



Puget Sound Energy, Inc.
P.O. Box 97034
Bellevue, WA 98009-9734

March 29, 2016

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 and consistent with WAC 480-100-398, Puget Sound Energy ("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, 2015.

This annual filing includes the following three reports:

- Attachment A: PSE 2015 Service Quality and Electric Service Reliability Report,
- Attachment B: PSE Gas Emergency Response Plans for Outlying Areas, and
- Attachment C: PSE 2015 Critical Infrastructure Security Annual Report.

Attachment A, PSE 2015 Service Quality 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 2015. 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.

PSE met its benchmarks for the following indices: WUTC Complaint Ratio (SQI #2), System Average Interruption Frequency Index (SQI #4), Customer Access Center Transactions and Field Service Operations Transactions Customer Satisfaction (SQI #6 and #8), Gas and Electric Safety Response Time (SQI #7 and #11), and Kept Appointments (SQI #10). PSE did not meet the benchmark for Customer Access Center Answering Performance (SQI #5), therefore PSE's shareholders will contribute \$360,000 to PSE's low income program in 2016. PSE did not

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meet the benchmark for System Average Interruption Duration Index (SQI #3) as calculated because of the two extraordinary weather events that occurred in August and November of 2015. PSE is petitioning with the Commission for the exclusion of these two extraordinary events from the SQI SAIDI performance calculation. With the exclusion, PSE will meet its SQI #3 SAIDI benchmark. The petition is filing concurrently with this 2015 SQI and Electric Service Reliability Report annual filing on March 29, 2016.

The electric service reliability section of Attachment A meets all the Commission's electric service reliability monitoring and reporting requirements in 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 presents PSE's proposed Customer Service Performance Report Cards for 2015 performance year with or without the potential SQI SAIDI penalty. The Customer Service Performance Report Card is designed to inform customers of how well PSE delivers its services in key areas to its customers. After consultation with the UTC staff and the Public Counsel Section of the Washington State Attorney General's Office, PSE will begin distributing the report card by June 27, 2016, 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 2015 Critical Infrastructure Security Annual Report. This report contains a description of PSE's cybersecurity and physical security policies and standard practices in 2015. This report does not contain any confidential information.

Please contact Mei Cass at (425) 462-3800 or mei.cass@pse.com or Eric Englert at (425) 456-2312 or at eric.englert@pse.com for additional information about this filing. If you have any other questions, please contact me at (425) 456-2110 or at ken.s.johnson@pse.com.

Sincerely,



Ken Johnson
Director, State Regulatory Affairs

Enclosures

cc: Bradley Cebulko – UTC
Mary Kimball – Public Counsel