

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

**Puget Sound Energy  
2016 Semi-Annual Service Quality Program Filing**

**Attachment A - Service Quality Performance  
Exhibit A - Preliminary Monthly SQI Performance Results**

**EXHIBIT A - PRELIMINARY MONTHLY PSE SERVICE QUALITY PROGRAM PERFORMANCE**

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

<b>Category of Service</b>	<b>SQI #</b>	<b>Description</b>	<b>Annual Benchmark/Target</b>	<b>Jan 2016</b>	<b>Feb 2016</b>	<b>Mar 2016</b>	<b>Apr 2016</b>	<b>May 2016</b>	<b>Jun 2016</b>
Customer Satisfaction	6	Telephone Center Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	95%	93%	93%	91%	93%	93%
	8	Field Service Operations Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	95%	95%	95%	98%	94%	97%
	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	78%	72%	82%	87%	88%	81%
Operations Services	4	SAIFI	1.30 interruptions per year per customer	0.950	0.067	0.082	0.049	0.070	0.107
	3	SAIDI	155 minutes per customer per year	11	9	18	6	8	13
	11	Electric Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	55	54	55	52	51	57
	7	Gas Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	31	29	30	29	30	34
	10	Kept Appointments	92% of appointments kept	100%	100%	99%	100%	99%	100%

**EXHIBIT A - PRELIMINARY MONTHLY PSE SERVICE QUALITY PROGRAM PERFORMANCE**

**ATTACHMENT A**



**SQI NO. 11 SUPPLEMENTAL REPORTING  
MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS  
AFFECTED LOCAL AREAS ONLY**

Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization (for the event, EFR Count only)	>5% Customer Affected? (Yes/No)	Comments
3/10/2016	Wind	North	4	134,324	199,376	67.4%	615	14 (of 14)	Yes	14 EFRs Event Duty
3/10/2016	Wind	Central North	4	100,906	309,627	32.6%	211	18 (of 18)	Yes	18 EFRs Event Duty
3/10/2016	Wind	Central South	4	24,887	239,988	10.4%	88	11 (of 11)	Yes	11 EFRs Event Duty
3/10/2016	Wind	South	4	32,202	246,585	13.1%	112	15 (of 15)	Yes	15 EFRs Event Duty
3/10/2016	Wind	West	4	113,016	126,911	89.1%	325	12 (of 12)	Yes	12 EFRs Event Duty
3/13/2016	Wind	North	3	47,116	199,376	23.6%	245	14 (of 14)	Yes	14 EFRs Event Duty
3/13/2016	Wind	Central North	3	92,788	309,627	30.0%	217	18 (of 18)	Yes	18 EFRs Event Duty
3/13/2016	Wind	Central South	3	23,649	239,988	9.9%	89	11 (of 11)	Yes	11 EFRs Event Duty
3/13/2016	Wind	South	3	39,248	246,585	15.9%	104	15 (of 15)	Yes	15 EFRs Event Duty
3/13/2016	Wind	West	3	78,388	126,911	61.8%	290	12 (of 12)	Yes	12 EFRs Event Duty

EFR—Electric First Responder, PTO—Paid Time Off, STD—Short-Term Disability, SP—Service Provider



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**Attachment A - Service Quality Performance**

**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

**Attachment A - Service Quality Performance**

**EXHIBIT B - PRELIMINARY MISSED APPOINTMENTS AND SERVICE GUARANTEE PERFORMANCE**

**TABLE 1 - SUMMARY MISSED APPOINTMENTS  
AS OF JUNE 30, 2016**

**6 Months All Service Type:                      January    2016                      -                      June    2016**

	Total Appts (Exclude Canceled)	Missed Approved	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Service Guarantee Payment	Percent Kept	Excused
<b>Electric</b>										
Permanent Service	4,060	82	1	83	204	3,773	3,977	\$4,100	98%	0
Reconnection	24,047	5	52	57	37	23,953	23,990	\$250	100%	7
<b>Sub-total</b>	28,107	87	53	140	241	27,726	27,967	\$4,350	100%	7
<b>Gas</b>										
Diagnostic	8,902	9	1	10	328	8,564	8,892	\$450	100%	0
Permanent Service	4,711	58	32	90	87	4,534	4,621	\$2,900	98%	0
Reconnection	8,047	11	1	12	90	7,945	8,035	\$550	100%	0
<b>Sub-total</b>	21,660	78	34	112	505	21,043	21,548	\$3,900	99%	0
<b>Grand Total</b>	49,767	165	87	252	746	48,769	49,515	\$8,250	99%	7

