

**Dockets UE-170033 and UG-170034 (consolidated) and  
Dockets UE-072300 and UG-072301 (consolidated)**

**Puget Sound Energy**

**2021 Semi-Annual Service Quality Program Filing**

**Attachment - Service Quality Performance**

**Exhibit A - Preliminary Monthly SQI Performance Results**

**EXHIBIT A - PRELIMINARY MONTHLY PSE SERVICE QUALITY PROGRAM PERFORMANCE**

**(Final performance is calculated on an annual basis)**

Category of Service	SQI #	Description	Annual Benchmark/Target	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021
Customer Satisfaction	6	Telephone Center Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	94%	95%	97%	96%	94%	95%
	8	Field Service Operations Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	97%	97%	97%	98%	98%	98%
	2	WUTC Complaint Ratio	0.40 complaints per 1000 customers, including all complaints filed with WUTC	0.006	0.009	0.011	0.008	0.010	0.011
Customer Services	5	Customer Access Center Answering Performance	80% of calls answered by a live representative within 60 seconds of request to speak with live operator	56%	88%	88%	75%	88%	83%
Operations Services	4	SAIFI	1.30 interruptions per year per customer	0.100	0.110	0.060	0.080	0.090	0.150
	3	SAIDI	155 minutes per customer per year	14	16	9	10	11	20
	11	Electric Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	54	55	54	54	54	55
	7	Gas Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	33	33	32	31	32	31
	10	Kept Appointments <sup>Note</sup>	92% of appointments kept	99%	99%	99%	99%	99%	98%

**Note:** Results shown are rounded to the nearest whole percentage per UTC order. However, these 100% monthly performance results do not reflect that PSE and its service providers met all the SQI No. 10 appointments during the reporting period. Numbers of PSE missed appointments, including the new customer construction appointments carried out the service providers are detailed in Exhibit B: PRELIMINARY RESULTS OF APPOINTMENTS KEPT AND CUSTOMER SERVICE GUARANTEE.

**EXHIBIT A - PRELIMINARY MONTHLY PSE SERVICE QUALITY PROGRAM PERFORMANCE**

**ATTACHMENT A**

	<p><b>SQI NO. 11 SUPPLEMENTAL REPORTING</b>  <b>MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS</b>  <b>AFFECTED LOCAL AREAS ONLY</b></p>
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Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization (for the event, EFR Count only)	>5% Customer Affected? (Yes/No)	Comments
1/2/2021	Wind	Northern	1	6,180	209,363	3.0%	68	11 of 14	No	11 EFRs, 3 Reg Day Off, 10 Line Crew, 2 Tree Crew
1/2/2021	Wind	Western	1	11,989	131,789	9.1%	38	11 of 12	No	11 EFRs, 1 Reg Day Off, 7 Line Crew, 9 Tree Crew
1/4/2021	Wind	Western	1	837	131,789	0.6%	11	11 of 12	No	11 EFRs, 1 PTO, 5 Line Crew, 0 Tree Crew
1/5/2021	Wind	Northern	1	10,338	209,363	4.9%	31	15 of 15	No	15 EFRs, 8 Line Crew, 2 Tree Crew
1/8/2021	Wind	South King	1	2,135	249,372	0.9%	15	11 of 12	No	11 EFRs, 1 PTO, 8 Line Crew, 2 Tree Crew
1/12/2021	Wind/Rain	Northern	6	95,857	209,363	45.8%	537	15 of 15	Yes	15 First Responders, 31 Line Crew, 10 Tree Crew
1/12/2021	Wind/Rain	North King	6	116,697	330,729	35.3%	489	24 of 24	Yes	24 First Responders, 36 Line Crew, 14 Tree Crew

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EFR—Electric First Responder, PTO—Paid Time Off, STD—Short-Term Disability, SP—Service Provider

