



July 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, WA 98504-7250

**Re: PSE Service Quality Program Semi-Annual Filing
Docket Nos. UE-072300 and UG-072301**

Dear Mr. King:

In compliance with the terms of Order 17 of consolidated Docket Nos. UE-072300 and UG-072301, Puget Sound Energy ("PSE") submits an original and twelve copies of PSE's Service Quality Program Filing for the six-month period ending June 30, 2016.

Attachment A to this filing details the available preliminary monthly service quality performance of PSE and its service providers, including the following information:

- Monthly PSE performance for each of the nine service quality indices by category of service, i.e., customer satisfaction, customer services, and operations services (attached as Exhibit A).
- Number of missed appointments and missed commitments under the Customer Service Guarantee and the amount of Customer Service Guarantee payments to customers by service type (attached as Exhibit B). There was no qualified outage event for the purpose of the Restoration Service Guarantee during the reporting period.
- Survey results of customer awareness of the Customer Service Guarantee (attached as Exhibit C).
- Monthly performance of PSE's service providers, Quanta electric and Quanta gas, tracked against relevant PSE service quality indices (attached as Exhibit D).

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. In accordance with WAC 480-07-160, PSE has enclosed redacted versions of the documents containing confidential information along with the non-confidential documents in this filing, and has placed unredacted versions of the documents containing confidential information in

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separate envelopes with corresponding "CONFIDENTIAL PER WAC 480-07-160" labels on the envelopes. Each page of the unredacted version containing confidential information has been printed on yellow paper.

There is no penalty assessment associated with the semi-annual Service Quality Program filing.

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

Sincerely,


Manager, Regulatory Initiatives & Tariffs
Ken Johnson
Director, State Regulatory Affairs

Enclosures

cc: Mary Kimball – Public Counsel
Andrew Roberts – WUTC
Deborah Reynolds – WUTC