

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

Puget Sound Energy

2018 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 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018
Customer Satisfaction	6	Telephone Center Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	92%	91%	95%	93%	91%	94%
	8	Field Service Operations Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	90%	97%	93%	98%	98%	97%
	2	WUTC Complaint Ratio	0.40 complaints per 1000 customers, including all complaints filed with WUTC	0.015	0.013	0.020	0.015	0.020	0.015
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	83%	81%	83%	82%	83%	87%
Operations Services	4	SAIFI	1.30 interruptions per year per customer	0.920	0.050	0.090	0.060	0.050	0.120
	3	SAIDI	155 minutes per customer per year	14	15	8	8	7	15
	11	Electric Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	53	49	48	48	50	52
	7	Gas Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	30	30	29	30	30	30
	10	Kept Appointments ^{Note}	92% of appointments kept	99%	100%	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
12/29/2017	Wind	North	9	28,196	202,463	13.9%	328	14 of 14	Yes	14 EFRs, 40 Line Crews, 5 Tree Crews
12/29/2017	Wind	Central North	9	55,418	315,482	17.6%	126	21 of 21	Yes	21 EFRs, 8 Line Crews, 2 Tree Crews
12/29/2017	Wind	Central South	9	5,510	243,022	2.3%	53	12 of 12	Yes	12 EFRs, 6 Line Crews, 2 Tree Crews
12/29/2017	Wind	South	9	7,527	252,373	3.0%	64	15 of 15	Yes	15 EFRs, 3 Line Crews, 1 Tree Crews
12/29/2017	Wind	West	9	4,044	128,168	3.2%	54	12 of 12	Yes	12 EFRs, 2 Line Crews, 3 Tree Crews
1/21/2018	Wind	North	1	8,498	202,576	4.2%	72	11 of 14	No	11 EFRs, 1 PTO, 2 Reg day-off's, 8 Line Crews, 2 Tree Crews
1/27/2018	Wind	South	2	22,647	253,043	8.9%	59	15 of 15	No	15 EFRs, 7 Line Crews, 5 Tree Crews

Table continues on next page.

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
2/17/2018	Wind	North	4	35,779	202,746	17.6%	130	14 of 14	Yes	14 EFRs, 13 Line Crews, 4 Tree Crews
2/17/2018	Wind	Central North	4	8,058	316,270	2.5%	90	21 of 21	Yes	21 EFRs, 6 Line Crews, 2 Tree Crews
2/17/2018	Wind	Central South	4	47,895	243,293	19.7%	119	12 of 12	Yes	12 EFRs, 8 Line Crews, 3 Tree Crews
2/17/2018	Wind	South	4	14,539	253,441	5.7%	96	15 of 15	Yes	15 EFRs, 8 Line Crews, 4 Tree Crews
2/17/2018	Wind	West	4	93,628	128,351	72.9%	360	12 of 12	Yes	12 EFRs, 25 Line Crews, 12 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

 PUGET SOUND ENERGY	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
1/21/2018	Wind	Central	1	751	316,055	0.2%	9	Local	No	1/21/2018
1/21/2018	Wind	Central	1	270	243,194	0.1%	2	Local	No	1/21/2018
1/21/2018	Wind	South	1	756	253,043	0.3%	18	Local	No	1/21/2018
1/21/2018	Wind	West	1	4,666	128,298	3.6%	13	Local	No	1/21/2018
1/27/2018	Wind	North	2	3,790	8,498	44.6%	23	Local	No	1/27/2018
1/27/2018	Wind	Central	2	7,844	316,055	2.5%	33	Local	No	1/27/2018
1/27/2018	Wind	Central	2	170	243,194	0.1%	15	Local	No	1/27/2018
1/27/2018	Wind	West	2	8,272	128,298	6.4%	36	Local	No	1/27/2018