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Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization (for the event, EFR Count only)	>5% Customer Affected? (Yes/No)	Comments
1/12/2021	Wind/Rain	South King	6	74,049	249,372	29.7%	277	12 of 12	Yes	12 First Responders, 6 Line Crew, 5 Tree Crew
1/12/2021	Wind/Rain	Southern	6	114,230	263,788	43.3%	469	15 of 15	Yes	15 First Responders, 42 Line Crew, 8 Tree Crew
1/12/2021	Wind/Rain	Western	6	46,311	131,789	35.1%	180	11 of 11	Yes	11 First Responders, 3 Line Crew, 11 Tree Crew
2/11/2021	Wind/Snow	Northern	1	5,059	209,458	2.4%	51	13 of 15	No	13 EFRs, 2 Reg Day Off, 8 Line Crew ,5 Tree Crew
2/13/2021	Heavy Snow	Northern	1	5,648	209,458	2.7%	32	10 of 15	No	10 EFRs, 2 PTO, 3 Reg Day Off, 8 Line Crew, 2 Tree Crew
2/13/2021	Heavy Snow	North King	1	6,052	330,882	1.8%	39	18 of 24	No	18 EFRs, 6 Reg Day off, 10 Line Crew, 3 Tree Crew
2/13/2021	Heavy Snow	South King	1	10,122	249,565	4.1%	63	12 of 13	No	12 EFRs, 1 Reg Day Off, 13 Line Crew, 4 Tree Crew

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EFR—Electric First Responder, PTO—Paid Time Off, STD—Short-Term Disability, SP—Service Provider

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Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization (for the event, EFR Count only)	>5% Customer Affected? (Yes/No)	Comments
2/13/2021	Heavy Snow	Southern	1	7,890	264,006	3.0%	56	12 of 16	No	12 EFRs, 1 PTO, 3 Reg Day off, 6 Line Crew, 5 Tree Crew
2/13/2021	Heavy Snow	Western	1	1,660	131,808	1.3%	22	10 of 11	No	10 EFRs, 1 Reg Day Off, 3 Line Crew, 3 Tree Crew
2/14/2021	Heavy Snow	Northern	1	3,496	209,458	1.7%	22		No	12 EFRs, 3 Reg Day off, 8 Line Crew, 2 Tree Crew
2/14/2021	Heavy Snow	South King	1	938	249,565	0.4%	12	12 of 13	No	12 EFRs, 1 Reg Day Off, 13 Line Crew, 2 Tree Crew
2/14/2021	Heavy Snow	Western	1	3,816	131,808	2.9%	17	9 of 11	No	9 EFRs, 2 Reg Day Off, 5 Line Crew
2/15/2021	Wind/Snow	North King	1	3,932	330,882	1.2%	22	12 of 23	No	12 EFRs, 11 PTO, 9 Line Crew, 1 Tree Crew
2/15/2021	Wind/Snow	South King	1	2,695	249,565	1.1%	23	8 of 13	No	8 EFRs, 3 PTO, 2 Reg Day Off, 13 Line Crew, 1 Tree Crew

Table continues on next page.

EFR—Electric First Responder, PTO—Paid Time Off, STD—Short-Term Disability, SP—Service Provider

**EXHIBIT A - PRELIMINARY MONTHLY PSE SERVICE QUALITY PROGRAM PERFORMANCE**

**ATTACHMENT A**

 <b>PUGET SOUND ENERGY</b>	<b>SQI NO. 11 SUPPLEMENTAL REPORTING</b> <b>MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS</b> <b>AFFECTED LOCAL AREAS ONLY</b>
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Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization (for the event, EFR Count only)	>5% Customer Affected? (Yes/No)	Comments
2/21/2021	Wind/Snow	Western	1	1,771	131,808	1.3%	16	8 of 12	No	8 EFRs, 4 Reg Day Off, 5 Line Crew
2/26/2021	Wind/Snow	Southern	1	5,783	264,006	2.2%	16	10 of 16	No	10 EFRs, 5 PTO, 1 Reg Day off, 5 Line Crew
3/28/2021	Wind/Snow	Northern	1	4,855	209,595	2.3%	52	12 of 15	No	12 EFRs, 1 PTO, 2 Reg Day Off, 8 Line Crew, 4 Tree Crew
3/28/2021	Wind/Snow	South King	1	1,409	249,927	0.6%	14	6 of 13	No	6 EFRs, 7 Reg Day Off, 8 Line Crew, 1 Tree Crew
3/28/2021	Wind/Snow	Southern	1	3,756	264,419	1.42%	16	9 of 16	No	9 EFRs, 1 PTO, 6 Reg Day off, 5 Line Crew, 2 Tree Crew
5/06/2021	Wind	Western	1	3,532	132,149	2.7%	21	10 of 11	No	10 EFRs, 1 PTO, 6 Line Crew
5/27/2021	Wind	Nothern	1	5,218	210,277	2.5%	26	14 of 15	No	14 EFRs, 1 PTO, 8 Line Crew, 5 Tree Crew

