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March 28, 2014

**VIA ELECTRONIC FILING AND OVERNIGHT MAIL**

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

**Re: PSE Service Quality Program and Electric Service Reliability Annual Filing and  
Penalty Mitigation Petition  
Docket Nos. UE-072300 and UG-072301**

Dear Mr. King:

Pursuant to Order 23 of consolidated Docket Nos. UE-072300 and UG-072301 ("Order 23") and consistent with WAC 480-100-398, Puget Sound Energy, Inc. ("PSE") provides an original and twelve copies of PSE's Service Quality Program and Electric Service Reliability Filing for the twelve-month period ending December 31, 2013.

Attachment A, the 2013 Annual Puget Sound Energy SQI and Electric Service Reliability Report, includes the Service Quality Indices ("SQI") performance results and the electric service reliability results for 2013.

The SQI section of Attachment A details the service quality performance of PSE and its service providers. This section reflects all modifications and requirements stipulated in various SQI settlements, except PSE's gas emergency response plans for outlying areas. These plans are filed as Attachment B to this filing due to the confidential information contained in the plans. In addition to the SQI performance results, PSE also provides supplemental information on each service quality index including background, unique events which may have influenced PSE's achievement level, the environment in which PSE operated, and the actions PSE has taken or will be taking to improve performance.

For the 2013 program year, PSE met all the Service Quality Indices except SQI No. 5-Customer Access Center Answering Performance due to the replacing of its 13-year old Customer Information System ("CIS"). The calculation of the potential penalty and the associated allocation between electric and gas customers are demonstrated in Appendix C of Attachment A.

The penalty mitigation petition ("Petition") also included in Appendix C explains the unusual and exceptional circumstances and PSE's preparation and mitigation actions to lessen the adverse effects of the new CIS implementation. PSE respectfully pleads with the Commission to make an expedited determination of the Petition to allow PSE to print and distribute the customer notice by June 26, 2014, to meet the Service Quality Program customer notice requirement.

Mr. Steven V. King  
March 28, 2014  
Page 2 of 2

The electric service reliability section of Attachment A meets all the Commission's electric service reliability monitoring and reporting requirements of WAC 480-100-388, WAC 480-100-393, and WAC 480-100-398. The information contained in this section is also consistent with PSE's Electric Service Reliability Monitoring and Reporting Plan approved by the Commission in Docket No. UE-110060.

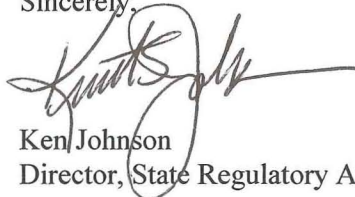
Appendix D of Attachment A includes PSE's proposed customer notice (report card) of PSE's 2013 SQI performance. There are two versions of the proposed Report Card: one with and one without the requested Commission relief of the SQI No. 5 calculated penalty. With the Commission's determination regarding PSE's Petition and after consultation with the UTC staff and the Public Counsel Section of the Washington State Attorney General's Office, PSE will begin distributing the final SQI report card by June 26, 2014, as part of the customer billing package.

Attachment B to this filing, also part of the Service Quality Program requirements, contains PSE's Gas Emergency Response Plans for the following outlying areas: Centralia/Chehalis, Kittitas County, Toledo, Vashon Island, Winlock, and Sumas Generating Station and Pipeline. Confidential information has been redacted for security purposes. These plans are available for viewing without redaction at the PSE's headquarters in Bellevue, Washington.

Attachment C to this filing is PSE's first cybersecurity information reporting. This reporting contains a description of standard practices and cyber events in 2013. This reporting does not contain any confidential information.

Please contact Mei Cass at (425) 462-3800 or [mei.cass@pse.com](mailto:mei.cass@pse.com) for additional information about this filing. If you have any other questions, please contact me at (425) 456-2110.

Sincerely,



Ken Johnson  
Director, State Regulatory Affairs

Enclosures

cc: Deborah Reynolds, UTC  
Roger Kouchi, UTC  
Mary Kimball, Public Counsel  
Sheree Carson, Perkins Coie  
Service List for Docket Nos. UE-072300 and UG-072301