


PUGET SOUND ENERGY
Electric Tariff G

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SCHEDULE NO. 131
RESTORATION SERVICE GUARANTEES (T)

24 HOUR GUARANTEE (T)

6. **APPLICABILITY:** The 24-Hour restoration service guarantee ("24-Hour Guarantee") under the service guarantee program (as approved in Docket Nos. 072300 and 072301) is available to Customers of the Company meeting the criteria described herein on and after January 1, 2017.
7. **PURPOSE:** To implement a program designed to grant a Customer a credit if the Company fails to restore their individual Electric Service within 24 consecutive hours after the Company is first notified of an outage, subject to the eligibility and conditions of 24-Hour Guarantee provisions herein.
8. **ELIGIBILITY:** To be eligible for a credit under the 24-Hour Guarantee, a Customer must be affected by an outage that extended at least 24 consecutive hours after the Company is first notified of the outage. An affected Customer becomes an eligible Customer after either they report their outage or they request the 24-Hour Guarantee credit within seven (7) calendar days following the restoration of the Customer's Electric Service.
9. **RATE:** \$50.00 will be credited to an eligible Customer's account upon the Company's review and validation of the Customer's report or 24-Hour Guarantee request and their individual outage. The Company will review and validate all requests within two (2) billing cycles after the date the 24-Hour Guarantee is requested by the affected Customer. A Customer can only receive one \$50 credit for their single geographic location affected by the outage that the Customer reported, and was validated. Validation may include verification that the Customer reported their outage or requested the 24-Hour Guarantee.
10. **CONDITIONS OF 24-HOUR GUARANTEE:** The 24 consecutive-hour period for the purpose of determining the 24-Hour Guarantee commences from the time when the Company is first notified of the outage until Electric Service is restored for that eligible Customer. In the event that the Company cannot safely access its facilities, the 24 consecutive-hour period begins when safe access is made available for the Company's personnel and standard equipment.

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SCHEDULE NO. 131
RESTORATION SERVICE GUARANTEES (Continued) (T)

24 HOUR GUARANTEE (Continued) (T)

10. CONDITIONS OF 24-HOUR GUARANTEE: (Continued)

- a. The Company will provide a bill credit to eligible electric Customers in the amount of \$50 if the Company fails to restore Electric Service within 24 hours of notification of an outage, except for the following instances:
1. The outage is associated with a Major Event Day, which includes any associated subsequent days while the Company is restoring the major-event-outage; (See Section 11, Definitions for the definition of Major Event Day.)
 2. The Company is prevented from restoring electric service by an action or default by someone outside the control of the Company (other than a Company employee/agent);
 3. The Company does not have safe access to its facilities in order to perform the needed repair;
 4. The Company verifies that there was no outage as reported by the Customer;
 5. The Customer's equipment has caused the outage; or
 6. The Customer's system has not received the proper electrical inspections and certifications.

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SCHEDULE NO. 131
RESTORATION SERVICE GUARANTEES (Continued) (T)

24 HOUR GUARANTEE (Continued) (T)

10. CONDITIONS OF 24-HOUR GUARANTEE: (Continued)

- b. Safe access is prevented by conditions such as, but not limited to, a flooded road, a slide blocking a road, or other conditions which prevent the Company from accessing its facilities.
- c. The Company will not seek recovery of the 24-Hour Guarantee payments from ratepayers.
- d. An electric Customer is eligible for the \$50 credit after either:
 - 1. Reporting their outage to PSE; or
 - 2. Requesting the 24-Hour Guarantee credit within seven (7) calendar days following restoration of the Customer's Electric Service.
- e. The Company will provide the credit to an eligible electric Customer's bill within two billing cycles after the restoration of the Customer's outage.

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SCHEDULE NO. 131
RESTORATION SERVICE GUARANTEES (Continued) (T)

24 GUARANTEE (Continued) (T)

11. DEFINITIONS:

- a. Major Event Day - A Major Event Day is a day in which the daily system SAIDI exceeds a threshold value, T_{MED} . The T_{MED} value is calculated at the end of each reporting year for use during the next reporting year. It is determined by reviewing the past five years of daily system SAIDI, and using the IEEE Std. 1366 2.5 Beta methodology in calculating the threshold value. IEEE Std. 1366 has the specific methodology and formulas. Any days having a daily system SAIDI greater than T_{MED} are days on which the electric distribution system experienced stresses beyond those normally expected, *i.e.*, IEEE Std. 1366 Major Event Days.

12. **GENERAL RULES AND PROVISIONS** - The Guarantees under this schedule are subject to the General Rules and Provisions (Schedule 80) contained in this tariff. These Guarantees do not change or eliminate any provisions of Schedule 80, specifically including the provisions of Section 12 of Schedule 80.

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