

Docket Nos. UE-072300 and UG-072301

Puget Sound Energy

2013 Semi-Annual Service Quality Program Filing

Attachment A - Service Quality Performance

Exhibit A - Preliminary Monthly SQI Performance Results

EXHIBIT A
TABLE 1
PRELIMINARY MONTHLY PSE SERVICE QUALITY PROGRAM PERFORMANCE
(Final performance is calculated on an annual basis)

| Category of Service | SQL # | Benchmark | Jan 2013 | Feb 2013 | Mar 2013 | Apr 2013 | May 2013 | Jun 2013 |
|-----------------------|-------|---|----------|----------|----------|----------|----------|----------|
| Customer Satisfaction | 6 | Telephone Center Transactions Customer Satisfaction ^{NOTE 1} | 94% | 92% | NA | NA | NA | NA |
| | 8 | Field Service Operations Transactions Customer Satisfaction ^{NOTE 1} | 94% | 97% | NA | NA | NA | NA |
| | 2 | WUTC Complaint Ratio | 0.023 | 0.016 | 0.021 | 0.023 | 0.027 | 0.027 |
| Customer Services | 5 | Customer Access Center Answering Performance | 76% | 72% | 77% | 39% | 72% | 58% |
| Operations Services | 4 | SAIFI | 0.061 | 0.057 | 0.034 | 0.046 | 0.055 | 0.076 |
| | 3 | SAIDI | 8 | 7 | 6 | 8 | 24 | 11 |
| | 11 | Electric Safety Response Time | 52 | 48 | 46 | 57 | 55 | 60 |
| | 7 | Gas Safety Response Time | 32 | 31 | 31 | 30 | 30 | 30 |
| | 10 | Kept Appointments ^{NOTE 2} | 100% | 99% | 99% | 99% | 98% | 100% |

Note 1: No customer satisfaction survey was conducted during March-June 2013 due to the closing of the former survey company, Gilmore Research Group, in February 2013. Details about PSE's SQI survey company change are in PSE's petition filed with UTC on March 11, 2013, the UTC Order 21 in Docket Nos. UE-072300 and UG-072301 (consolidated) issued on April 8, 2013, and PSE's subsequent compliance filing on June 21, 2013.

Note 2: Results shown are rounded to the nearest whole percentage per UTC order. However, these 100% monthly performance results do not reflect that PSE met all its appointments during the reporting period. Numbers of missed appointments by appointment type are detailed in Exhibit B: Preliminary Missed Appointments and Customer Service Guarantee Performance.

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Exhibit B - Missed Appointments and Service Guarantee Performance

Definition of the categories

Canceled: appointments canceled by either customers or PSE

Manual Kept: adjusted missed appointments resulting from the review by the PSE personnel

Missed Approved: appointments missed due to PSE reasons and customers are paid the \$50 Service Guarantee payment for each missed approved appointment.

Missed Denied: appointments missed due to customer reasons or due to major events

Missed Open: appointments not yet reviewed by PSE for the \$50 Service Guarantee payment

Service Guarantee Payments: the total of the \$50 Service Guarantee payments to customers (= No. of Missed Approved appointments X \$50)

System Kept: appointments in which PSE arrived at the customer site as promised

Total Appointments (Excludes Canceled): the total of Total Missed and Total Kept

Total Kept: the total number of Manual Kept and System Kept

Total Missed: the total number of Missed Approved, Missed Denied, and Missed Open

