-220216, Order 04 Denying Mitigation, 43 (Oct. 26, 2023).

² *In the Matter of the Petition of Puget Sound Energy For Penalty Mitigation Associated with Service Quality Index No. 11 – Electric Safety Response Time Annual Performance for Period Ending December 31, 2021*, Dockets UE-220216, Order 05 Granting Clarification, 2 (Nov. 2, 2023).

On August 30, 2023, PSE filed with the Commission its annual filing for energy assistance program funding in Docket UE-230694. The Company mistakenly used the penalty amount to lower the revenue requirement of its energy assistance program, in essence, refunding the penalty to customers which is not consistent with Order 05. The following year, on August 29, 2024, PSE submitted another annual energy assistance compliance filing in Docket UE-240645. In Docket UE-240645, PSE reversed the refund and added the \$613,636 penalty along with a few other penalties to its energy assistance program funding.

On January 17, 2025, Commission staff (Staff) filed a letter in this docket informing the Commission that Staff has reviewed PSE's August 30, 2023, and August 29, 2024, compliance filings referenced above and believes that the compliance filings contain sufficient detail with respect to treatment of the SQI #11 penalty outlined in Order 05, and therefore believes that the August 29, 2024, filing complies with Order 05, entered on November 2, 2024.

The Commission hereby affirms that PSE's August 29, 2024, filing complies with Order 05, entered November 2, 2024.

JEFF KILLIP

Executive Director and Secretary