



**PUGET SOUND ENERGY**

*The Energy To Do Great Things*

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

June 21, 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)  
Compliance Filing – Order 21  
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's") compliance filing pursuant to the paragraph 13 of Order 21 of the consolidated of Docket Nos. UE-072300 and UG-072301, Granting in Part, and Denying in Part, Puget Sound Energy, Inc.'s Petition for Waiver and Suspension of Service Quality Index Nos. 6 AND 8 ("Order 21"). This filing provides a brief overview of PSE's new Service Quality Index ("SQI") Nos. 6 and 8 survey provider and a third-party confirmation that the new provider will produce valid and reliable survey results as the former vendor, Gilmore Research Group.

The new SQI survey provider consists of a joint venture between two vendors: EMC Research and Pacific Market Research (collectively referred herein as "SQI Survey Provider"), to take advantage of the strength of the two reputable companies. EMC Research is retained as PSE's principal SQI Survey Provider with supervisory and reporting responsibility, which in turn delegates the fielding of the survey responsibility to Pacific Market Research. Pacific Market Research has fielding expertise, local interviewer presence, and has hired former staff personnel from Gilmore Research Group that are well-acquainted with the past PSE customer satisfaction survey procedures. EMC Research provides advanced analysis and reporting tools and expertise that would facilitate PSE's using the survey results to enhance its customer satisfaction in telephone center transactions (SQI No. 6) and field service operations transactions (SQI No. 8).

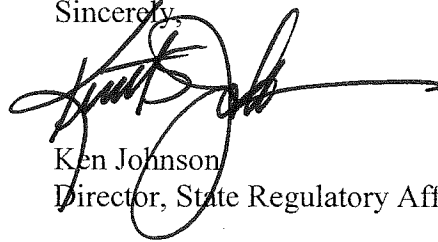
Attachment A to this filing is the third-party review of the methodology and procedures used by the SQI Survey Provider prepared by Dr. Douglas L. MacLachlan, University of

Washington Emeritus Professor of Marketing. Dr. MacLachlan, who also evaluated the SQI survey procedures used by Gilmore Research Group in 1997, concluded that:

*“In my opinion, PSE and the Washington Utilities and Transportation Commission can trust the survey findings provided by the partnership between EMC Research and Pacific Market Research as being of high validity and reliability.”*

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

Enclosure

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