

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

Puget Sound Energy

2019 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 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Customer Satisfaction	6	Telephone Center Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	93%	93%	93%	93%	91%	95%
	8	Field Service Operations Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	96%	94%	96%	97%	95%	95%
	2	WUTC Complaint Ratio	0.40 complaints per 1000 customers, including all complaints filed with WUTC	0.022	0.017	0.015	0.014	0.016	0.013
Customer Services	5	Customer Access Center Answering Performance	75% of calls answered by a live representative within 30 seconds of request to speak with live operator	57%	69%	75%	82%	85%	88%
Operations Services	4	SAIFI	1.30 interruptions per year per customer	0.06	0.09	0.06	0.08	0.10	0.08
	3	SAIDI	155 minutes per customer per year	15	13	8	9	9	11
	11	Electric Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	52	58	50	51	51	52
	7	Gas Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	31	34	30	29	31	30
	10	Kept Appointments ^{Note}	92% of appointments kept	100%	99%	100%	100%	100%	100%

Note: Results shown are rounded to the nearest whole percentage per UTC order. However, these 100% monthly performance results do not reflect that PSE and its service providers met all the SQL No. 10 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 RESULTS OF APPOINTMENTS KEPT AND CUSTOMER SERVICE GUARANTEE.

EXHIBIT A - PRELIMINARY MONTHLY PSE SERVICE QUALITY PROGRAM PERFORMANCE

ATTACHMENT A



**SQI NO. 11 SUPPLEMENTAL REPORTING
MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS
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 (for the event, EFR Count only)	>5% Customer Affected? (Yes/No)	Comments
1/6/2019	Wind	Northern	5	7,229	204,390	3.5%	55	15 of 15	Yes	15 EFRs, 5 Line Crews, 2 Tree Crews
1/6/2019	Wind	North King	5	98,361	320,933	30.6%	445	22 of 22	Yes	22 EFRs, 35 Line Crews, 14 Tree Crews
1/6/2019	Wind	South King	5	140,462	245,265	57.3%	483	13 of 13	Yes	13 EFRs, 32 Line Crews, 15 Tree Crews
1/6/2019	Wind	Southern	5	105,068	256,124	41.0%	416	16 of 16	Yes	16 EFRs, 26 Line Crews, 14 Tree Crews
1/6/2019	Wind	Western	5	10,499	129,228	8.1%	72	12 of 12	Yes	12 EFRs, 6 Line Crews, 3 Tree Crews
2/3/2019	Wind/Snow	Northern	1	12,196	204,658	10.6%	83	8 of 15	No	8 EFRs, 2 PTO, 5 Reg Day Off, 8 Line Crews, 7 Tree Crews
2/4/2019	Wind/Snow	Northern	1	21,600	204,658	10.6%	83	11 of 15	No	11 EFRs, 3 PTO, 1 Reg Day Off, 8 Line Crews, 7 Tree Crews

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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


	<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
2/8/2019	Wind/Snow	Northern	8	38,293	204,658	18.7%	265	15 of 15	Yes	15 EFRs, 8 Line Crews, 9 Tree Crews
2/8/2019	Wind/Snow	North King	8	98,037	321,384	30.5%	540	22 of 22	Yes	22 EFRs, 39 Line Crews, 12 Tree Crews
2/8/2019	Wind/Snow	South King	8	48,982	245,420	20.0%	301	13 of 13	Yes	13 EFRs, 20 Line Crews, 8 Tree Crews
2/8/2019	Wind/Snow	Southern	8	103,524	256,407	40.4%	643	16 of 16	Yes	16 EFRs, 12 Line Crews, 15 Tree Crews
2/8/2019	Wind/Snow	Western	8	78,899	129,319	61.0%	529	12 of 12	Yes	12 EFRs, 38 Line Crews, 15 Tree Crews
2/16/2019	Wind	North King	1	216	321,384	0.1%	13	10 of 18	No	10 EFR's, 8 Reg Day Offs, 8 Line Crews, 2 Tree Crews
2/26/2019	Wind	South King	1	7,991	245,420	3.3%	25	12 of 12	No	12 EFRs, 5 Line Crews, 1 Tree Crews
3/16/2019	Wind	Southern	1	4,097	256,702	1.6%	6	7 of 15	No	7 EFRs, 1 PTO, 7 Reg Day Off, 7 Line Crews, 1 Tree Crews
4/27/2019	Wind	Northern	1	2,286	205,168	1.1%	18	9 of 12	No	9 EFRs, 3 PTO, 5 Line Crews, 2 Tree Crews
6/5/2019	Wind	Western	1	128	129,863	0.1%	14	9 of 12	No	9 EFRs, 3 PTO, 5 Line Crews, 2 Tree Crews

