

**Puget Sound Energy--SQI Performance**

No.	Index	4/1997-9/1997	10/1997-9/1998	10/1998-9/1999	10/1999-9/2000	10/2000-9/2001	10/2001-9/2002	1/2003-12/2003	1/2004-12/2004	1/2004-12/2005	1/2006-12/2006	1/2007-12/2007
1	<b>Overall Customer Satisfaction</b> 90%	90%	92%	92%	89%	85%	83%	86%	85%	84%	84%	0.83
2	<b>UTC Complaint Ratio</b> 0.05/1000	0.4	0.3	0.3	0.3	0.3	0.3	0.18	0.25	0.17	0.28	0.27
3	<b>SAIDI</b> 136 minutes	111.3	96.5	142.8	103.8	112.4	118.2	133	113	129	214	167
4	<b>SAIFI</b> 1.30 interruptions	1.035	0.872	0.992	0.826	0.909	0.899	0.8	0.78	0.95	1.23	0.97
5	<b>Telephone Center Answering Performance</b> 75% w/in 30 secs.	50%	81%	76%	76%	75%	77%	75%	78%	75%	75%	0.75
6	<b>Telephone Center Transactions Customer Satisfaction</b> 90%	90%	92%	93%	91%	90%	92%	94%	92%	93%	94%	0.92
7	<b>Gas Safety Response Time</b> 55 minutes	45	50	45	39	41	36	35	37	35	36	38
8	<b>Field Service Operations Transactions Customer Satisfaction</b> 90%	89%	88%	91%	91%	91%	92%	93%	92%	90%	91%	0.9
9	<b>Disconnection Ratio</b> 0.030 disconnections/customer	0.023	0.018	0.022	0.018	0.021	0.03	0.03	0.03	0.03	0.024	0.028
10	<b>Missed Appointments</b> 8% missed	6%	4%	5%	5%	4%	3%	4%	4%	1%	2%	0.01
11	<b>Electric Safety Response Time</b> 55 minutes							44	51	49	49	0.52
	<b>\$50 Customer Service Guarantee</b>	\$8,900	\$81,900	\$102,950	\$48,600	\$41,500	\$22,450	\$81,900	\$50,650	\$29,050	\$24,000	\$ 11,950

Failed to meet benchmark

Note: This chart was provided in response to PC-3113 in the Docket No. U-072375. Ms. Alexander added the performance standards and the 2007 SQI results.