

PUGET SOUND ENERGY, INC.
Electric Tariff G

SCHEDULE NO. 131
RESTORATION OF SERVICE GUARANTEES

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24-HOUR RESTORATION SERVICE GUARANTEE

6. **APPLICABILITY:** The 24-Hour restoration service guarantee ("24-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 on and after January 1, 2017.
7. **PURPOSE:** To implement a program designed to grant a Customer a credit if the Company fails to restore their individual Electric Service within 24 consecutive hours after the Company is first notified of an outage, subject to the eligibility and conditions of 24-Hour Guarantee provisions herein.
8. **ELIGIBILITY:** To be eligible for a credit under the 24-Hour Guarantee, a Customer must be affected by an outage that extended at least 24 consecutive hours after the Company is first notified of the outage. An affected Customer becomes an eligible Customer after either they report their outage or they request the 24-Hour Guarantee credit within seven (7) calendar days following the restoration of the Customer's Electric Service.
9. **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 24-Hour Guarantee request and their individual outage. The Company will review and validate all requests within two (2) billing cycles after the date the 24-Hour Guarantee is requested by the affected Customer. 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 24-Hour Guarantee.
10. **CONDITIONS OF 24-HOUR GUARANTEE:** The 24 consecutive-hour period for the purpose of determining the 24-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 24 consecutive-hour period begins when safe access is made available for the Company's personnel and standard equipment.

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