



STATE OF WASHINGTON

## UTILITIES AND TRANSPORTATION COMMISSION

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January 4, 2019

Mark L. Johnson  
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  
Dockets UE-072300 and UG-072301 (consolidated)

Dear Mr. Johnson:

On March 29, 2018, Puget Sound Energy (PSE) submitted its SQI annual report for the 12-month period, ending December 31, 2017.

The 14<sup>th</sup> 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."<sup>1</sup> The SQI program has been updated in consolidated dockets UE-011570, UG-011570, UE-072300 and UG-072301.<sup>2</sup>

### **SQI Results**

PSE reported meeting the benchmark for eight of the nine SQI measures in 2017. The company missed its System Average Interruption Duration Index, SQI # 3, with an average duration of 175 minutes instead of the benchmark of 155 minutes.

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<sup>1</sup> *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).

<sup>2</sup> 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.

2017 SQI Performance			
SQI #	Measurement	Benchmark	2017 Performance
Customer Service			
SQI # 2	UTC complaint ratio	Less than 0.40	0.20
SQI # 5	Call Center Performance: percent of calls answered within 30 seconds	At least 75 %	78%
SQI # 6	Call Center Customer Satisfaction	At least 90 %	93%
SQI # 8	Field Service Customer Satisfaction	At least 90 %	94%
Operations			
SQI # 3	System Average Interruption Duration Index (SAIDI)	Less than 155 minutes	175 minutes
SQI # 4	System Average Interruption Frequency Index (SAIFI)	Less than 1.30 interruptions	1.20 interruptions
SQI # 7	Gas Safety Response Time	No more than 55 minutes	32 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

### SPI Results

PSE reported meeting six of the seven Service Provider Indices (SPI) for 2017.<sup>3</sup> The benchmark for secondary core hour non-emergency energy outage restoration was missed with service being restored on average in 254 minutes, compared to a benchmark of 250 minutes.

2017 Service Provider Performance Quanta Electric			
SPI #	Measurement	Benchmark	2017 Performance
SPI # 3B	Percent of Service Appointments Kept	At least 92 %	99%
SPI # 4B	Secondary core hour non-emergency energy outage restoration.	250 minutes	254 minutes
SPI # 4C	Secondary non-core hour non-emergency safety and response restoration time	316 minutes	278 minutes
SPI # 1B	Service provider compliance with site audit checklist	Level 1 ≤ 15 dev/1,000 Level 2 ≤ 25 dev/1,000 Level 3 ≤ 25 dev/1,000	Level 1 4.94 Level 2 11.27 Level 3 8.52

<sup>3</sup> 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.

### Customer Service Guarantee Results

2017 Service Provider Performance Quanta Gas			
SPI #	Measurement	Benchmark	2017 Performance
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
SPI # 1C	Service provider compliance	Level 1 ≤ 15 dev/1,000 Level 2 ≤ 25 dev/1,000 Level 3 ≤ 25 dev/1,000	Level 1 5.54 Level 2 13.37 Level 3 3.95

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 \$23,250 for missing 465 appointments of 114,005 appointments. PSE's Restoration of Service Guarantees are triggered when customers are out of service for 24 consecutive hours and 120 consecutive hours. Customers who experience one or both of these are eligible for a \$50 credit for each occurrence. PSE had six customers receive the 120 hour credit and 250 customers received the 24 hour credit.

### Staff Recommendation on SQI Metrics

Although PSE did not meet two benchmarks for categories related to outages, a single year is not sufficient to determine an existing problem. Staff recommends continued monitoring in future SQI annual reports.

Sincerely,

Andrew Roberts  
Regulatory Analyst, Consumer Protection

Jason Ball  
Deputy Assistant Director, Energy