



STATE OF WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION  
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August 12, 2019

RE: *Washington Utilities and Transportation Commission v. Puget Sound Energy,*  
Dockets UE-170033 and UG-170034 (*Consolidated*)

TO ALL PARTIES:

On December 5, 2017, the Washington Utilities and Transportation Commission (Commission) entered Order 08, Final Order Rejecting Tariff Sheets; Approving and Adopting Settlement Stipulation; Resolving Contested Issues; and Authorizing and Requiring Compliance Filing (Order 08). Order 08, among other things, approved a revision of Service Quality Index (SQI) #5 from a live representative answering 75 percent of calls within 30 seconds to a live representative answering 80 percent of calls within 60 seconds, and required Puget Sound Energy (PSE or Company) to submit evidence that the new standard did not lead to deterioration in service quality or poorly targeted cost cutting.

On March 29, 2019, PSE filed with the Commission its Service Quality Program and Electric Service Reliability Report that included a Supplemental SQI #5 Report (Report), and on July 31, 2019, Commission staff filed a letter stating that Staff had reviewed the Report and believes that the Company has provided sufficient evidence that there has not been a deterioration in service quality, and that the Report fulfills the filing requirement.

The Commission has reviewed the Report, and acknowledges that it complies with the requirements of Order 08.

MARK L. JOHNSON  
Executive Director and Secretary