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

	SQI NO. 11 SUPPLEMENTAL REPORTING LOCALIZED EMERGENCY EVENT DAYS NON-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	>5% Customer Affected? (Yes/No)	Comments
2/3/2019	Wind	North King	1	52	321,384	0.0%	6			
2/3/2019	Snow	South King	1	12	245,420	0.0%	1			
2/3/2019	Snow	Southern	1	685	256,407	0.3%	6			
2/3/2019	Snow	Western	1	1,174	129,319	0.9%	12			
2/4/2019	Wind	North King	1	2,178	321,384	0.7%	18			
2/4/2019	Snow	South King	1	4,413	245,420	1.8%	23			
2/4/2019	Snow	Southern	1	2,129	256,407	0.8%	20			
2/4/2019	Snow	Western	1	10,524	129,319	8.1%	56			

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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
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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
2/16/2019	Wind	Northern	1	49	204,658	0.0%	5			
2/16/2019	Wind	South King	1	246	245,420	0.1%	10			
2/16/2019	Wind	Southern	1	674	256,407	0.3%	7			
2/16/2019	Wind	Western	1	7	129,319	0.0%	2			
2/26/2019	Wind	Northern	1	144	204,658	0.0%	5			
2/26/2019	Wind	North King	1	2,296	321,980	0.0%	8			
2/26/2019	Wind	Southern	1	205	245,627	0.0%	7			
2/26/2019	Wind	Western	1	3,113	129,591	0.0%	8			

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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
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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
3/16/2019	Wind	Northern	1	7	204,866	0.0%	3			
3/16/2019	Wind	North King	1	26	321,980	0.0%	7			
3/16/2019	Wind	South King	1	9	245,627	0.0%	2			
3/16/2019	Wind	Western	1	3	129,383	0.0%	2			
4/27/2019	Wind	North King	1	953	322,858	0.3%	11			
4/27/2019	Wind	South King	1	50	245,994	0.0%	3			
4/27/2019	Wind	Southern	1	328	257,159	0.1%	11			
4/27/2019	Wind	Western	1	417	129,591	0.3%	16			

Table continues on next page.

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
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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
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6/5/2019	Wind	Northern	1	111	205,663	0.1%	8			
6/5/2019	Wind	North King	1	577	323,868	0.2%	12			
6/5/2019	Wind	South King	1	200	246,449	0.1%	6			
6/5/2019	Wind	Southern	1	1,276	257,889	0.5%	5			

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

Puget Sound Energy

2019 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, 2019**

6 Months All Service Type:	January		2019		June		2019		Service Guarantee Payment	Percent Kept	Excused
	Total Appts (Exclude Canceled)	Missed Approved	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Total Kept			
Electric											
Permanent Service	3,728	32	5	37	40	3,651	3,691	\$1,600	99%	127	
Reconnection	17,581	50	19	69	49	17,463	17,512	\$2,500	100%	6	
Sub-total	21,309	82	24	106	89	21,114	21,203	\$4,100	100%	133	
Gas											
Diagnostic	9,544	10	0	10	356	9,178	9,534	\$500	100%	0	
Permanent Service	3,813	18	18	36	151	3,626	3,777	\$900	99%	19	
Reconnection	6,129	5	0	5	129	5,995	6,124	\$250	100%	0	
Sub-total	19,486	33	18	51	636	18,799	19,435	\$1,650	100%	19	
Grand Total	40,795	115	42	157	725	39,913	40,638	\$5,750	100%	152	

Note: Results shown are rounded to the nearest whole percentage per UTC order. However, these 100% monthly performance results do not reflect that PSE and its service providers met all the SQI No. 10 appointments during the reporting period. 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, 2019**

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-19	Electric	Permanent Service	663	9	0	9	10	644	654	\$450	59
Jan-19	Electric	Reconnection	2,599	0	5	5	9	2,585	2,594	\$0	2
Jan-19	Gas	Diagnostic	2,324	2	0	2	94	2,228	2,322	\$100	0
Jan-19	Gas	Permanent Service	780	12	1	13	22	745	767	\$600	0
Jan-19	Gas	Reconnection	1,212	2	0	2	23	1,187	1,210	\$100	0
Jan-19 Total			7,578	25	6	31	158	7,389	7,547	\$1,250	61
Feb-19	Electric	Permanent Service	448	5	0	5	2	441	443	\$250	68
Feb-19	Electric	Reconnection	1,609	14	4	18	6	1,585	1,591	\$700	4
Feb-19	Gas	Diagnostic	2,372	5	0	5	100	2,267	2,367	\$250	0
Feb-19	Gas	Permanent Service	466	1	5	6	74	386	460	\$50	18
Feb-19	Gas	Reconnection	676	2	0	2	23	651	674	\$100	0
Feb-19 Total			5,571	27	9	36	205	5,330	5,535	\$1,350	90
Mar-19	Electric	Permanent Service	626	3	0	3	8	615	623	\$150	0
Mar-19	Electric	Reconnection	3,369	11	1	12	10	3,347	3,357	\$550	0
Mar-19	Gas	Diagnostic	1,677	2	0	2	52	1,623	1,675	\$100	0
Mar-19	Gas	Permanent Service	720	1	0	1	20	699	719	\$50	1
Mar-18	Gas	Reconnection	783	0	0	0	26	757	783	\$0	0
Mar-19 Total			7,175	17	1	18	116	7,041	7,157	\$850	1
Apr-19	Electric	Permanent Service	664	2	0	2	9	653	662	\$100	0
Apr-19	Electric	Reconnection	3,037	10	3	13	9	3,015	3,024	\$550	0
Apr-19	Gas	Diagnostic	1,230	1	0	1	44	1,185	1,229	\$50	0
Apr-19	Gas	Permanent Service	765	3	6	9	25	731	756	\$150	0
Apr-19	Gas	Reconnection	1,233	0	0	0	22	1,211	1,233	\$0	0
Apr-19 Total			6,929	16	9	25	109	6,795	6,904	\$800	0
May-19	Electric	Permanent Service	704	9	0	9	5	690	695	\$450	0
May-19	Electric	Reconnection	3,414	7	3	10	6	3,398	3,404	\$350	0
May-19	Gas	Diagnostic	1,079	0	0	0	39	1,040	1,079	\$0	0
May-19	Gas	Permanent Service	623	0	5	5	9	609	618	\$0	0
May-19	Gas	Reconnection	982	1	0	1	14	967	981	\$50	0
May-19 Total			6,802	17	8	25	73	6,704	6,777	\$850	0
Jun-19	Electric	Permanent Service	623	4	5	9	6	608	614	\$200	0
Jun-19	Electric	Reconnection	3,553	8	3	11	9	3,533	3,542	\$400	0
Jun-19	Gas	Diagnostic	862	0	0	0	27	835	862	\$0	0
Jun-19	Gas	Permanent Service	459	1	1	2	1	456	457	\$50	0
Jun-19	Gas	Reconnection	1,243	0	0	0	21	1,222	1,243	\$0	0
Jun-19 Total			6,740	13	9	22	64	6,654	6,718	\$650	0
Grand Total			40,795	115	42	157	725	39,913	40,638	\$5,750	152

