

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

Puget Sound Energy

2022 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	SQL #	Description	Annual Benchmark/Target	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Customer Satisfaction	6	Telephone Center Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	93%	96%	95%	91%	95%	94%
	8	Field Service Operations Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	97%	97%	96%	98%	96%	97%
	2	WUTC Complaint Ratio	0.40 complaints per 1000 customers, including all complaints filed with WUTC	0.010	0.010	0.011	0.010	0.010	0.012
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	76%	71%	78%	71%	73%	74%
Operations Services	4	SAIFI	1.30 interruptions per year per customer	0.13	0.05	0.05	0.08	0.06	0.10
	3	SAIDI	155 minutes per customer per year	28	9	7	10	7	14
	11	Electric Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	64	50	51	52	52	55
	7	Gas Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	33	33	34	33	33	32
	10	Kept Appointments ^{Note}	92% of appointments kept	98%	99%	99%	98%	99%	97%

Note: Results shown are rounded to the nearest whole percentage per UTC order. 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>SQI NO. 11 SUPPLEMENTAL REPORTING MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS AFFECTED LOCAL AREAS ONLY</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
1/1/2022	Wind	Northern	1	5,955	212,102	2.8%	17	9 of 16	No	9 EFRs, 1 PTO, 6 Reg Day Off, 8 Line Crews
1/2/2022	Wind	Northern	1	1,939	212,102	0.9%	27	13 of 16	No	13 EFRs, 3 PTO, 8 Line Crews, 2 Tree Crews
1/2/2022	Wind	Southern	1	6,751	265,130	2.5%	15	7 of 15	No	7 EFRs, 1 PTO, 7 Reg Day Off, 8 Line Crews
1/2/2022	Wind	Western	1	7,526	133,265	5.6%	55	7 of 14	No	7 EFRs, 1 PTO, 6 Reg Day Off, 8 Line Crews
1/3/2022	Wind	North King	1	6,489	338,812	1.9%	39	17 of 22	No	17 EFRs, 3 PTO, 2 STD, 10 Line Crews
1/3/2022	Wind	South King	1	1,720	256,704	0.7%	23	8 of 13	No	8 EFRs, 3 PTO, 2 Reg Day Off, 11 Line Crews
1/3/2022	Wind	Western	1	1,469	133,265	1.1%	37	11 of 14	No	11 EFRs, 1 STD, 2 Reg Day Off, 10 Line Crews, 5 Tree Crews

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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
1/4/2022	Wind	Northern	1	392	212,102	0.2%	18	14 of 16	No	14 EFRs, 2 PTO, 8 Line Crews
1/4/2022	Wind	Western	1	1,070	133,265	0.8%	14	12 of 14	No	12 EFRs, 1 STD, 1 Reg Day off, 8 Line Crews, 8 Tree Crews
1/6/2022	Wind	Western	1	4,512	133,265	3.4%	15	12 of 14	No	12 EFRs, 1 STD, 1 PTO, 10 Line Crews, 2 Tree Crews
1/7/2022	Wind	Northern	1	3,084	212,102	1.5%	32	12 of 16	No	12 EFRs, 3 PTO, 1 Reg Day Off, 8 Line Crews, 1 Tree Crew
1/7/2022	Wind	Southern	1	553	265,130	0.2%	23	13 of 16	No	13 EFRs, 1 PTO, 2 Reg Day Off, 8 Line Crews, 2 Tree Crews
1/8/2022	Wind	Northern	1	14	212,102	0.0%	5	12 of 16	No	12 EFRs, 4 Reg Day Off, 8 Line Crews
1/8/2022	Wind	North King	1	496	333,812	0.1%	19	7 of 17	No	7 EFRs, 1 PTO, 9 Reg Day off, 11 Line Crews, 1 Tree Crew

Table continues on next page.

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
1/8/2022	Wind	Southern	1	22	265,130	0.0%	3	6 of 16	No	6 EFRs, 10 Reg Day Off, 8 Line Crews, 1 Tree Crew
1/8/2022	Wind	Western	1	1	133,265	0.0%	1	6 of 13	No	6 EFRs, 7 Reg Day Off, 8 Line Crews
1/9/2022	Wind	North King	1	195	333,812	0.1%	6	6 of 19	No	6 EFRs, 13 Reg Day Off, 8 Line Crews
1/9/2022	Wind	Southern	1	89	265,130	0.0%	5	8 of 16	No	8 EFRs, 8 Reg Day Off, 8 Line Crews, 1 Tree Crew
1/9/2022	Wind	Western	1	385	133,265	0.3%	2	13 of 13	No	13 EFRs, 8 Line Crews
2/21/2022	Wind	Northern	1	6,638	212,161	3.1%	79	14 of 17	No	14 EFRs, 1 PTO, 2 Reg Day Off, 10 Line Crews, 4 Tree Crews
2/22/2022	Wind	Northern	1	526	212,161	0.2%	18	16 of 17	No	16 EFRs, 1 PTO, 9 Line Crews, 7 Tree Crews

