

Docket Nos. UE-072300 and UG-072301

Puget Sound Energy

2014 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	SQI #	Annual Benchmark	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	
Customer Satisfaction	6	Telephone Center Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	90%	92%	92%	94%	95%	94%
	8	Field Service Operations Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	95%	93%	96%	94%	97%	96%
	2	WUTC Complaint Ratio	0.40 complaints per 1000 customers, including all complaints filed with WUTC	0.019	0.014	0.024	0.022	0.010	0.020
Customer Services	5	Customer Access Center Answering Performance	75% of calls answered by a live representative within 30 seconds of request to speak with live operator	73%	75%	78%	77%	78%	73%
Operations Services	4	SAIFI	1.30 interruptions per year per customer	0.057	0.192	0.070	0.048	0.057	0.079
	3	SAIDI	320 minutes per customer per year	68	41	11	9	16	10
	11	Electric Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	52	48	46	55	53	56
	7	Gas Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	31	31	30	31	31	30
	10	Kept Appointments	92% of appointments kept	98%	98%	99%	99%	99%	99%



SQI NO. 11 SUPPLEMENTAL REPORTING
 MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS
 AFFECTED LOCAL AREAS ONLY

Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization (for the event, EFR Count only)	>5% Customer Affected? (Yes/No)	Comments
1/10/2014	Wind	North	4	26,977	196,467	13.7%	152	14 (of 14)	Yes	14 EFRs Event Duty
1/10/2014	Wind	Central North	4	41,596	302,950	13.7%	178	18 (of 18)	Yes	18 EFRs Event Duty
1/10/2014	Wind	Central South	4	20,916	236,997	8.8%	105	11 (of 11)	Yes	11 EFRs Event Duty
1/10/2014	Wind	South	4	25,017	241,651	10.4%	164	15 (of 15)	Yes	15 EFRs Event Duty
1/10/2014	Wind	West	4	43,447	125,340	34.7%	144	13 (of 13)	Yes	13 EFRs Event Duty
2/12/2014	Wind	Central South	2	21,531	237,081	9.1%	29	11 (of 11)	No	11 EFRs Event Duty
2/12/2014	Wind	South	2	20,542	241,745	8.5%	82	13 (of 15)	No	13 EFRs Event Duty + 2 Regular Day Off
2/16/2014	Wind	North	3	12,881	196,567	6.6%	64	13 (of 14)	No	13 EFRs Event Duty + 1 PTO
2/16/2014	Wind	South	3	9,548	241,745	3.9%	46	11 (of 15)	No	11 EFRs Event Duty + 3 EFR Regular Day Off + 1 PTO
2/23/2014	Wind	North	4	28,401	196,567	14.4%	224	13 (of 14)	No	13 EFRs Event Duty + 1 PTO

Abbreviations:

- EFR - Electric First Responder
- PTO - Paid Time Off
- STD - Short-Term Disability
- SP - Service Provider



**SQI NO. 11 SUPPLEMENTAL REPORTING
LOCALIZED EMERGENCY EVENT DAYS
NON-AFFECTED LOCAL AREAS ONLY**

Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization	>5% Customer Affected? (Yes/No)	Comments
2/12/2014	Wind	North	2	4,841	196,567	2.5%	27	14	No	Base did not open
2/12/2014	Wind	Central North	2	11,622	303,064	3.8%	44	18	No	Base did not open
2/12/2014	Wind	West	2	10,348	125,350	8.3%	26	13	No	Base did not open
2/16/2014	Wind	Central North	3	3,286	303,064	1.1%	42	18	No	Base did not open
2/16/2014	Wind	Central South	3	4,334	237,081	1.8%	32	11	No	Base did not open
2/16/2014	Wind	West	3	8,018	125,350	6.4%	23	13	No	Base did not open
2/23/2014	Wind	Central North	4	450	303,064	0.1%	20	18	No	Base did not open
2/23/2014	Wind	Central South	4	4,111	237,081	1.7%	15	11	No	Base did not open
2/23/2014	Wind	South	4	194	241,745	0.1%	17	15	No	Base did not open
2/23/2014	Wind	West	4	1,978	125,350	1.6%	12	13	No	Base did not open

