

March 27, 2015

**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  
Docket Nos. UE-072300 and UG-072301**

Dear Mr. King:

Pursuant to Order 25 of consolidated Docket Nos. UE-072300 and UG-072301 (“Order 25”) 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, 2014.

This annual filing includes the following three reports:

- Attachment A: PSE 2014 SQI and Electric Service Reliability Report,
- Attachment B: PSE Gas Emergency Response Plans for Outlying Areas, and
- Attachment C: PSE 2014 Critical Infrastructure Security Annual Report.

Attachment A, PSE 2014 SQI and Electric Service Reliability Report, details the Service Quality Indices (“SQI”) performance results and the electric service reliability results for both PSE and its service providers for 2014. In addition to the SQI performance results, PSE also provides supplemental information on each service quality index including background and the actions PSE will be taking to improve performance.

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 2014 SQI performance. After consultation with the UTC staff and the Public Counsel Section of

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the Washington State Attorney General's Office, PSE will begin distributing the final SQI report card by June 25, 2015, as part of the customer billing package.

Attachment B to this filing 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 pursuant to WAC 480-07-160. PSE has enclosed both the unredacted version under seal and the redacted version in this filing.

Attachment C to this filing is PSE's 2014 Critical Infrastructure Security Annual Report. This report contains a description of PSE's cybersecurity and physical security policies and standard practices in 2014. This report does not contain any confidential information.

Please contact Mei Cass at (425) 462-3800 or [mei.cass@pse.com](mailto:mei.cass@pse.com) or Lynn Logen at (425) 462-3872 or at [lynn.logen@pse.com](mailto:lynn.logen@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: Juliana Williams – UTC  
Roger Kouchi – UTC  
Mary Kimball – Public Counsel

**Docket Nos. UE-072300 and UG-072301**

**Puget Sound Energy  
2014 SQ Program and Electric Service Reliability Filing**

**Attachment A:  
PSE 2014 SQI and Electric Service Reliability Report**

**Docket Nos. UE-072300 and UG-072301**

**Puget Sound Energy  
2014 SQ Program and Electric Service Reliability Filing**

**Attachment B:  
PSE Gas Emergency Response Plans for Outlying Areas**

**Docket Nos. UE-072300 and UG-072301**

**Puget Sound Energy  
2014 SQ Program and Electric Service Reliability Filing**

**Attachment C:  
PSE 2014 Critical Infrastructure Security Annual Report**