



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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January 11, 2021

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 25, 2020, Puget Sound Energy (PSE) submitted its SQI annual report for the 12-month period, ending December 31, 2019.

The 14th 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, UG-072301, UE-170033 and UG-170034.²

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. Order 08 modified SQI # 5, Call Center Performance in consolidated dockets UE-170033 and UG-170034.

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SQI Results

PSE reported meeting the benchmark for all nine SQI measures this reporting year.

2019 SQI Performance			
SQI #	Measurement	Benchmark	2019 Performance
Customer Service			
SQI # 2	UTC complaint ratio	Less than 0.40	0.16
SQI # 5	Call Center Performance: percent of calls answered within 60 seconds	At least 80 %	81%
SQI # 6	Call Center Customer Satisfaction	At least 90 %	92%
SQI # 8	Field Service Customer Satisfaction	At least 90 %	95%
Operations			
SQI # 3	System Average Interruption Duration Index (SAIDI)	Less than 155 minutes	136 minutes
SQI # 4	System Average Interruption Frequency Index (SAIFI)	Less than 1.30 interruptions	0.98 interruptions
SQI # 7	Gas Safety Response Time	No more than 55 minutes	32 minutes
SQI # 10	Percent of Service Appointments Kept	At least 92 %	99.7%
SQI # 11	Electric Safety Response Time	No more than 55 minutes	54 minutes

SPI Results

PSE reported meeting all seven Service Provider Indices (SPI) for 2018.³

2019 Service Provider Performance Quanta Electric			
SPI #	Measurement	Benchmark	2019 Performance
SPI # 3B	Percent of Service Appointments Kept	At least 92 %	99%
SPI # 4B	Secondary core hour non-emergency energy outage restoration.	250 minutes	234 minutes
SPI # 4C	Secondary non-core hour non-emergency safety and response restoration time	316 minutes	262 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 3.53 Level 2 8.69 Level 3 13.51

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.

2019 Service Provider Performance Quanta Gas			
SPI #	Measurement	Benchmark	2019 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	50 minutes
SPI # 1C	Service provider compliance	Level 1 \leq 8 dev/1,000 Level 2 \leq 15 dev/1,000 Level 3 \leq 12 dev/1,000	Level 1 2.73 Level 2 6.11 Level 3 1.41

Customer Service Guarantee Results

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 \$14,850 for missing 297 appointments of 91,536 appointments, 0.3 percent. 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 are eligible for a \$50 credit for each occurrence. One customer received the 120-hour credit and 213 customers received the 24-hour credit. Customers received \$10,700 through the Restoration of Service Guarantee program.

Electric System Reliability SAIDI and SAIFI

PSE reports electric system reliability in accordance with WAC 480-100-388, 393 and 398, as modified by orders in the various dockets indicated above. Staff sees no reason to feel that customers are experiencing deterioration in quality of service provided.

Conclusion

Commission staff reviewed the compliance filing and believe PSE is in compliance with the SQI as most recently modified in docket UE-170033 and UG-170034.

Sincerely,

Andrew Roberts
Regulatory Analyst, Consumer Protection

Jason Ball
Deputy Assistant Director, Energy: Economics & Reliability