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Exhibit B - Missed Appointments and Service Guarantee Performance

Definition of the categories

Canceled—Appointments canceled by either customers or PSE

Excused—Appointments missed due to customer reasons or due to Major Events

Manual Kept—Adjusted missed appointments resulting from review by the PSE personnel

Missed Approved—Appointments missed due to PSE reasons and customers are paid the \$50 Customer Service Guarantee payment

Missed Open—Appointments not yet reviewed by PSE for the \$50 Service Guarantee payment

Customer Service Guarantee Payment—The total for the \$50 Customer Service Guarantee payments made to customers for each missed approved appointment

System Kept—Appointments in which PSE arrived at the customer site as promised

Total Appointments (Excludes Canceled and Excused)—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, 2014

6 Months All Service Type:	January 2014				June 2014				Total Kept	Canceled	Excused	Service Guarantee Payment	Percent Kept (Exclude Canceled)	Percent Missed (Exclude Canceled)	Percent Missed (Exclude Missed Denied)
	Total Appts (Exclude Canceled)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept							
Electric															
Permanent SVC	3,626	26	0	9	35	57	3,534	3,591	0	0	\$1,300	99%	1%	1%	
Reconnection	19,516	9	0	46	55	43	19,418	19,461	0	0	\$450	100%	0%	0%	
Sub-total	23,142	35	0	55	90	100	22,952	23,052	0	0	\$1,750	100%	0%	0%	
Gas															
Diagnostic	10,752	7	0	293	300	90	10,362	10,452	0	0	\$350	97%	3%	3%	
Permanent SVC	4,812	51	0	33	84	175	4,553	4,728	0	0	\$2,550	98%	2%	2%	
Reconnection	6,360	3	0	46	49	16	6,295	6,311	0	0	\$150	99%	1%	1%	
Sub-total	21,924	61	0	372	433	281	21,210	21,491	0	0	\$3,050	98%	2%	2%	
Grand Total	45,066	96	0	427	523	381	44,162	44,543	0	0	\$4,800	99%	1%	1%	

EXHIBIT B
Preliminary Missed Appointments and Service Guarantee Performance

Table 2
Monthly Missed Appointments
As of June 30, 2014

Month	Fuel	Type ^{Note}	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Excused	Service Guarantee Payment
Jan-14	Electric	Permanent SVC	630	1	0	1	11	618	629			\$50
Jan-14	Electric	Reconnection	2,597	0	10	10	4	2,583	2,587			\$0
Jan-14	Gas	Diagnostic	2,481	0	72	72	33	2,376	2,409			\$0
Jan-14	Gas	Permanent SVC	895	24	0	24	60	811	871			\$1,200
Jan-14	Gas	Reconnection	1,272	2	9	11	6	1,255	1,261			\$100
Jan-14 Total			7,875	27	91	118	114	7,643	7,757	0	0	\$1,350
Feb-14	Electric	Permanent SVC	530	7	1	8	13	509	522			\$350
Feb-14	Electric	Reconnection	2,054	1	6	7	4	2,043	2,047			\$50
Feb-14	Gas	Diagnostic	2,631	2	103	105	25	2,501	2,526			\$100
Feb-14	Gas	Permanent SVC	744	9	1	10	36	698	734			\$450
Feb-14	Gas	Reconnection	988	0	4	4	1	983	984			\$0
Feb-14 Total			6,947	19	115	134	79	6,734	6,813	0	0	\$950
Mar-14	Electric	Permanent SVC	608	9	1	10	5	593	598			\$450
Mar-14	Electric	Reconnection	3,381	2	5	7	13	3,361	3,374			\$100
Mar-14	Gas	Diagnostic	1,962	1	37	38	8	1,916	1,924			\$50
Mar-14	Gas	Permanent SVC	760	5	0	5	21	734	755			\$250
Mar-14	Gas	Reconnection	1,010	0	13	13	1	996	997			\$0
Mar-14 Total			7,721	17	56	73	48	7,600	7,648	0	0	\$850
Apr-14	Electric	Permanent SVC	602	4	0	4	18	580	598			\$200
Apr-14	Electric	Reconnection	3,970	2	2	4	9	3,957	3,966			\$100
Apr-14	Gas	Diagnostic	1,574	2	34	36	8	1,530	1,538			\$100
Apr-14	Gas	Permanent SVC	818	1	3	4	26	788	814			\$50
Apr-14	Gas	Reconnection	1,153	1	6	7	2	1,144	1,146			\$50
Apr-14 Total			8,117	10	45	55	63	7,999	8,062	0	0	\$500
May-14	Electric	Permanent SVC	600	2	3	5	2	593	595			\$100
May-14	Electric	Reconnection	3,539	4	3	7	10	3,522	3,532			\$200
May-14	Gas	Diagnostic	1,110	2	24	26	10	1,074	1,084			\$100
May-14	Gas	Permanent SVC	807	7	8	15	21	771	792			\$350
May-14	Gas	Reconnection	876	0	8	8	4	864	868			\$0
May-14 Total			6,932	15	46	61	47	6,824	6,871	0	0	\$750
Jun-14	Electric	Permanent SVC	656	3	4	7	8	641	649			\$150
Jun-14	Electric	Reconnection	3,975	0	20	20	3	3,952	3,955			\$0
Jun-14	Gas	Diagnostic	994	0	23	23	6	965	971			\$0
Jun-14	Gas	Permanent SVC	788	5	21	26	11	751	762			\$250
Jun-14	Gas	Reconnection	1,061	0	6	6	2	1,053	1,055			\$0
Jun-14 Total			7,474	8	74	82	30	7,362	7,392	0	0	\$400