**EXHIBIT B - PRELIMINARY MISSED APPOINTMENTS AND SERVICE GUARANTEE PERFORMANCE  
TABLE 2 - MONTHLY MISSED APPOINTMENTS  
AS OF JUNE 30, 2016**

Month	Fuel	TypeNote	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Excused	Service Guarantee Payment
Jan-16	Electric	Permanent Service	589	4	0	0	4	9	576	585	0	0	\$200
Jan-16	Electric	Reconnection	3,879	0	0	6	6	8	3,865	3,873	0	0	\$0
Jan-16	Gas	Diagnostic	2,475	3	0	0	3	90	2,382	2,472	0	0	\$150
Jan-16	Gas	Permanent Service	715	20	0	1	21	18	676	694	0	0	\$1,000
Jan-16	Gas	Reconnection	1,278	1	0	0	1	17	1,260	1,277	0	0	\$50
<i>Jan-16 Total</i>			<i>8,936</i>	<i>28</i>	<i>0</i>	<i>7</i>	<i>35</i>	<i>142</i>	<i>8,759</i>	<i>8,901</i>	<i>0</i>	<i>0</i>	<i>\$1,400</i>
Feb-16	Electric	Permanent Service	800	4	0	0	4	147	649	796	0	0	\$200
Feb-16	Electric	Reconnection	4,727	0	0	14	14	4	4,709	4,713	0	0	\$0
Feb-16	Gas	Diagnostic	1,749	1	0	0	1	56	1,692	1,748	0	0	\$50
Feb-16	Gas	Permanent Service	832	6	0	3	9	26	797	823	0	0	\$300
Feb-16	Gas	Reconnection	1,493	1	0	0	1	9	1,483	1,492	0	0	\$50
<i>Feb-16 Total</i>			<i>9,601</i>	<i>12</i>	<i>0</i>	<i>17</i>	<i>29</i>	<i>242</i>	<i>9,330</i>	<i>9,572</i>	<i>0</i>	<i>0</i>	<i>\$600</i>
Mar-16	Electric	Permanent Service	720	57	0	0	57	23	640	663	0	0	\$2,850
Mar-16	Electric	Reconnection	3,820	3	0	8	11	2	3,807	3,809	0	7	\$150
Mar-16	Gas	Diagnostic	1,975	2	0	0	2	84	1,889	1,973	0	0	\$100
Mar-16	Gas	Permanent Service	895	8	0	6	14	19	862	881	0	0	\$400
Mar-16	Gas	Reconnection	1,173	2	0	0	2	12	1,159	1,171	0	0	\$100
<i>Mar-16 Total</i>			<i>8,583</i>	<i>72</i>	<i>0</i>	<i>14</i>	<i>86</i>	<i>140</i>	<i>8,357</i>	<i>8,497</i>	<i>0</i>	<i>7</i>	<i>\$3,600</i>
Apr-16	Electric	Permanent Service	657	11	0	0	11	9	637	646	0	0	\$550
Apr-16	Electric	Reconnection	4,285	1	0	10	11	2	4,272	4,274	0	0	\$50
Apr-16	Gas	Diagnostic	977	1	0	0	1	46	930	976	0	0	\$50
Apr-16	Gas	Permanent Service	754	8	0	0	8	7	739	746	0	0	\$400
Apr-16	Gas	Reconnection	947	0	0	1	1	10	936	946	0	0	\$0
<i>Apr-16 Total</i>			<i>7,620</i>	<i>21</i>	<i>0</i>	<i>11</i>	<i>32</i>	<i>74</i>	<i>7,514</i>	<i>7,588</i>	<i>0</i>	<i>0</i>	<i>\$1,050</i>
Month	Fuel	TypeNote	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Excused	Service Guarantee Payment