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Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization (for the event, EFR Count only)	>5% Customer Affected? (Yes/No)	Comments
5/27/2021	Wind	South King	1	6,644	250,788	2.6%	32	9 of 15	No	9 EFRs, 2 PTO, 4 Reg Day Off, 8 Line Crew, 2 Tree Crew
5/27/2021	Wind	Southern	1	3,490	265,788	1.3%	23	10 of 15	No	10 EFRs, 4 PTO, 1 Reg Day Off, 4 Line Crew, 2 Tree Crew
6/05/2021	Wind	Western	1	4,990	132,302	3.8%	14	8 of 11	No	8 EFRs, 3 PTO, 5 Line Crew, 2 Tree Crew
6/26/2021	Extreme heat	Northern	1	6,536	210,499	3.1%	32	9 of 15	No	9 EFRs, 2 PTO, 4 Reg Day Off, 8 Line Crew, 2 Tree Crew
6/26/2021	Extreme heat	South King	1	477	251,091	0.2%	19	9 of 13	No	9 EFRs, 4 Reg Day Off, 10 Line Crew, 1 Tree Crew
6/26/2021	Extreme heat	Southern	1	553	266,274	0.2%	22	7 of 16	No	7 EFRs, 1 PTO, 8 Reg Day Off, 3 Line Crew, 1 Tree Crew

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Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization (for the event, EFR Count only)	>5% Customer Affected? (Yes/No)	Comments
6/26/2021	Extreme Heat	Western	1	13,977	132,302	10.6%	19	9 of 16	No	9 EFRs, 2 Reg Day Off, 5 Line Crew, 2 Tree Crew
6/27/2021	Extreme Heat	Northern	1	1,996	210,499	0.9%	31	8 of 15	No	8 EFRs, 2 PTO, 5 Reg Day Off, 8 Line Crew, 2 Tree Crew
6/27/2021	Extreme Heat	North King	1	19,445	333,289	5.8%	73	15 of 25	No	15 EFRs, 10 Reg Day Off, 12 Line Crew, 1 Tree Crew
6/27/2021	Extreme Heat	South King	1	1,939	251,091	0.8%	44	8 of 13	No	8 EFRs, 1 PTO, 4 Reg Day Off, 11 Line Crew, 1 Tree Crew
6/27/2021	Extreme Heat	Southern	1	1,228	266,274	0.5%	34	7 of 19	No	7 EFRs, 9 Reg Day Off, 3 Line Crew, 1 Tree Crew
6/28/2021	Extreme Heat	Northern	1	1,674	210,499	0.8%	30	11 of 15	No	11 EFRs, 3 PTO, 1 Reg Day Off, 8 Line Crew, 3 Tree Crew
6/28/2021	Extreme Heat	North King	1	4,786	333,289	1.4%	86	20 of 26	No	20 EFRs, 2 PTO, 4 Reg Day Off, 12 Line Crew, 7 Tree Crew

Table continues on next page.

