

**PUGET SOUND ENERGY, INC.
Electric Tariff G**

SCHEDULE 131

RESTORATION SERVICE GUARANTEES

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120 CONSECUTIVE HOUR GUARANTEE

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1. **APPLICABILITY:** The 120-Hour restoration service guarantee ("120-Hour Guarantee") under the Service Guarantee Program (as approved in Docket Nos. 072300 and 072301) is available to Customers of the Company meeting the criteria described herein. The total annual payment under this 120-Hour Guarantee is limited to \$1,500,000 per calendar year or no more than 30,000 eligible Customers per calendar year on a first-come, first-served basis. The Company shall determine what constitutes first come first served.

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2. **PURPOSE:** To implement a program designed to grant a Customer a credit if the Company fails to restore their individual Electric Service within 120 consecutive hours of the start of an outage, subject to the eligibility and conditions of 120-Hour Guarantee provisions herein.

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3. **ELIGIBILITY:** To be eligible for a credit under the 120-Hour Guarantee, a Customer must be affected by an outage that extended at least 120 consecutive hours. An affected Customer becomes an eligible Customer after either they report their outage or they request the 120-Hour Guarantee credit within seven (7) calendar days following the restoration of the Customer's Electric Service.

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4. **RATE:** \$50.00 will be credited to an eligible Customer's account upon the Company's review and validation of the Customer's report or 120-Hour Guarantee request and their individual outage. The Company will review and validate all requests within thirty (30) calendar days from the date Electric Service is restored or the date the 120-Hour Guarantee is requested by the affected Customer, whichever is later. A Customer can only receive one \$50 credit for their single geographic location affected by the outage that the Customer reported, and was validated. Validation may include verification that the Customer reported their outage or requested the 120-Hour Guarantee.

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5. **CONDITIONS OF 120-HOUR GUARANTEE:** The 120 consecutive-hour period for the purpose of determining the 120-Hour Guarantee commences from the time when the Company is first notified of the outage until Electric Service is restored for that eligible Customer. In the event that the Company cannot safely access its facilities, the 120 consecutive-hour period begins when safe access is made available for the Company's personnel and standard equipment.

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By: 

Ken Johnson

Title: Director, State Regulatory Affairs