

The current standards are too low.

I am a current customer of Puget Sound Energy living on Mercer Island. We have had frequent outages in the eleven years I have lived here, proper maintenance is not being done to reduce the number of occurrences and record keeping of power failures by PSE has been shoddy.

For example we had a 4 hour outage in August and another 4 hour outage in September both during exceptionally fine weather. PSE is not concerned about service because these failures are only affecting the southern tip of Mercer Island. PSE's Engineer response was that they were meeting current goals for service because we are averaged out with thousands of customers.

The customer literally is being left out in the cold.

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