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Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization (for the event, EFR Count only)	>5% Customer Affected? (Yes/No)	Comments
6/28/2021	Extreme Heat	South King	1	15,462	251,091	6.2%	55	11 of 13	No	11 EFRs, 2 PTO, 11 Line Crew, 1 Tree Crew
6/28/2021	Extreme Heat	Southern	1	6,928	266,274	2.6%	38	13 of 16	No	13 EFRs, 1 PTO, 2 Reg Day off, 4 Line Crew, 3 Tree Crew
6/29/2021	Extreme Heat	North King	1	2,829	333,289	0.8%	30	24 of 26	No	24 EFRs, 1 PTO, 1 Reg Day Off, 10 Line Crew, 4 Tree Crew
6/29/2021	Extreme Heat	South King	1	233	251,091	0.1%	18	13 of 13	No	13 EFRs, 10 Line Crew, 1 Tree Crew

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Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization	>5% Customer Affected? (Yes/No)	Comments
1/2/2021	Wind	North King	1	1,030	330,729	0.31%	12			
1/2/2021	Wind	South King	1	3,886	249,372	1.56%	10			
1/2/2021	Wind	Southern	1	639	263,788	0.24%	5			
1/4/2021	Wind	Northern	1	1,805	209,363	0.86%	16			
1/4/2021	Wind	North King	1	292	330,729	0.09%	9			
1/4/2021	Wind	South King	1	168	249,372	0.07%	13			
1/4/2021	Wind	Southern	1	1,300	263,788	0.49%	13			
1/5/2021	Wind	North King	1	272	330,729	0.08%	5			

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Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization	>5% Customer Affected? (Yes/No)	Comments
1/5/2021	Wind	South King	1	294	249,372	0.12%	7			
1/5/2021	Wind	Southern	1	939	263,788	0.36%	10			
1/5/2021	Wind	Western	1	92	131,789	0.07%	6			
1/8/2021	Wind	Northern	1	4,575	209,363	2.19%	5			
1/8/2021	Wind	North King	1	572	330,729	0.17%	18			
1/8/2021	Wind	Southern	1	11	263,788	0.00%	5			
1/8/2021	Wind	Western	1	10	131,789	0.01%	3			
2/11/2021	Wind/Snow	North King	1	17	330,882	0.01%	9			

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Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization	>5% Customer Affected? (Yes/No)	Comments
2/11/2021	Wind/Snow	South King	1	2	249,565	0.00%	2			
2/11/2021	Wind/Snow	Southern	1	604	264,006	0.23%	11			
2/11/2021	Wind/Snow	Western	1	9	131,808	0.01%	3			
2/14/2021	Heavy	North King	1	155	330,882	0.05%	11			
2/14/2021	Heavy	Southern	1	3,020	264,006	1.14%	7			
2/15/2021	Wind/Snow	Northern	1	1,055	209,458	0.50%	10			
2/15/2021	Wind/Snow	Southern	1	258	264,006	0.10%	9			
2/15/2021	Wind/Snow	Western	1	5	131,808	0.00%	3			

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Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization	>5% Customer Affected? (Yes/No)	Comments
2/21/2021	Wind/Snow	Northern	1	680	209,458	0.32%	13			
2/21/2021	Wind/Snow	North King	1	7,874	330,882	2.38%	13			
2/21/2021	Wind/Snow	South King	1	2	249,565	0.00%	2			
2/21/2021	Wind/Snow	Southern	1	18	264,006	0.01%	3			
2/26/2021	Wind/Snow	Northern	1	475	209,458	0.23%	12			
2/26/2021	Wind/Snow	North King	1	45	330,882	0.01%	11			
2/26/2021	Wind/Snow	South King	1	4	249,565	0.00%	2			
2/26/2021	Wind/Snow	Western	1	15	131,808	0.01%	4			

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Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization	>5% Customer Affected? (Yes/No)	Comments
3/28/2021	Wind/Snow	North King	1	990	331,323	0.30%	12			
3/28/2021	Wind/Snow	Western	1	333	131,857	0.25%	10			
5/6/2021	Wind	Northern	1	2,469	210,277	1.17%	13			
5/6/2021	Wind	North King	1	1,082	332,936	0.32%	8			
5/6/2021	Wind	South King	1	686	250,788	0.27%	6			
5/6/2021	Wind	Southern	1	358	265,788	0.13%	15			
5/27/2021	Wind	North King	1	4,629	332,936	1.39%	21			
5/27/2021	Wind	Western	1	2,985	132,149	2.26%	20			