EXHIBIT B
Preliminary Missed Appointments and Service Guarantee Performance

Table 1
Summary Missed Appointments
As of June 30, 2013

6 Months All Service Type^{Note:} **January 2013** - **June 2013**

| | Total Appts (Exclude Canceled) | Missed Approved | Missed Denied | Missed Open | Total Missed | Manual Kept | System Kept | Total Kept | Canceled | Service Guarantee Payment |
|--------------------|---|----------------------------|--------------------------|------------------------|-------------------------|------------------------|------------------------|-----------------------|-----------------|--|
| Electric | | | | | | | | | | |
| Permanent SVC | 3,830 | 15 | - | 6 | 21 | 30 | 3,779 | 3,809 | - | \$750 |
| Reconnection | 7,529 | 2 | - | 15 | 17 | 20 | 7,492 | 7,512 | 929 | \$100 |
| Sub-total | 11,359 | 17 | - | 21 | 38 | 50 | 11,271 | 11,321 | 929 | \$850 |
| Gas | | | | | | | | | | |
| Diagnostic | 7,789 | 13 | - | 4 | 17 | 161 | 7,611 | 7,772 | 627 | \$650 |
| Permanent SVC | 5,107 | 162 | - | 16 | 178 | 98 | 4,831 | 4,929 | - | \$8,100 |
| Reconnection | 4,955 | 5 | - | 1 | 6 | 26 | 4,923 | 4,949 | 281 | \$250 |
| Sub-total | 17,851 | 180 | - | 21 | 201 | 285 | 17,365 | 17,650 | 908 | \$9,000 |
| Grand Total | 29,210 | 197 | - | 42 | 239 | 335 | 28,636 | 28,971 | 1,837 | \$9,850 |

Note: The results for April-June electric and gas Reconnection Appointments and the gas Diagnostic Appointments will be included in the SQI annual report due on March 31, 2014, after the SQI appointment reporting from PSE's new customer information system has been validated.

