

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

**Puget Sound Energy**

**2015 Semi-Annual Service Quality Program Filing**

**Attachment A - Service Quality Performance**

**Exhibit A - Preliminary Monthly SQI Performance Result**

**EXHIBIT A**

**TABLE 1**

**PRELIMINARY MONTHLY PSE SERVICE QUALITY PROGRAM PERFORMANCE**

**(Final performance is calculated on an annual basis)**

<b>Category of Service</b>	<b>SQI #</b>		<b>Annual Benchmark</b>	<b>Jan 2015</b>	<b>Feb 2015</b>	<b>Mar 2015</b>	<b>Apr 2015</b>	<b>May 2015</b>	<b>Jun 2015</b>
Customer Satisfaction	6	Telephone Center Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	94%	92%	92%	94%	95%	96%
	8	Field Service Operations Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	97%	95%	95%	97%	94%	98%
	2	WUTC Complaint Ratio	0.40 complaints per 1000 customers, including all complaints filed with WUTC	0.012	0.017	0.014	0.021	0.019	0.024
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	81%	83%	82%	70%	59%	54%
Operations Services	4	SAIFI	1.30 interruptions per year per customer	0.042	0.084	0.070	0.050	0.066	0.072
	3	SAIDI	320 minutes per customer per year	31	11	10	6	7	9
	11	Electric Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	54	48	48	49	52	52
	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	99%	100%	100%	100%	100%	100%





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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, 2015**

6 Months All Service Type:                      January    2015                      -                      June    2015

	Total Appts (Exclude Canceled)	Missed Approved	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Service Guarantee Payment	Percent Kept	Percent Missed (Exclude Canceled)	Percent Missed (Exclude Missed Denied)
<b>Electric</b>											
Permanent Service	3,782	24	23	47	113	3,622	3,735	\$1,200	99%	1%	1%
Reconnection	22,256	13	29	42	47	22,167	22,214	\$650	100%	0%	0%
<b>Sub-total</b>	26,038	37	52	89	160	25,789	25,949	\$1,850	100%	0%	0%
<b>Gas</b>											
Diagnostic	7,944	0	245	245	0	7,699	7,699	\$0	97%	3%	3%
Permanent Service	4,606	106	25	131	163	4,312	4,475	\$5,300	97%	3%	3%
Reconnection	7,065	0	80	80	3	6,982	6,985	\$0	99%	1%	1%
<b>Sub-total</b>	19,615	106	350	456	166	18,993	19,159	\$5,300	98%	2%	2%
<b>Grand Total</b>	45,653	143	402	545	326	44,782	45,108	\$7,150	99%	1%	1%

**EXHIBIT B**  
**PRELIMINARY MISSED APPOINTMENTS AND SERVICE GUARANTEE PERFORMANCE**  
**TABLE 2**  
**MONTHLY MISSED APPOINTMENTS**  
**AS OF JUNE 30, 2015**

Month	Fuel	Type	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Service Guarantee Payment
Jan-15	Electric	Permanent Service	599	1	8	9	36	554	590	\$50
Jan-15	Electric	Reconnection	2,560	8	2	10	8	2,542	2,550	\$400
Jan-15	Gas	Diagnostic	1,913	0	48	48	0	1,865	1,865	\$0
Jan-15	Gas	Permanent Service	754	4	0	4	32	718	750	\$200
Jan-15	Gas	Reconnection	928	0	11	11	0	917	917	\$0
<b>Jan-15 Total</b>			<b>6,754</b>	<b>13</b>	<b>69</b>	<b>82</b>	<b>76</b>	<b>6,596</b>	<b>6,672</b>	<b>\$650</b>
Feb-15	Electric	Permanent Service	583	7	3	10	20	553	573	\$350
Feb-15	Electric	Reconnection	2,698	1	0	1	4	2,693	2,697	\$50
Feb-15	Gas	Diagnostic	1,509	0	48	48	0	1,461	1,461	\$0
Feb-15	Gas	Permanent Service	751	10	0	10	26	715	741	\$500
Feb-15	Gas	Reconnection	1,117	0	16	16	0	1,101	1,101	\$0
<b>Feb-15 Total</b>			<b>6,658</b>	<b>18</b>	<b>67</b>	<b>85</b>	<b>50</b>	<b>6,523</b>	<b>6,573</b>	<b>\$900</b>
Mar-15	Electric	Permanent Service	657	1	3	4	18	635	653	\$50
Mar-15	Electric	Reconnection	3,217	3	0	3	10	3,204	3,214	\$150
Mar-15	Gas	Diagnostic	1,433	0	44	44	0	1,389	1,389	\$0
Mar-15	Gas	Permanent Service	806	9	0	9	36	761	797	\$450
Mar-15	Gas	Reconnection	1,212	0	13	13	1	1,198	1,199	\$0

