



Puget Sound Energy  
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PSE.com

VIA ELECTRONIC FILING AND OVERNIGHT MAIL

January 29, 2016

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 ("PSE") submits an original and twelve copies of PSE's second Meter and Billing Performance Annual Filing. The applicable reporting period for this annual report includes January 1, 2015, through December 31, 2015 (per Partial Settlement paragraph 23).

This report summarizes and discusses PSE's meter and billing performance under the following Meter and Billing Performance 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 Meter and Billing Performance Standards for unassigned energy usage meter cases for the 12-month threshold and substantially met the 24-month threshold (13,038 of 13,070 meters). For the stopped meter cases, PSE is in compliance with performance standards of the 12-month threshold at 99% but corrected 7 meter cases (out of the 3,578 cases) outside the 24-month threshold (per Partial Settlement paragraph 20).

The report also presents the results, as of December 31, 2015, 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.

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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.

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,

A handwritten signature in black ink, appearing to read "Ken Johnson", with a long horizontal line extending to the right.

Ken Johnson  
Director, State Regulatory Affairs

Enclosure

cc: Shawn Collins – The Energy Project  
Simon ffitich – Public Counsel  
Chris Casey – UTC  
Thomas Schooley – UTC