May-16	Electric	Permanent Service	659	3	0	0	3	8	648	656	0	0	\$150
May-16	Electric	Reconnection	3,056	0	0	7	7	7	3,042	3,049	0	0	\$0
May-16	Gas	Diagnostic	805	2	0	1	3	29	773	802	0	0	\$100
May-16	Gas	Permanent Service	733	14	0	7	21	11	701	712	0	0	\$700
May-16	Gas	Reconnection	1,548	5	0	0	5	14	1,529	1,543	0	0	\$250
<i>May-16 Total</i>			<i>6,801</i>	<i>24</i>	<i>0</i>	<i>15</i>	<i>39</i>	<i>69</i>	<i>6,693</i>	<i>6,762</i>	<i>0</i>	<i>0</i>	<i>\$1,200</i>
Jun-16	Electric	Permanent Service	635	3	0	1	4	8	623	631	0	0	\$150
Jun-16	Electric	Reconnection	4,280	1	0	7	8	14	4,258	4,272	0	0	\$50
Jun-16	Gas	Diagnostic	921	0	0	0	0	23	898	921	0	0	\$0
Jun-16	Gas	Permanent Service	782	2	0	15	17	6	759	765	0	0	\$100
Jun-16	Gas	Reconnection	1,608	2	0	0	2	28	1,578	1,606	0	0	\$100
<i>Jun-16 Total</i>			<i>8,226</i>	<i>8</i>	<i>0</i>	<i>23</i>	<i>31</i>	<i>79</i>	<i>8,116</i>	<i>8,195</i>	<i>0</i>	<i>0</i>	<i>\$400</i>
<b>Grand Total</b>			<b>49,767</b>	<b>165</b>	<b>0</b>	<b>87</b>	<b>252</b>	<b>746</b>	<b>48,769</b>	<b>49,515</b>	<b>0</b>	<b>7</b>	<b>\$8,250</b>



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**Attachment A - Service Quality Performance  
Exhibit C - Survey Results of Customer Awareness of the Service Guarantee**

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

		Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016
<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	81	60	64	54	50	63
	No	126	98	106	128	112	128
	Don't Know	42	42	45	47	44	41
	Refused Response	1	-	-	-	-	-
	<b>Total Customers Surveyed</b>	<b>250</b>	<b>200</b>	<b>215</b>	<b>229</b>	<b>206</b>	<b>232</b>
<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.</b>							
	You are given the \$50 service guarantee if the rescheduled time causes you inconvenience.	31	26	26	24	20	31
	Whenever PSE changes an appointment, you are given the \$50.	29	24	28	22	28	35
	You have no understanding or expectations about this part of the service guarantee plan.	152	128	130	160	130	137
	Don't Know	35	19	29	21	26	25
	Refused Response	3	3	2	2	2	4
	<b>Total Customers Surveyed</b>	<b>250</b>	<b>200</b>	<b>215</b>	<b>229</b>	<b>206</b>	<b>232</b>
<b>Q26D. Did your appointment have to be rescheduled or did it occur as planned?</b>							
	It occurred as planned.	239	182	208	213	189	211
	It was rescheduled.	8	12	4	9	8	14
	Technician arrived but was late.	2	3	-	1	2	-
	Don't Know	1	3	1	5	6	6
	Refused Response	-	-	2	1	1	1
	<b>Total Customers Surveyed</b>	<b>250</b>	<b>200</b>	<b>215</b>	<b>229</b>	<b>206</b>	<b>232</b>
<b>Q26E. Who initiated rescheduling your appointment?</b>							
	Myself (Customer Initiated)	4	7	1	6	6	11
	Puget Sound Energy (PSE) Initiated	3	4	3	3	1	3
	Don't Know	1	1	-	-	1	-
	Refused Response	-	-	-	-	-	-
	<b>Total Customers Surveyed</b>	<b>8</b>	<b>12</b>	<b>4</b>	<b>9</b>	<b>8</b>	<b>14</b>

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**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 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016
Operations Services	Service Provider New Customer Construction Appointments Kept	Quanta Electric	At least 92% of appointments kept	100%	99%	98%	98%	99%	99%
		Quanta Gas	At least 92% of appointments kept	96%	100%	99%	100%	99%	100%
	Service Provider Standards Compliance	Quanta Electric	At least 97% compliance with site audit checklist points <sup>Note</sup>	100%	99%	98%	99%	97%	100%
		Quanta Gas	At least 97% compliance with site audit checklist points <sup>Note</sup>	100%	100%	100%	100%	100%	100%
	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	258	224	238	250	247	154
	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	298	269	288	261	271	296
	Secondary Safety Response Time	Quanta Gas	Within 60 minutes from first response assessment completion to second response arrival	45	47	49	47	47	47

**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