



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

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August 22, 2017

Steve King
Executive Director and Secretary
Utilities and Transportation Commission
PO Box 47250
Olympia, WA 98504-7250

Re: PSE Service Quality Program and Electric Service Reliability Annual Filing
Docket Nos. UE-072300 and UG-072301 (consolidated)

Dear Mr. King:

On March 31, 2017, Puget Sound Energy (PSE) submitted its SQI annual report for the twelve-month period, ending December 31, 2016.

The fourteenth supplemental order in dockets UE-951270 and UE-960195 established PSE's SQI reporting program. The program is intended to "provide a specific mechanism to assure customers that they will not experience deterioration in quality of service"¹. The SQI program has been updated in consolidated dockets UE-011570, UG-011570, UE-072300 and UG-072301.²

Results

PSE reported meeting the benchmark for each SQI in 2016.

Standards and Performance

¹ *In the Matter of the Proposal by Puget Sound Power & Light Co. to Transfer Revenue from PRAM Rates to General Rates, In the Matter of the Application of Puget Sound Power & Light Co. and Washington Natural Gas Co. for an Order Authorizing the Merger of Washington Energy Co. and Washington Natural Gas Co. with an into Puget Sound Power & Light Co., and Authorizing the Issuance of Securities, Assumption of Obligations, Adoption of Tariffs, and Authorizations in Connection Therewith*, Dockets UE-951270 and UE-960195, Fourteenth Supplemental Order Accepting Stipulation; Approving Merger, 30 (Feb. 5, 1997).

² SQI # 1, Overall Customer Satisfaction and SQI #9 Disconnection Ratio were eliminated in orders 12 and 16 respectively, in consolidated dockets UE-072300 and UG-072301.

2016 SQI Performance			
SQI #	Measurement	Benchmark	2016 Performance
Customer Service			
SQI # 2	UTC complaint ratio	Less than 0.40	0.18
SQI # 5	Call Center Performance: percent of calls answered within 30 seconds	At least 75 %	77%
SQI # 6	Call Center Customer Satisfaction	At least 90 %	93%
SQI # 8	Field Service Customer Satisfaction	At least 90 %	95%
Operations			
SQI # 3	System Average Interruption Duration Index (SAIDI)	Less than 155 minutes	148 minutes
SQI # 4	System Average Interruption Frequency Index (SAIFI)	Less than 1.30 outages	1.06 outages
SQI # 7	Gas Safety Response Time	No more than 55 minutes	31 minutes
SQI # 10	Percent of Service Appointments Kept	At least 92 %	99.6%
SQI # 11	Electric Safety Response Time	No more than 55 minutes	55 minutes

PSE's Customer Service Guarantee applies when the company fails to keep a guaranteed service appointment or commitment. PSE reports paying out a total of \$19,000 for missing 380 service guarantee appointments. For permanent service \$7,000 was paid for missed electric appointments and another \$7,000 for missed natural gas appointments. For service reconnection \$2,200 was paid for missed electric appointments and \$1,350 for missed natural gas appointments. For natural gas diagnostic appointments \$1,450 was credited back to customers.

PSE also reported meeting all of the Service Provider Indices (SPI) for 2016.³

2016 Service Provider Performance			
SPI #	Measurement	Benchmark	2016 Performance
Quanta Electric			
SPI # 3B	Percent of Service Appointments Kept	At least 92 %	99%
SPI # 4B	Secondary core hour non-emergency energy outage restoration.	250 minutes	246 minutes
SPI # 4C	Secondary non-core hour non-emergency safety and response restoration time	316 minutes	283 minutes
SPI # 1B	Service provider compliance with site audit checklist	At least 97%	99%
Quanta Gas			
SPI # 3C	Percent of Service Appointments Kept	At least 92 %	99%
SPI # 4D	Secondary response time, from completion of first response assessment	60 minutes	49 minutes

³ PSE reports no results for SPI 1A, 2A, 3A, and 4A, as these indices were assigned to the contractor Pilchuck. All natural gas construction and maintenance was assigned to Quanta Gas as of April 30, 2011.

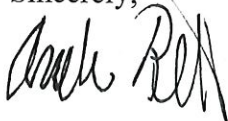
SPI # 1C	Service provider compliance	At least 97%	99%
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2016 Service Provider Performance			
SPI #	Measurement	Benchmark	2016 Performance
Quanta Electric			
SPI # 3B	Percent of Service Appointments Kept	At least 92 %	99%
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SPI # 4C	Secondary non-core hour non-emergency safety and response restoration time	316 minutes	283 minutes
SPI # 1B	Service provider compliance with site audit checklist	At least 97%	99%
Quanta Gas			
SPI # 3C	Percent of Service Appointments Kept	At least 92 %	99%
SPI # 4D	Secondary response time, from completion of first response assessment	60 minutes	49 minutes

Summary

PSE met the benchmark requirements for each SQI for the 12-month period ending December 31, 2016.

Sincerely,



Andrew Roberts
Regulatory Analyst, Consumer Protection