EXHIBIT B
Preliminary Missed Appointments and Service Guarantee Performance

Table 2
Monthly Missed Appointments
As of June 30, 2013

| Month | Fuel | Type ^{Note} | Total Appts (Exclude Canceled and Excused) | Missed Approved | Missed Denied | Missed Open | Total Missed | Manual Kept | System Kept | Total Kept | Canceled | Excused | Service Guarantee Payment |
|---------------------|----------|----------------------|---|--------------------|------------------|----------------|-----------------|----------------|----------------|---------------|--------------|----------|---------------------------------|
| Jan-13 | Electric | Permanent SVC | 624 | 0 | | 0 | 0 | 1 | 623 | 624 | 0 | 0 | \$0 |
| Jan-13 | Electric | Reconnection | 3,491 | 1 | | 2 | 3 | 14 | 3,474 | 3,488 | 379 | 0 | \$50 |
| Jan-13 | Gas | Diagnostic | 3,532 | 8 | | 0 | 8 | 69 | 3,455 | 3,524 | 627 | 0 | \$400 |
| Jan-13 | Gas | Permanent SVC | 905 | 17 | | 0 | 17 | 27 | 861 | 888 | 0 | 0 | \$850 |
| Jan-13 | Gas | Reconnection | 2,093 | 2 | | 0 | 2 | 11 | 2,080 | 2,091 | 281 | 0 | \$100 |
| Jan-13 Total | | | 10,645 | 28 | 0 | 2 | 30 | 122 | 10,493 | 10,615 | 1,287 | 0 | \$1,400 |
| Feb-13 | Electric | Permanent SVC | 573 | 3 | | 1 | 4 | 5 | 564 | 569 | 0 | 0 | \$150 |
| Feb-13 | Electric | Reconnection | 2,476 | 1 | | 4 | 5 | 6 | 2,465 | 2,471 | 303 | 0 | \$50 |
| Feb-13 | Gas | Diagnostic | 2,273 | 3 | | 2 | 5 | 54 | 2,214 | 2,268 | | 0 | \$150 |
| Feb-13 | Gas | Permanent SVC | 823 | 23 | | 0 | 23 | 19 | 781 | 800 | 0 | 0 | \$1,150 |
| Feb-13 | Gas | Reconnection | 1,655 | 3 | | 1 | 4 | 10 | 1,641 | 1,651 | | 0 | \$150 |
| Feb-13 Total | | | 7,800 | 33 | 0 | 8 | 41 | 94 | 7,665 | 7,759 | 303 | 0 | \$1,650 |
| Mar-13 | Electric | Permanent SVC | 648 | 2 | | 1 | 3 | 3 | 642 | 645 | 0 | 0 | \$100 |
| Mar-13 | Electric | Reconnection | 1,562 | 0 | | 9 | 9 | | 1,553 | 1,553 | 247 | 0 | \$0 |
| Mar-13 | Gas | Diagnostic | 1,984 | 2 | | 2 | 4 | 38 | 1,942 | 1,980 | | 0 | \$100 |
| Mar-13 | Gas | Permanent SVC | 874 | 24 | | 0 | 24 | 12 | 838 | 850 | 0 | 0 | \$1,200 |
| Mar-13 | Gas | Reconnection | 1,207 | 0 | | 0 | 0 | 5 | 1,202 | 1,207 | | 0 | \$0 |
| Mar-13 Total | | | 6,275 | 28 | 0 | 12 | 40 | 58 | 6,177 | 6,235 | 247 | 0 | \$1,400 |
| Apr-13 | Electric | Permanent SVC | 689 | 4 | 0 | 0 | 4 | 7 | 678 | 685 | 0 | 0 | \$200 |
| Apr-13 | Electric | Reconnection | 0 | | | | 0 | | 0 | 0 | | | \$0 |
| Apr-13 | Gas | Diagnostic | 0 | | | | 0 | | 0 | 0 | | | \$0 |
| Apr-13 | Gas | Permanent SVC | 933 | 65 | | 0 | 65 | 16 | 852 | 868 | 0 | 0 | \$3,250 |
| Apr-13 | Gas | Reconnection | 0 | | | | 0 | | 0 | 0 | | | \$0 |
| Apr-13 Total | | | 1,622 | 69 | 0 | 0 | 69 | 23 | 1,530 | 1,553 | 0 | 0 | \$3,450 |
| May-13 | Electric | Permanent SVC | 679 | 5 | | 2 | 5 | 8 | 666 | 674 | 0 | 0 | \$250 |
| May-13 | Electric | Reconnection | 0 | | | | 0 | | 0 | 0 | | | \$0 |
| May-13 | Gas | Diagnostic | 0 | | | | 0 | | 0 | 0 | | | \$0 |
| May-13 | Gas | Permanent SVC | 863 | 30 | | 1 | 30 | 19 | 814 | 833 | 0 | 0 | \$1,500 |
| May-13 | Gas | Reconnection | 0 | | | | 0 | | 0 | 0 | | | \$0 |
| May-13 Total | | | 1,542 | 35 | 0 | 3 | 35 | 27 | 1,480 | 1,507 | 0 | 0 | \$1,750 |
| Jun-13 | Electric | Permanent SVC | 613 | 1 | | 2 | 1 | 6 | 606 | 612 | 0 | 0 | \$50 |
| Jun-13 | Electric | Reconnection | 0 | | | | 0 | | 0 | 0 | | | \$0 |
| Jun-13 | Gas | Diagnostic | 0 | | | | 0 | | 0 | 0 | | | \$0 |
| Jun-13 | Gas | Permanent SVC | 693 | 3 | | 15 | 3 | 5 | 685 | 690 | 0 | 0 | \$150 |
| Jun-13 | Gas | Reconnection | 0 | | | | 0 | | 0 | 0 | | | \$0 |
| Jun-13 Total | | | 1,306 | 4 | 0 | 17 | 4 | 11 | 1,291 | 1,302 | 0 | 0 | \$200 |

Note: The monthly results for April-June electric and gas Reconnection Appointments and the gas Diagnostic Appointments will be included in the SQI annual report due on March 31, 2014, after the SQI appointment reporting from PSE's new customer information system has been validated.

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Exhibit C - Survey Results of Customer Awareness of the Service Guarantee

