

**EXHIBIT NO. ___(ZDJ-6)
DOCKET NOS. UE-111048/UG-111049
2011 PSE GENERAL RATE CASE
WITNESS: ZANA D. JONES**

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY, INC.,

Respondent.

**Docket No. UE-111048
Docket No. UG-111049**

**FIFTH EXHIBIT (NONCONFIDENTIAL) TO THE
PREFILED REBUTTAL TESTIMONY OF
ZANA D. JONES
ON BEHALF OF PUGET SOUND ENERGY, INC.**

JANUARY 17, 2012

The Company agrees with Commission Staff to eliminate the current meter and billing performance standards approved in Docket Nos. UE-072300/UG072301 and replace them in their entirety with new standards. The new performance standards will apply for “back-bills” resulting from Stopped Meters and Unassigned Energy Usage (UEU) meters. “Meter mix/other” and “lost meters” will not be included in the performance standards. The Company’s proposal is outlined below.

METER AND BILLING PERFORMANCE STANDARDS:

Performance Standard: The meter and back-billing performance standard follows:

- Natural Gas: The duration of the back-billing process associated with Stopped Meters and UEU will not exceed six months for at least 80 percent of the annual stopped meter and UEU population, where "back-billing" process is defined to include the time required to identify the meter problem through the time PSE issues a correct bill to the customer.
- Electric: The duration of the back-billing process associated with Stopped Meters and UEU will not exceed six months for at least 80 percent of the annual stopped meter and UEU population, where "back-billing process" is defined to include the time required to identify the meter problem through the time PSE issues a correct bill to the customer.

Six-Month Transition Period: The Company will phase out the existing performance standards over a six month period following Commission approval of the new standards, starting in the first full calendar month after Commission approval (the "Six-Month Transition Period"). PSE will start tracking the revised performance standards in the first full calendar month of the Six-Month Transition Period.

Penalties: Consistent with the Staff proposal there will not be automatic penalties for failure to meet the new performance standards during the Six-Month Transition Period while the existing performance standards are being phased out and the new performance standards are being implemented.

Reporting Requirements: The Company will continue to provide meter and billing performance reports on a quarterly schedule. The reports will be modified to include only information on Stopped Meter and UEU back-bills; “meter mix/other” and “lost meters” will not be included in the reporting categories. The current use of vintage dates and interim targets will be eliminated by the end of the Six-Month Transition Period.

Gas meters will be reported separately from electric meters and residential class and commercial class meters will be reported separately within the gas meter data and electric meter data. PSE will report for stopped meters and UEU: (1) the number of back-bills issued in each month and (2) the average length of back-bills

issued each month. PSE will also report the shortest and longest back-bill, in months, issued in each month.

Termination of Meter and Billing Performance Standards: At the point when PSE has issued 99.95% of its total bills on time for two consecutive quarters the Meter and Billing Performance Standards will terminate and quarterly reporting will be discontinued.