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Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization	>5% Customer Affected? (Yes/No)	Comments
6/5/2021	Wind	Northern	1	146	210,499	0.07%	7			
6/5/2021	Wind	North King	1	2,631	333,289	0.79%	15			
6/5/2021	Wind	South King	1	1,158	251,091	0.46%	9			
6/5/2021	Wind	Southern	1	81	266,274	0.03%	9			
06/26/2021	Extreme	North King	1	2,054	333,289	0.6%	41			
06/27/2021	Extreme	Western	1	7,880	132,302	6.0%	11			
06/28/2021	Extreme	Western	1	60	132,302	0.0%	9			
06/29/2021	Extreme	Northern	1	54	210,499	0.0%	11			

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Date	Type of Event	Local Area	Duration (Days)	No. of Customers Affected	No. of Customers in Area	% of Customers Affected	No. of Outage Events	Resource Utilization	>5% Customer Affected? (Yes/No)	Comments
06/29/2021	Extreme	Southern	1	178	266,274	0.1%	11			
06/29/2021	Extreme	Western	1	963	132,302	0.7%	13			



**Dockets UE-170033 and UG-170034 (consolidated) and  
UE-072300 and UG-072301 (consolidated)**

**Puget Sound Energy**

**2021 Semi-Annual Service Quality Program Filing**

**Attachment - Service Quality Performance**

**Exhibit B – Preliminary Results of Appointments Kept and Customer Service Guarantee**

**Definition of the categories**

Canceled—Appointments canceled by either customers or PSE

Excused—Appointments missed due to customer reasons or due to Major Events

Manual Kept—Adjusted missed appointments resulting from review by the PSE personnel

Missed Approved—Appointments missed due to PSE reasons and customers are paid the \$50 Customer Service Guarantee payment

Missed Open—Appointments not yet reviewed by PSE for the \$50 Service Guarantee payment

Customer Service Guarantee Payment—The total for the \$50 Customer Service Guarantee payments made to customers for each missed approved appointment

System Kept—Appointments in which PSE arrived at the customer site as promised

Total Appointments (Excludes Canceled and Excused)—The total of Total Missed and Total Kept

Total Kept—The total number of Manual Kept and System Kept

Total Missed—The total number of Missed Approved, Missed Denied, and Missed Open

**Attachment - Service Quality Performance**

**EXHIBIT B - PRELIMINARY RESULTS OF APPOINTMENTS KEPT AND CUSTOMER SERVICE GUARANTEE**

**TABLE 1 - SUMMARY OF APPOINTMENTS KEPT  
AS OF JUNE 30, 2021**

6 Months All Service Type:	January		2021		- June		2021		Service Guarantee Payment	Percent Kept	Excused
	Total Appts (Exclude Canceled)	Missed Approved	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept				
<b>Electric</b>											
Permanent Service	4,053	10	10	20	9	4,024	4,033	\$500	100%	22	
Reconnection	1,997	5	19	24	11	1,962	1,973	\$250	99%	4	
<b>Sub-total</b>	<b>6,050</b>	<b>15</b>	<b>29</b>	<b>44</b>	<b>20</b>	<b>5,986</b>	<b>6,006</b>	<b>\$750</b>	<b>99%</b>	<b>26</b>	
<b>Gas</b>											
Diagnostic	2,403	16	21	37	136	2,230	2,366	\$800	98%	0	
Permanent Service	4,200	9	44	53	103	4,044	4,147	\$450	99%	15	
Reconnection	1,666	25	2	42	73	1,551	1,624	\$1,250	97%	0	
<b>Sub-total</b>	<b>8,269</b>	<b>50</b>	<b>67</b>	<b>132</b>	<b>312</b>	<b>7,825</b>	<b>8,137</b>	<b>\$2,500</b>	<b>98%</b>	<b>15</b>	
<b>Grand Total</b>	<b>14,319</b>	<b>65</b>	<b>96</b>	<b>176</b>	<b>332</b>	<b>13,811</b>	<b>14,143</b>	<b>\$3,250</b>	<b>99%</b>	<b>41</b>	

**Note:** Results shown are rounded to the nearest whole percentage per UTC order. However, these 100% monthly performance results do not reflect that PSE and its service providers met all the SQI No. 10 appointments during the reporting period. Numbers of PSE missed appointments, including the new customer construction appointments carried out the service providers are detailed in the Missed Approved and Missed Open columns of the table.