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

 PUGET SOUND ENERGY	SQI NO. 11 SUPPLEMENTAL REPORTING MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS AFFECTED LOCAL AREAS ONLY
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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
4/3/2022	Wind/Rain	Northern	1	4,509	212,779	2.1%	20	7 of 17	No	7 EFRs, 10 Reg Day Off, 8 Line Crews, 1 Tree Crew
4/4/2022	Wind/Rain	Northern	3	31,187	212,779	14.7%	75	16 of 16	Yes	16 EFRs, 7 Line Crews, 4 Tree Crews
4/4/2022	Wind/Rain	North King	3	26,377	335,078	7.9%	69	19 of 19	Yes	19 EFRs, 4 Line Crews, 2 Tree Crews
4/4/2022	Wind/Rain	South King	3	22,575	257,202	8.8%	76	13 of 13	Yes	13 EFRs, 11 Line Crews, 5 Tree Crews
4/4/2022	Wind/Rain	Southern	3	38,539	265,832	14.5%	161	16 of 16	Yes	16 EFRs, 19 Line Crews, 6 Tree Crews
4/4/2022	Wind/Rain	Western	3	34,669	133,525	26.0%	148	13 of 13	Yes	13 EFRs, 7 Line Crews, 5 Tree Crews
4/8/2022	Wind/Rain	Western	1	5,319	133,525	4.0%	19	13 of 13	No	13 EFRs, 8 Line Crews, 1 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
4/11/2022	Wind/Rain	Western	1	1,097	133,525	0.8%	18	13 of 13	No	13 EFRs, 8 Line Crews
5/18/2022	Wind	North King	2	48,378	335,878	14.4%	79	16 of 16	Yes	16 EFRs, 10 Line Crews, 1 Tree Crew
5/18/2022	Wind	Northern	2	6,595	213,031	3.1%	57	19 of 19	No	19 EFRs, 7 Line Crews
5/18/2022	Wind	South King	2	6,097	257,569	2.4%	25	13 of 13	No	13 EFRs, 10 Line Crews
5/18/2022	Wind	Southern	2	523	266,299	0.2%	14	16 of 16	No	16 EFRs, 8 Line Crews
5/18/2022	Wind	Western	2	12,894	133,656	9.6%	29	13 of 13	Yes	13 EFRs, 8 Line Crews, 1 Tree Crew

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 B

	<p>SQI NO. 11 SUPPLEMENTAL REPORTING LOCALIZED EMERGENCY EVENT DAYS NON-AFFECTED LOCAL AREAS ONLY</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	>5% Customer Affected? (Yes/No)	Comments
1/1/2022	Wind	North King	1	414	338,812	0.12	10			
1/1/2022	Wind	South King	1	1,819	256,704	0.71%	4			
1/1/2022	Wind	Southern	1	272	265,130	0.10%	5			
1/1/2022	Wind	Western	1	994	133,265	0.75%	6			
1/2/2022	Wind	North King	1	2,498	338,812	0.74%	16			
1/2/2022	Wind	South King	1	162	256,704	0.06%	4			
1/3/2022	Wind	Northern	1	2,734	212,102	1.29%	27			
1/3/2022	Wind	Southern	1	11,902	265,130	4.49%	10			

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EXHIBIT A - PRELIMINARY MONTHLY PSE SERVICE QUALITY PROGRAM PERFORMANCE

ATTACHMENT B



**SQI NO. 11 SUPPLEMENTAL REPORTING
LOCALIZED EMERGENCY EVENT DAYS
NON-AFFECTED LOCAL AREAS ONLY**

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
1/4/2022	Wind	North King	1	7,075	338,812	2.09%	23			
1/4/2022	Wind	South King	1	2,341	256,704	0.91%	16			
1/4/2022	Wind	Southern	1	4,516	265,130	1.70%	10			
1/6/2022	Wind	Northern	1	470	212,102	0.22%	24			
1/6/2022	Wind	North King	1	5,503	338,812	1.62%	23			
1/6/2022	Wind	South King	1	509	256,704	0.20%	8			
1/6/2022	Wind	Southern	1	887	265,130	0.33%	14			
1/7/2022	Wind	North King	1	4,561	338,812	1.35%	26			

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**SQI NO. 11 SUPPLEMENTAL REPORTING
LOCALIZED EMERGENCY EVENT DAYS
NON-AFFECTED LOCAL AREAS ONLY**