EXHIBIT C
Survey Results of Customer Awareness of the Service Guarantee

| | | Jan-13 | Feb-13 |
|--|--|--------|--------|
| CFS Survey ^{Note} | | | |
| Q26A. When you called to make the appointment for a service technician to come out, did the customer service representative tell you about PSE \$50 Service Guarantee? | Yes | 61 | 24 |
| | No | 104 | 49 |
| | Don't Know | 34 | 26 |
| | Refused Response | 1 | 1 |
| | Total Customers Surveyed | 200 | 100 |
| Q26C. Which of the following best fits your understanding of how the service guarantee works if a scheduled appointment has to be changed by PSE. | You are given the \$50 service guarantee if the rescheduled time causes you inconvenience. | 17 | 6 |
| | Whenever PSE changes an appointment, you are given the \$50. | 37 | 14 |
| | You have no understanding or expectations about this part of the service guarantee plan. | 126 | 53 |
| | Don't Know | 19 | 26 |
| | Refused Response | 1 | 1 |
| | Total Customers Surveyed | 200 | 100 |
| Q26D. Did your appointment have to be rescheduled or did it occur as planned? | It occurred as planned. | 189 | 98 |
| | It was rescheduled. | 8 | 1 |
| | Technician arrived but was late. | 1 | - |
| | Don't Know | 1 | 1 |
| | Refused Response | 1 | - |
| | Total Customers Surveyed | 200 | 100 |
| Q26E. Who initiated rescheduling your appointment? | Myself (Customer Initiated) | 4 | |
| | Puget Sound Energy (PSE) Initiated | 3 | 1 |
| | Don't Know | 1 | |
| | Refused Response | | |
| | Total Customers Surveyed | 8 | 1 |

Note: No customer satisfaction survey was conducted during March-June 2013 due to the closing of the former survey company, Gilmore Research Group, in February 2013. Details about PSE's SQI survey company change are in PSE's petition filed with UTC on March 11, 2013, the UTC Order 21 in Docket Nos. UE-072300 and UG-072301 (consolidated) issued on April 8, 2013, and PSE's subsequent compliance filing on June 21, 2013.

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Exhibit D - • Preliminary Monthly Service Quality Performance of PSE's Service Providers

EXHIBIT D
PRELIMINARY PSE SERVICE PROVIDERS MONTHLY SQI PERFORMANCE
(Final performance is calculated on an annual basis)

| Category of Service | Index | Service Provider | Benchmark Description | Jan 2013 | Feb 2013 | Mar 2013 | Apr 2013 | May 2013 | Jun 2013 |
|-----------------------|---|------------------|--|----------|----------|----------|----------|----------|----------|
| Customer Satisfaction | Service Provider Satisfaction ^{Note1} | Quanta Electric | At least 75% satisfied (rating of 5 or higher on a 7-point scale) | | | | | | NA |
| | | Quanta Gas | At least 84% satisfied (rating of 5 or higher on a 7-point scale) | | | | | | NA |
| Operations Services | Service Provider New Customer Construction Appointments Kept ^{Note2} | Quanta Electric | At least 92% of appointments kept | 100% | 99% | 100% | 99% | 99% | 99% |
| | | Quanta Gas | At least 98% of appointments kept | 98% | 98% | 99% | 94% | 94% | 99% |
| | Service Provider Standards Compliance | Quanta Electric | At least 95% compliance with site audit checklist points | 98% | 99% | 99% | 97% | 97% | 98% |
| | | Quanta Gas | At least 95% compliance with site audit checklist points | 98% | 99% | 99% | 97% | 98% | 98% |
| | Secondary Safety Response and Restoration Time-Core-Hour | Quanta Electric | Within 250 minutes from the dispatch time to the restoration of non-emergency outage during core hours | 244 | 251 | 235 | 237 | 243 | 249 |
| | Secondary Safety Response and Restoration Time-Non-Core-Hour | Quanta Electric | Within 316 minutes from the dispatch time to the restoration of non-emergency outage during non-core hours | 263 | 300 | 288 | 295 | 289 | 282 |
| | Secondary Safety Response Time | Quanta Gas | Within 60 minutes from first response assessment completion to second response arrival | 43 | 45 | 52 | 42 | 44 | 43 |

Note 1: No customer satisfaction survey was conducted during March-June 2013 due to the closing of the former survey company, Gilmore Research Group, in February 2013. Details about PSE's SQI survey company change are in PSE's petition filed with UTC on March 11, 2013, the UTC Order 21 in Docket Nos. UE-072300 and UG-072301 (consolidated) issued on April 8, 2013, and PSE's subsequent compliance filing on June 21, 2013.

Note 2: Results shown are rounded to the nearest whole percentage per UTC order. However, these 100% monthly performance results do not reflect that service providers met all the new construction appointments during the reporting period. Numbers of PSE missed appointments, including the new customer construction appointments carried out the service providers are detailed in Exhibit B: Preliminary Missed Appointments and Customer Service Guarantee Performance.