**EXHIBIT B - PRELIMINARY RESULTS OF APPOINTMENTS KEPT AND CUSTOMER SERVICE GUARANTEE  
TABLE 2 - MONTHLY APPOINTMENTS KEPT  
AS OF JUNE 30, 2021**

Month	Fuel	Type	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Service Guarantee Payment	Excused
Jan-21	Electric	Permanent Service	504	0	0	0	0	504	504	\$0	22
Jan-21	Electric	Reconnection	310	1	0	1	2	307	309	\$50	4
Jan-21	Gas	Diagnostic	413	5	0	5	20	388	408	\$250	0
Jan-21	Gas	Permanent Service	605	1	1	2	9	594	603	\$50	0
Jan-21	Gas	Reconnection	389	9	0	9	16	364	380	\$450	0
<b>Jan-21 Total</b>			<b>2,221</b>	<b>16</b>	<b>1</b>	<b>17</b>	<b>47</b>	<b>2,157</b>	<b>2,204</b>	<b>\$800</b>	<b>26</b>
Feb-21	Electric	Permanent Service	680	0	0	0	2	678	680	\$0	0
Feb-21	Electric	Reconnection	313	3	1	4	3	306	309	\$150	0
Feb-21	Gas	Diagnostic	328	3	0	3	22	303	325	\$150	0
Feb-21	Gas	Permanent Service	679	4	9	13	32	634	666	\$200	15
Feb-21	Gas	Reconnection	305	4	0	5	13	287	300	\$200	0
<b>Feb-21 Total</b>			<b>2,305</b>	<b>14</b>	<b>10</b>	<b>25</b>	<b>72</b>	<b>2,208</b>	<b>2,280</b>	<b>\$700</b>	<b>15</b>
Mar-21	Electric	Permanent Service	791	8	0	8	3	780	783	\$400	0
Mar-21	Electric	Reconnection	343	0	3	3	2	338	340	\$0	0
Mar-21	Gas	Diagnostic	299	3	0	3	17	279	296	\$150	0
Mar-21	Gas	Permanent Service	853	1	3	4	22	827	849	\$50	0
Mar-21	Gas	Reconnection	316	6	0	8	14	294	308	\$300	0
<b>Mar-21 Total</b>			<b>2,602</b>	<b>18</b>	<b>6</b>	<b>26</b>	<b>58</b>	<b>2,518</b>	<b>2,576</b>	<b>\$900</b>	<b>0</b>
Apr-21	Electric	Permanent Service	774	1	0	1	2	771	773	\$50	0
Apr-21	Electric	Reconnection	349	1	1	2	4	343	347	\$50	0
Apr-21	Gas	Diagnostic	326	1	0	1	19	306	325	\$50	0
Apr-21	Gas	Permanent Service	844	3	8	11	27	806	833	\$150	0
Apr-21	Gas	Reconnection	233	4	0	7	11	215	226	\$200	0
<b>Apr-21 Total</b>			<b>2,526</b>	<b>10</b>	<b>9</b>	<b>22</b>	<b>63</b>	<b>2,441</b>	<b>2,504</b>	<b>\$500</b>	<b>0</b>
May-21	Electric	Permanent Service	700	1	2	3	2	695	697	\$50	0
May-21	Electric	Reconnection	350	0	2	2	0	348	348	\$0	0
May-21	Gas	Diagnostic	535	1	0	1	34	500	534	\$50	0
May-21	Gas	Permanent Service	744	0	18	18	12	714	726	\$0	0
May-21	Gas	Reconnection	218	2	0	6	8	204	212	\$100	0
<b>May-21 Total</b>			<b>2,547</b>	<b>4</b>	<b>22</b>	<b>30</b>	<b>56</b>	<b>2,461</b>	<b>2,517</b>	<b>\$200</b>	<b>0</b>
Jun-21	Electric	Permanent Service	604	0	8	8	0	596	596	\$0	0
Jun-21	Electric	Reconnection	332	0	12	12	0	320	320	\$0	0
Jun-21	Gas	Diagnostic	502	3	21	24	24	454	478	\$150	0
Jun-21	Gas	Permanent Service	475	0	5	5	1	469	470	\$0	0
Jun-21	Gas	Reconnection	205	0	2	7	11	187	198	\$0	0
<b>Jun-21 Total</b>			<b>2,118</b>	<b>3</b>	<b>48</b>	<b>56</b>	<b>36</b>	<b>2,026</b>	<b>2,062</b>	<b>\$150</b>	<b>0</b>
<b>Grand Total</b>			<b>14,319</b>	<b>65</b>	<b>96</b>	<b>176</b>	<b>332</b>	<b>13,811</b>	<b>14,143</b>	<b>\$3,250</b>	<b>41</b>

