



Puget Sound Energy
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March 29, 2019

Filed Via Web Portal

Mr. Mark L. Johnson
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-170033 and UG-170034 (consolidated) and Dockets UE-072300
and UG-072301 (consolidated) – Filed Electronically**

Dear Mr. Johnson:

Pursuant to Order 08 of Dockets UE-170033 and UG-170034 (consolidated) and 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, 2018.

This annual filing includes the following four reports:

- Attachment A: PSE 2018 Service Quality and Electric Service Reliability Report,
- Attachment B: PSE Natural Gas Emergency Response Plans for Outlying Areas,
- Attachment C: PSE 2018 Critical Infrastructure Security Annual Report, and
- Attachment D: Supplemental SQI No. 5 Report.

Attachment A, PSE 2018 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 2018. Attachment A also incorporates the SQI No. 5, Customer Access Center Answering Performance, revised benchmark and measurement of 80% of calls answered by a live representative within 60 seconds of request to speak with a live representative, as prescribed at the paragraph 226 of Order 08 of Dockets UE-170033 and UG-170034 (consolidated).

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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 2018 performance benchmarks and did not incur any penalty associated with its service quality index performance.

The electric service reliability section of Attachment A meets all the 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 Washington Utilities and Transportation Commission ("Commission") in Docket UE-110060.

Appendix D of Attachment A presents PSE's proposed customer notice, Customer Service Performance Report Card, for the 2018 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 staff of the Commission and the Public Counsel Unit of the Washington State Attorney General's Office, PSE will begin distributing the report card by June 27, 2019, 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. In accordance with WAC 480-07-160, Attachment B submitted herewith has been marked "Shaded Information is Designated Confidential per WAC 480-07-160."

Attachment C to this filing is PSE's 2018 Critical Infrastructure Security Annual Report. This report contains a description of PSE's cybersecurity and physical security policies and standard practices in 2018.

Attachment D to this filing is the Supplemental SQI No. 5 Report per the Commission's requirement at the paragraph 231 of Order 08 of Dockets UE-170033 and UG-170034 (consolidated). This report presents PSE's evaluation of the customer's experience in contacting PSE by phone, through PSE's website, and through PSE's interactive voice response system. This Supplemental SQI No. 5 Report includes PSE's analyses

demonstrating “that the new standard has not led to a deterioration in service quality and has not led to poorly targeting cost cutting.”

Please contact Mei Cass at (425) 462-3800 for additional information about this filing. If you have any other questions, please contact me at (425) 456-2142.

Sincerely,

/s/ Jon Piliaris

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cc: Andrew Roberts – UTC
Lisa Gafken – Public Counsel

Attachments:

Attachment A: 2018 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: 2018 Critical Infrastructure Security Annual Report
Attachment D: Supplemental SQI No. 5 Report