Month	Fuel	Type	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Service Guarantee Payment
<b>Mar-15 Total</b>			<b>7,325</b>	13	60	73	65	7,187	7,252	\$650
Apr-15	Electric	Permanent Service	738	4	6	10	14	714	728	\$200
Apr-15	Electric	Reconnection	4,292	0	3	3	10	4,279	4,289	\$0
Apr-15	Gas	Diagnostic	1,249	0	37	37	0	1,212	1,212	\$0
Apr-15	Gas	Permanent Service	846	71	1	72	40	734	774	\$3,550
Apr-15	Gas	Reconnection	1,268	0	20	20	0	1,248	1,248	\$0
<b>Apr-15 Total</b>			<b>8,393</b>	75	67	142	64	8,187	8,251	\$3,750
May-15	Electric	Permanent Service	578	4	2	6	18	554	572	\$200
May-15	Electric	Reconnection	4,421	0	4	4	12	4,405	4,417	\$0
May-15	Gas	Diagnostic	931	0	39	39	0	892	892	\$0
May-15	Gas	Permanent Service	753	10	4	14	22	717	739	\$500
May-15	Gas	Reconnection	1,217	0	10	10	2	1,205	1,207	\$0
<b>May-15 Total</b>			<b>7,900</b>	14	59	73	54	7,773	7,827	\$700
Jun-15	Electric	Permanent Service	627	7	1	8	7	612	619	\$350
Jun-15	Electric	Reconnection	5,068	1	20	21	3	5,044	5,047	\$50
Jun-15	Gas	Diagnostic	909	0	29	29	0	880	880	\$0
Jun-15	Gas	Permanent Service	696	2	20	22	7	667	674	\$100
Jun-15	Gas	Reconnection	1,323	0	10	10	0	1,313	1,313	\$0
<b>Jun-15 Total</b>			<b>8,623</b>	10	80	90	17	8,516	8,533	\$500
<b>Grand Total</b>			<b>45,653</b>	143	402	545	326	44,782	45,108	\$7,150



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**Attachment A - Service Quality Performance**

**Exhibit C - Survey Results of Customer Awareness of the Service Guarantees**

## EXHIBIT C - SURVEY RESULTS OF CUSTOMER AWARENESS OF THE SERVICE GUARANTEE

		Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
<b>CFS Survey</b>							
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	75	48	52	54	57	67
	No	121	94	112	112	112	93
	Don't Know	52	44	50	51	54	44
	Refused Response	2	-	-	3	1	2
	<b>Total Customers Surveyed</b>	<b>250</b>	<b>186</b>	<b>214</b>	<b>220</b>	<b>224</b>	<b>206</b>
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.	33	13	16	24	12	12
	Whenever PSE changes an appointment, you are given the \$50.	29	25	25	27	27	43
	You have no understanding or expectations about this part of the service guarantee plan.	150	114	134	144	149	128
	Don't Know	28	28	34	21	29	20
	Refused Response	10	6	5	4	7	3
	<b>Total Customers Surveyed</b>	<b>250</b>	<b>186</b>	<b>214</b>	<b>220</b>	<b>224</b>	<b>206</b>
Q26D. Did your appointment have to be rescheduled or did it occur as planned?	It occurred as planned.	237	179	203	207	211	190
	It was rescheduled.	6	4	7	7	5	8
	Technician arrived but was late.	1	1	-	1	1	1
	Don't Know	4	2	3	2	6	6
	Refused Response	2	-	1	3	1	1
	<b>Total Customers Surveyed</b>	<b>250</b>	<b>186</b>	<b>214</b>	<b>220</b>	<b>224</b>	<b>206</b>
Q26E. Who initiated rescheduling your appointment?	Myself (Customer Initiated)	5	3	5	4	3	5
	Puget Sound Energy (PSE) Initiated	1	1	1	3	1	3
	Don't Know	-	-	1	-	1	-
	Refused Response	-	-	-	-	-	-
	<b>Total Customers Surveyed</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>8</b>

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**2015 Semi-Annual Service Quality Program Filing**

**Attachment A - Service Quality Performance**

Exhibit D - • Preliminary Monthly Service Quality Performance of PSE's Service Providers

## EXHIBIT D

### PRELIMINARY MONTHLY SERVICE QUALITY PERFORMANCE OF PSE'S SERVICE PROVIDERS

(Final performance is calculated on an annual basis)

Category of Service	Index	Service Provider	Annual Benchmark Description	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	Jun 2015
Operations Services	Service Provider New Customer Construction Appointments Kept	Quanta Electric	At least 92% of appointments kept	100%	100%	100%	99%	99%	99%
		Quanta Gas	At least 92% of appointments kept	99%	99%	99%	97%	99%	98%
	Service Provider Standards Compliance	Quanta Electric	At least 97% compliance with site audit checklist points <sup>Note</sup>	99%	99%	99%	99%	100%	100%
		Quanta Gas	At least 97% compliance with site audit checklist points <sup>Note</sup>	99%	98%	98%	100%	99%	99%
	Secondary Safety Response and Restoration Time-CoreHour	Quanta Electric	Within 250 minutes from the dispatch time to the restoration of non-emergency outage during core hours	263	254	236	249	242	262
	Secondary Safety Response and Restoration Time-NonCore-Hour	Quanta Electric	Within 316 minutes from the dispatch time to the restoration of non-emergency outage during non-core hours	288	298	284	298	274	298
	Secondary Safety Response Time	Quanta Gas	Within 60 minutes from first first response assessment completion to second response arrival	45	38	41	43	43	46

**Note:** Results shown are rounded to the nearest whole percentage per UTC order. However, these 100% monthly performance results do not reflect that service providers met all the new construction appointments during the reporting period. Numbers of PSE missed appointments, including the new customer construction appointments carried out the service providers are detailed in Exhibit B: Preliminary Missed Appointments and Customer Service Guarantee Performance