**Dockets UE-170033 and UG-170034 (consolidated) and  
UE-072300 and UG-072301 (consolidated)**

**Puget Sound Energy**

**2021 Semi-Annual Service Quality Program Filing**

**Attachment - Service Quality Performance**

**Exhibit C - Survey Results of Customer Awareness of the Customer Service  
Guarantee**

**EXHIBIT C - SURVEY RESULTS OF CUSTOMER AWARENESS OF THE CUSTOMER SERVICE GUARANTEE**

		Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
<b>CFS Survey</b>							
Q26A. When you called to make the appointment for a service technician to come out, did the customer service representative tell you about PSE \$50 Service Guarantee?	Yes	56	38	36	41	45	48
	No	149	117	125	111	92	98
	Don't Know	45	45	39	47	37	49
	Refused Response	-	-	-	1	-	1
	<b>Total Customers Surveyed</b>	<b>250</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>174</b>	<b>195</b>
<hr/>							
Q26C. Which of the following best fits your understanding of how the service guarantee works if a scheduled appointment has to be changed by PSE.	You are given the \$50 service guarantee if the rescheduled time causes you inconvenience.	28	20	13	15	17	20
	Whenever PSE changes an appointment, you are given the \$50.	23	16	17	14	18	19
	You have no understanding or expectations about this part of the service guarantee plan.	147	123	114	142	111	111
	Don't Know	50	40	54	28	26	44
	Refused Response	2	1	2	1	2	1
	<b>Total Customers Surveyed</b>	<b>250</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>174</b>	<b>195</b>
<hr/>							
Q26D. Did your appointment have to be rescheduled or did it occur as planned?	It occurred as planned.	235	195	188	187	166	177
	It was rescheduled.	7	2	4	4	2	8
	Technician arrived but was late.	2	-	1	1	1	1
	Don't Know	5	3	5	5	5	8
	Refused Response	1	-	2	3	-	1
<b>Total Customers Surveyed</b>	<b>250</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>174</b>	<b>195</b>	
<hr/>							
Q26E. Who initiated rescheduling your appointment?	Myself (Customer Initiated)	4	1	2	2	-	4
	Puget Sound Energy (PSE) Initiated	3	0	1	-	2	3
	Don't Know	-	1	1	2	-	1
	Refused Response	-	-	-	-	-	-
<b>Total Customers Surveyed</b>	<b>7</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>8</b>	

**Dockets UE-170033 and UG-170034 (consolidated) and  
UE-072300 and UG-072301 (consolidated)**

**Puget Sound Energy**

**2021 Semi-Annual Service Quality Program Filing**

**Attachment - Service Quality Performance**

**Exhibit D – Results of Restoration Service Guarantees**

## EXHIBIT D – RESULTS OF RESTORATION SERVICE GUARANTEES

### Electric Schedule 131 Restoration Service Guarantees

Payment Month	120-Hour Restoration Service Guarantee		24-Hour Restoration Service Guarantee	
	No. of Customers	\$ Paid to Customers	No. of Customers	\$ Paid to Customers
Jan-2021	0	\$0	5	\$250
Feb-2021	0	\$0	0	\$0
Mar-2021	0	\$0	0	\$0
Apr-2021	0	\$0	0	\$0
May-2021	0	\$0	0	\$0
Jun-2021	0	\$0	7	\$350
Total	0	\$0	12	\$600

