



Puget Sound Energy
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VIA ELECTRONIC FILING AND OVERNIGHT MAIL

January 31, 2014

Mr. Steven V. King
Executive Director and Secretary
Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

**Re: PSE Meter and Billing Performance Annual Filing
Docket Nos. UE-111048 and UG-111049 (consolidated)**

Dear Mr. King:

In compliance with the terms of the Partial Settlement RE: Meter and Billing Performance Standards in consolidated Docket Nos. UE-111048 and UG-111049 Order 08 ("Order 08"); Puget Sound Energy, Inc. ("PSE") submits an original and twelve copies of PSE's first Meter and Billing Performance Annual Filing. The applicable reporting period for this initial annual report includes June 1, 2013, through December 31, 2013 (per Partial Settlement paragraph 23).

This report summarizes and discusses PSE's meter and billing performance under the following meter and billing standards (per Partial Settlement paragraph 13):

- PSE will identify and correct 98 percent of all stopped meter and unassigned energy usage meter problems for both gas and electric meters within 12 months from initial occurrence of the problem.
- PSE will identify and correct all stopped meter and unassigned energy problems for both gas and electric meters within 24 months from the initial problems report.

For the applicable annual reporting period, PSE met the standards for the correction of the unassigned energy usage meter problems and is substantially in compliance with the correction of stopped meter problems (per Partial Settlement paragraph 20).

This report also discusses the final results of the one-time requirement (per Partial Settlement paragraph 12) of the zero consumption 365-day investigation process that was launched on June 1, 2012. Prior to the conclusion of this zero consumption 365-day investigation process, PSE had been providing quarterly updates of its investigation results and follow-up actions in its Meter and Billing Quarterly Reports since 2012 Q2 to facilitate the review of the Commission and the UTC staff.

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The report also presents the results, as of December 31, 2013, of the on-going zero consumption 180-day customer notification process that was launched on June 1, 2013, (per Partial Settlement paragraph 18) and the associated investigation process that PSE initiated. PSE has carried out a full investigation of each of the meter cases with customer self-reported usage which will reduce the potential length of back bills for those meter cases. In addition, this approach will be helpful in ensuring that PSE does not exceed the meter and milling performance standards thresholds for these meter cases.

The layout and elements of this report are consistent with the draft annual meter and billing report outline reviewed and discussed with the Commission Staff on September 27, 2013. Staff provided additional comments and suggestions via an e-mail on October 30, 2013, which have been incorporated in this report.

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) 456-2110.

Sincerely,



For Ken Johnson
Director, State Regulatory Affairs

Enclosure

cc: Chuck Eberdt - The Energy Project
Simon ffitich - Public Counsel
Robert Cedarbaum - UTC
Thomas Schooley - UTC