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
1/7/2022	Wind	South King	1	7,280	256,704	2.84%	24			
1/7/2022	Wind	Western	1	2,344	133,265	1.76%	12			
1/8/2022	Wind	South King	1	9	256,704	0.00%	5			
1/9/2022	Wind	Northern	1	1	212,102	0.00%	1			
1/9/2022	Wind	South King	1	667	265,704	0.25%	3			
2/21/2022	Wind	North King	1	2,222	334,061	0.67%	2			
2/21/2022	Wind	South King	1	1,478	256,760	0.58%	4			
2/21/2022	Wind	Southern	1	683	265,236	0.26%	2			

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LOCALIZED EMERGENCY EVENT DAYS
NON-AFFECTED LOCAL AREAS ONLY**

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
2/21/2022	Wind	Western	1	1,592	133,309	1.19%	9			
2/22/2022	Wind	North King	1	259	334,061	0.08%	4			
2/22/2022	Wind	South King	1	40	256,760	0.02%	6			
2/22/2022	Wind	Southern	1	465	265,236	0.18%	5			
2/22/2022	Wind	Western	1	96	133,309	0.07%	5			
4/3/2022	Wind/Rain	North King	1	29	335,078	0.01%	4			
4/3/2022	Wind/Rain	South King	1	1,641	257,202	0.64%	1			
4/3/2022	Wind/Rain	Southern	1	143	265,832	0.05%	5			

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**SQI NO. 11 SUPPLEMENTAL REPORTING
LOCALIZED EMERGENCY EVENT DAYS
NON-AFFECTED LOCAL AREAS ONLY**

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
4/3/2022	Wind/Rain	Western	1	28	133,525	0.02%	4			
4/8/2022	Wind/Rain	Northern	1	338	212,779	0.16%	11			
4/8/2022	Wind/Rain	North King	1	375	335,078	0.11%	7			
4/8/2022	Wind/Rain	South King	1	397	257,202	0.15%	13			
4/8/2022	Wind/Rain	Southern	1	147	265,832	0.06%	9			
4/11/2022	Wind/Rain	Northern	1	3,751	212,779	1.76%	4			
4/11/2022	Wind/Rain	North King	1	6,973	335,078	2.08%	11			
4/11/2022	Wind/Rain	South King	1	1,431	257,202	0.56%	4			
4/11/2022	Wind/Rain	Southern	1	485	265,832	0.18%	23			

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

Puget Sound Energy

2022 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, 2022**

6 Months All Service Type:	January		2022		June		2022		Service Guarantee Payment	Percent Kept	Excused
	Total Appts (Exclude Canceled)	Missed Approved	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept				
Electric											
Permanent Service	3,622	10	10	20	12	3,590	3,602	\$500	99%	30	
Reconnection	3,297	23	32	55	521	2,721	3,242	\$1,150	98%	0	
Sub-total	6,919	33	42	75	533	6,311	6,844	\$1,650	99%	30	
Gas											
Diagnostic	4,802	70	1	71	138	4,593	4,731	\$3,500	99%	0	
Permanent Service	2,992	33	27	60	51	2,881	2,932	\$1,650	98%	6	
Reconnection	1,871	31	6	37	50	1,784	1,834	\$1,550	98%	0	
Sub-total	9,665	134	34	168	239	9,258	9,497	\$6,700	98%	6	
Grand Total	16,584	167	76	243	772	15,569	16,341	\$8,350	99%	36	

Note: Results shown are rounded to the nearest whole percentage per UTC order.. 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, 2022**