**Dockets UE-170033 and UG-170034 (consolidated) and  
UE-072300 and UG-072301 (consolidated)**

**Puget Sound Energy**

**2021 Semi-Annual Service Quality Program Filing**

**Attachment - Service Quality Performance**

Exhibit E - Preliminary Monthly Service Quality Performance of PSE's Service Providers



**EXHIBIT E - PRELIMINARY MONTHLY SERVICE QUALITY PERFORMANCE OF PSE'S SERVICE PROVIDERS**

Category of Service	Index	Service Provider	Annual Benchmark Description	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021
Operations Services	Service Provider New Customer Construction Appointments Kept <sup>Note1</sup>	Quanta Electric	At least 92% of appointments kept	100%	100%	99%	100%	99%	99%
		Quanta Gas	At least 92% of appointments kept	100%	100%	99%	99%	100%	99%
	Service Provider Standards Compliance	Quanta Electric	Achieve a level of QA/QC compliance rate conformance to PSE Standards as follows: Level 1 inspection items: ≤ 15 deviations/1000 items inspected	0	3	3	5	6	4
		Quanta Electric	Level 2 inspection items: ≤ 20 deviations/1000 items inspected	0	7	4	2	6	3
		Quanta Electric	Level 3 inspection items: ≤ 20 deviations/1000 items inspected	13	15	4	5	15	7
		Quanta Gas	Achieve a level of QA/QC compliance rate conformance to PSE Standards as follows: Level 1 inspection items: ≤ 8 deviations/1000 items inspected	4	4	6	20	13	3
		Quanta Gas	Level 2 inspection items: ≤ 15 deviations/1000 items inspected	12	11	8	14	9	10
		Quanta Gas	Level 3 inspection items: ≤ 12 deviations/1000 items inspected	2	9	8	11	6	3
		Secondary Safety Response and Restoration Time-Core-Hour	Quanta Electric	Within 250 minutes from the dispatch time to the restoration of non-emergency outage during core hours	238	229	231	233	219
	Secondary Safety Response and Restoration Time-Non-Core-Hour	Quanta Electric	Within 316 minutes from the dispatch time to the restoration of non-emergency outage during non-core hours	241	257	239	246	249	238
	Secondary Safety Response Time	Quanta Gas	Within 60 minutes from first first response assessment completion to second response arrival	56	46	48	56	51	50

Exhibit continues on next page.

## EXHIBIT E - PRELIMINARY MONTHLY SERVICE QUALITY PERFORMANCE OF PSE'S SERVICE PROVIDERS

**Note 1:** Results shown are rounded to the nearest whole percentage per UTC order. However, these 100% monthly performance results do not reflect that service providers met all the new construction appointments during the reporting period. Numbers of PSE missed appointments, including the new customer construction appointments carried out the service providers are detailed in Exhibit B: Preliminary Missed Appointments and Customer Service Guarantee Performance.

**Note 2:** Service provider PSE Standards Compliance measurement was revised to include more detailed benchmarks starting April 2017 as defined below:

<b>Level 1</b>	Deviation from PSE Standards and/or current regulatory expectations that provide immediate and significant risk to product quality, safety or system integrity; or a combination/repetition of Level 2 deficiencies that indicate a critical failure of systems.
Confidence Level: 95%	
Z Score: 1.960	
<b>Level 2</b>	Deviation from PSE Standards and/or current regulatory expectations that provide a potentially significant risk to product quality, safety or system integrity; or could potentially result in significant observations from a regulatory agency; or a combination/repetition of Level 3 deficiencies that indicate a failure of system(s).
Confidence Level: 90%	
Z Score: 1.645	
<b>Level 3</b>	Observations of a less serious or isolated nature that are not deemed Level 1 or 2, but require correction or suggestions on how to improve systems or procedures that may be compliant but would benefit from improvement.
Confidence Level: 85%	
Z Score: 1.440	