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

EXHIBIT C
Priliminary Survey Results of Customer Awareness of the Service Guarantee

		Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
CFS Survey							
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	95	69	71	51	62	69
	No	129	91	99	94	115	94
	Don't Know	63	38	45	53	52	56
	Refused Response	3	-	-	3	1	-
	Total Customers Surveyed	290	198	215	201	230	219
Q26B. Did a PSE representative call you to reschedule your appointment?	Yes (Continue to Q.3)						
	No						
	Don't Know						
	Total Customers Surveyed						
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.	34	26	194	23	24	30
	Whenever PSE changes an appointment, you are given the \$50.	37	36	39	18	25	25
	You have no understanding or expectations about this part of the service guarantee plan.	161	93	90	120	137	109
	Don't Know	52	36	60	35	39	49
	Refused Response	3	8	6	5	5	6
	Total Customers Surveyed	287	199	389	201	230	219
Q26D. Did your appointment have to be rescheduled or did it occur as planned?	It occurred as planned.	258	188	200	185	217	202
	It was rescheduled.	14	6	9	7	6	7
	Technician arrived but was late.	-	-	2	2	-	1
	Don't Know	11	2	2	5	5	4
	Refused Response	3	2	-	2	2	5
	Total Customers Surveyed	286	198	213	201	230	219
Q26E. Who initiated rescheduling your appointment?	Myself (Customer Initiated)	11	5	8	2	4	5
	Puget Sound Energy (PSE) Initiated	3	1	1	3	2	2
	Don't Know	-	-	-	2	-	-
	Refused Response	-	-	-	-	-	-
	Total Customers Surveyed	14	6	9	7	6	7

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Attachment A - Service Quality Performance

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	Annual Benchmark Description	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014
Operations Services	Service Provider New Customer Construction Appointments Kept	Quanta Electric	At least 92% of appointments kept	100%	99%	98%	100%	99%	100%
		Quanta Gas	At least 98% of appointments kept	99%	96%	99%	100%	99%	99%
	Service Provider Standards Compliance	Quanta Electric	At least 95% compliance with site audit checklist points	99%	97%	98%	98%	97%	98%
		Quanta Gas	At least 95% compliance with site audit checklist points	99%	98%	98%	99%	99%	98%
	Secondary Safety Response and Restoration Time-	Quanta Electric	Within 250 minutes from the dispatch time to the restoration of non-emergency outage during core	232	243	243	237	248	250
	Secondary Safety Response and Restoration Time-	Quanta Electric	Within 316 minutes from the dispatch time to the restoration of non-emergency outage during non-	260	280	263	296	275	287
	Secondary Safety Response Time	Quanta Gas	Within 60 minutes from first first response assessment completion to second response arrival	43	45	46	52	45	42