



Puget Sound Energy
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PSE.com

March 29, 2018

Filed Via Web Portal

Mr. Steven V. King
Executive Director and Secretary
Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, Washington 98504-7250

**Re: PSE Service Quality Program and Electric Service Reliability Annual Filing
Dockets UE-072300 and UG-072301– Filed Electronically**

Dear Mr. King:

Pursuant to Order 29 of consolidated Dockets UE-072300 and UG-072301 and consistent with WAC 480-100-398 and WAC 480-07-140(5), Puget Sound Energy (“PSE”) provides the electronic version of PSE’s Service Quality Program and Electric Service Reliability Annual Filing for the twelve-month reporting period ending December 31, 2017.

This annual filing includes the following three reports:

- Attachment A: PSE 2017 Service Quality and Electric Service Reliability Report,
- Attachment B: PSE Natural Gas Emergency Response Plans for Outlying Areas, and
- Attachment C: PSE 2017 Critical Infrastructure Security Annual Report.

Attachment A, PSE 2017 Service Quality and Electric Service Reliability Report, details the Service Quality Indices (“SQI”) performance results and the electric service reliability results for both PSE and its service providers for 2017. In addition to the SQI performance results, PSE also provides supplemental information on each service quality index including background and the actions PSE will be taking to improve performance. PSE met all the performance benchmarks with potential penalty assessment and did not incur any penalty associated with its service quality index performance.

The electric service reliability section of Attachment A meets all the Commission’s electric service reliability monitoring and reporting requirements in WAC 480-100-388, WAC 480-100-393, and WAC 480-100-398. The information contained in this section is also consistent with PSE’s Electric Service Reliability Monitoring and Reporting Plan approved by the Commission in Docket UE-110060.

The electric service reliability section also provides explanations about the level of PSE’s System Average Interruption Duration Index (SQI #3) performance which did not meet the 2017 benchmark.

Appendix D of Attachment A presents PSE's proposed Customer Service Performance Report Cards for 2017 performance year. The Customer Service Performance Report Card is designed to inform customers of how well PSE delivers its services in key areas to its customers. After consultation with the UTC staff and the Public Counsel Section of the Washington State Attorney General's Office, PSE will begin distributing the report card by June 29, 2018, as part of the customer billing package.

Attachment B to this filing contains PSE's natural 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 is requesting confidential treatment of Attachment B. Attachment B includes contact information for local emergency agencies and PSE employees and suppliers, detailed PSE facility information, and procedures for shutting down natural gas supply. PSE identifies that these local emergency agencies and PSE owners, customers, employees, and suppliers might be directly affected by disclosure of the confidential information.

Starting from the 2018 SQ program filing, PSE will provide updates regarding the Natural Gas Emergency Response Plans for Outlying Areas in its semi-annual report instead of a set of the detailed plans, which will still be submitted as an attachment in the annual filing.

Attachment C to this filing is PSE's 2017 Critical Infrastructure Security Annual Report. This report contains a description of PSE's cybersecurity and physical security policies and standard practices in 2017.

Please contact Mei Cass at (425) 462-3800 additional information about this filing. If you have any other questions, please contact me.

Sincerely,

/s/ Kenneth S. Johnson

Ken Johnson
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cc: Jason Ball – UTC
Andrew Roberts – UTC
Lisa Gafken – Public Counsel

Attachments:

Attachment A: 2017 Service Quality and Electric Service Reliability Report
Attachment B: Natural Gas Emergency Response Plans for Outlying Areas (Confidential)
Attachment B: Natural Gas Emergency Response Plans for Outlying Areas (Redacted)
Attachment C: 2017 Critical Infrastructure Security Annual Report