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

Puget Sound Energy

2019 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-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
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	60	76	104	62	72	67
	No	93	91	97	101	130	96
	Don't Know	46	33	49	37	47	40
	Refused Response	1	-	-	-	-	-
	Total Customers Surveyed	200	200	250	200	249	203
<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.	26	33	41	26	25	20
	Whenever PSE changes an appointment, you are given the \$50.	30	26	36	25	31	28
	You have no understanding or expectations about this part of the service guarantee plan.	106	98	116	104	147	128
	Don't Know	36	43	57	43	43	25
	Refused Response	2	-	-	2	3	2
	Total Customers Surveyed	200	200	250	200	249	203
<hr/>							
Q26D. Did your appointment have to be rescheduled or did it occur as planned?	It occurred as planned.	197	189	237	187	227	193
	It was rescheduled.	2	7	5	6	12	8
	Technician arrived but was late.	-	1	1	3	-	-
	Don't Know	1	3	5	3	10	2
	Refused Response	-	-	2	1	-	-
Total Customers Surveyed	200	200	250	200	249	203	
<hr/>							
Q26E. Who initiated rescheduling your appointment?	Myself (Customer Initiated)	-	4	2	1	8	5
	Puget Sound Energy (PSE) Initiated	2	3	3	5	4	3
	Don't Know	-	-	-	-	-	-
	Refused Response	-	-	-	-	-	-
Total Customers Surveyed	2	7	5	6	12	8	

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

Puget Sound Energy

2019 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-2019	0	\$0	0	\$0
Feb-2019	0	\$0	84	\$4,300
Mar-2019	0	\$0	3	\$150
Apr-2019	0	\$0	1	\$50
May-2019	0	\$0	0	\$0
Jun-2019	0	\$0	0	\$0
Total	0	\$0	88	\$4,500

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

Puget Sound Energy

2019 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 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019
Operations Services	Service Provider New Customer Construction Appointments Kept ^{Note1}	Quanta Electric	At least 92% of appointments kept	98%	99%	100%	99%	99%	99%
		Quanta Gas	At least 92% of appointments kept	98%	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	5	6	7	4	3
		Quanta Electric	Level 2 inspection items: ≤ 25 deviations/1000 items inspected	9	4	10	15	16	6
		Quanta Electric	Level 3 inspection items: ≤ 25 deviations/1000 items inspected	15	13	15	20	13	13
		Quanta Gas	Achieve a level of QA/QC compliance rate conformance to PSE Standards as follows: Level 1 inspection items: ≤ 10 deviations/1000 items inspected	1	0	2	3	1	1
		Quanta Gas	Level 2 inspection items: ≤ 15 deviations/1000 items inspected	5	4	11	10	6	2
		Quanta Gas	Level 3 inspection items: ≤ 12 deviations/1000 items inspected	2	0	4	2	0	2
		Secondary Safety Response and Restoration Time-CoreHour	Quanta Electric	Within 250 minutes from the dispatch time to the restoration of non-emergency outage during core hours	247	202	196	215	241
	Secondary Safety Response and Restoration Time-NonCore-Hour	Quanta Electric	Within 316 minutes from the dispatch time to the restoration of non-emergency outage during non-core hours	268	243	241	215	259	242
	Secondary Safety Response Time	Quanta Gas	Within 60 minutes from first first response assessment completion to second response arrival	51	48	58	50	48	45

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	