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-22	Electric	Permanent Service	568	5	0	5	4	559	563	\$250	21
Jan-22	Electric	Reconnection	654	8	0	8	103	543	646	\$400	0
Jan-22	Gas	Diagnostic	1,193	19	0	19	27	1,147	1,174	\$950	0
Jan-22	Gas	Permanent Service	554	17	2	19	26	509	535	\$850	6
Jan-22	Gas	Reconnection	449	6	0	6	8	435	443	\$300	0
Jan-22 Total			3,418	55	2	57	168	3,193	3,361	\$2,750	27
Feb-22	Electric	Permanent Service	547	0	0	0	4	543	547	\$0	0
Feb-22	Electric	Reconnection	674	2	0	2	124	548	672	\$100	0
Feb-22	Gas	Diagnostic	927	15	0	15	18	894	912	\$750	0
Feb-22	Gas	Permanent Service	515	13	0	13	12	490	502	\$650	0
Feb-22	Gas	Reconnection	326	6	0	6	9	311	320	\$300	0
Feb-22 Total			2,989	36	0	36	167	2,786	2,953	\$1,800	0
Mar-22	Electric	Permanent Service	720	1	0	1	2	717	719	\$50	0
Mar-22	Electric	Reconnection	626	2	0	2	99	525	624	\$100	0
Mar-22	Gas	Diagnostic	851	3	0	3	19	829	848	\$150	0
Mar-22	Gas	Permanent Service	612	1	4	5	10	597	607	\$50	0
Mar-22	Gas	Reconnection	345	7	4	11	9	325	334	\$350	0
Mar-22 Total			3,154	14	8	22	139	2,993	3,132	\$700	0
Apr-22	Electric	Permanent Service	580	1	0	1	0	579	579	\$50	9
Apr-22	Electric	Reconnection	423	10	0	10	70	343	413	\$500	0
Apr-22	Gas	Diagnostic	717	16	0	16	24	677	701	\$800	0
Apr-22	Gas	Permanent Service	520	2	11	13	2	505	507	\$100	0
Apr-22	Gas	Reconnection	319	7	0	7	10	302	312	\$350	0
Apr-22 Total			2,559	36	11	47	106	2,406	2,512	\$1,800	9
May-22	Electric	Permanent Service	681	3	1	4	2	675	677	\$150	0
May-22	Electric	Reconnection	451	1	7	8	64	379	443	\$50	0
May-22	Gas	Diagnostic	604	7	0	7	24	573	597	\$350	0
May-22	Gas	Permanent Service	448	0	6	6	1	441	442	\$0	0
May-22	Gas	Reconnection	243	3	1	4	7	232	239	\$150	0
May-22 Total			2,427	14	15	29	98	2,300	2,398	\$700	0
Jun-22	Electric	Permanent Service	526	0	9	9	0	517	517	\$0	0
Jun-22	Electric	Reconnection	469	0	25	25	61	383	444	\$0	0
Jun-22	Gas	Diagnostic	510	10	1	11	26	473	499	\$500	0
Jun-22	Gas	Permanent Service	343	0	4	4	0	339	339	\$0	0
Jun-22	Gas	Reconnection	189	2	1	3	7	179	186	\$100	0
Jun-22 Total			2,037	12	40	52	94	1,891	1,985	\$600	0
Grand Total			16,584	167	76	243	772	15,569	16,341	\$8,350	36

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Puget Sound Energy

2022 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-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
CFS Survey							
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	69	55	48	61	47	41
	No	125	107	105	137	105	120
	Don't Know	46	47	47	50	44	38
	Refused Response	1	-	-	2	4	1
	Total Customers Surveyed	241	209	200	250	200	200
<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.	24	11	18	30	23	15
	Whenever PSE changes an appointment, you are given the \$50.	30	30	17	28	25	15
	You have no understanding or expectations about this part of the service guarantee plan.	148	123	130	151	114	131
	Don't Know	31	39	27	29	32	35
	Refused Response	8	6	8	12	6	4
	Total Customers Surveyed	241	209	200	250	200	200
<hr/>							
Q26D. Did your appointment have to be rescheduled or did it occur as planned?	It occurred as planned.	226	203	187	223	181	196
	It was rescheduled.	3	4	9	11	6	2
	Technician arrived but was late.	2	-	1	1	-	-
	Don't Know	7	1	1	10	8	2
	Refused Response	3	1	2	5	5	-
Total Customers Surveyed	241	209	200	250	200	200	
<hr/>							
Q26E. Who initiated rescheduling your appointment?	Myself (Customer Initiated)	2	1	5	6	5	1
	Puget Sound Energy (PSE) Initiated	1	3	4	5	-	1
	Don't Know	-	-	-	-	1	-
	Refused Response	-	-	-	-	-	-
Total Customers Surveyed	3	4	9	11	6	2	

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2022 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-2022	0	\$0	0	\$0
Feb-2022	0	\$0	19	\$950
Mar-2022	0	\$0	103	\$5,150
Apr-2022	0	\$0	0	\$0
May-2022	0	\$0	1	\$50
Jun-2022	0	\$0	135	\$6,750
Total	0	\$0	258	\$12,900

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

Puget Sound Energy

2022 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 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Operations Services	Service Provider New Customer Construction Appointments Kept ^{Note1}	Quanta Electric	At least 92% of appointments kept	100%	99%	99%	100%	99%	100%
		Quanta Gas	At least 92% of appointments kept	100%	100%	100%	100%	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	4	3	9	0	3
		Quanta Electric	Level 2 inspection items: ≤ 20 deviations/1000 items inspected	6	4	4	6	2	12
		Quanta Electric	Level 3 inspection items: ≤ 20 deviations/1000 items inspected	12	9	4	6	1	10
		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	1	0	3	0	0	0
		Quanta Gas	Level 2 inspection items: ≤ 15 deviations/1000 items inspected	3	5	3	0	4	4
		Quanta Gas	Level 3 inspection items: ≤ 12 deviations/1000 items inspected	0	2	0	0	0	0
		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	248	235	231	228	238
	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	267	246	260	253	243	279
	Secondary Safety Response Time	Quanta Gas	Within 60 minutes from first first response assessment completion to second response arrival	60	54	57	51	48	44

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:

Level 1	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	
Level 2	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	
Level 3	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	