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Puget Sound Energy

2018 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, 2018**

6 Months All Service Type:	January		2018		-		June		2018		Percent Missed (Exclude Canceled)	Percent Missed (Exclude Denied)
	Total Appts (Exclude Canceled)	Missed Approved	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Service Guarantee Payment	Percent Kept	Excused		
Electric												
Permanent Service	4,285	28	1	29	31	4,225	4,256	\$1,400	99%	21	1%	1%
Reconnection	27,789	18	6	24	55	27,710	27,765	\$900	100%	0	0%	0%
Sub-total	32,074	46	7	53	86	31,935	32,021	\$2,300	100%	21	0%	0%
Gas												
Diagnostic	9,584	13	1	14	319	9,251	9,570	\$650	100%	0	0%	0%
Permanent Service	4,867	102	29	131	83	4,653	4,736	\$5,100	97%	7	3%	3%
Reconnection	9,046	8	0	8	100	8,938	9,038	\$400	100%	0	0%	0%
Sub-total	23,497	123	30	153	502	22,842	23,344	\$6,150	99%	7	1%	1%
Grand Total	55,571	169	37	206	588	54,777	55,365	\$8,450	100%	28	0%	0%

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, 2018**

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-18	Electric	Permanent Service	726	9	0	9	4	713	717	\$450	0
Jan-18	Electric	Reconnection	4,868	3	1	4	8	4,856	4,864	\$150	0
Jan-18	Gas	Diagnostic	2,204	2	0	2	79	2,123	2,202	\$100	0
Jan-18	Gas	Permanent Service	983	36	15	51	26	906	932	\$1,800	0
Jan-18	Gas	Reconnection	1,853	0	0	0	21	1,832	1,853	\$0	0
Jan-18 Total			10,634	50	16	66	138	10,430	10,568	\$2,500	0
Feb-18	Electric	Permanent Service	602	3	0	3	7	592	599	\$150	21
Feb-18	Electric	Reconnection	3,863	2	1	3	9	3,851	3,860	\$100	0
Feb-18	Gas	Diagnostic	2,231	4	0	4	74	2,153	2,227	\$200	0
Feb-18	Gas	Permanent Service	784	4	1	5	15	764	779	\$200	3
Feb-18	Gas	Reconnection	1,344	1	0	1	13	1,330	1,343	\$50	0
Feb-18 Total			8,824	14	2	16	118	8,690	8,808	\$700	24
Mar-18	Electric	Permanent Service	730	7	1	8	3	719	722	\$350	0
Mar-18	Electric	Reconnection	4,943	5	0	5	8	4,930	4,938	\$250	0
Mar-18	Gas	Diagnostic	1,735	2	0	2	63	1,670	1,733	\$100	0
Mar-18	Gas	Permanent Service	882	9	1	10	17	855	872	\$450	4
Mar-18	Gas	Reconnection	1,494	1	0	1	11	1,482	1,493	\$50	0
Mar-18 Total			9,784	24	2	26	102	9,656	9,758	\$1,200	4
Apr-18	Electric	Permanent Service	739	3	0	3	3	733	736	\$150	0
Apr-18	Electric	Reconnection	4,756	2	0	2	11	4,743	4,754	\$100	0
Apr-18	Gas	Diagnostic	1,451	2	0	2	38	1,411	1,449	\$100	0
Apr-18	Gas	Permanent Service	769	16	3	19	12	738	750	\$800	0
Apr-18	Gas	Reconnection	1,490	0	0	0	23	1,467	1,490	\$0	0
Apr-18 Total			9,205	23	3	26	87	9,092	9,179	\$1,150	0
May-18	Electric	Permanent Service	789	1	0	1	4	784	788	\$50	0
May-18	Electric	Reconnection	4,963	1	0	1	7	4,955	4,962	\$50	0
May-18	Gas	Diagnostic	954	2	0	2	32	920	952	\$100	0
May-18	Gas	Permanent Service	873	21	6	27	11	835	846	\$1,050	0
May-18	Gas	Reconnection	1,381	2	0	2	17	1,362	1,379	\$100	0
May-18 Total			8,960	27	6	33	71	8,856	8,927	\$1,350	0
Jun-18	Electric	Permanent Service	699	5	0	5	10	684	694	\$250	0
Jun-18	Electric	Reconnection	4,396	5	4	9	12	4,375	4,387	\$250	0
Jun-18	Gas	Diagnostic	1,009	1	1	2	33	974	1,007	\$50	0
Jun-18	Gas	Permanent Service	576	16	3	19	2	555	557	\$800	0
Jun-18	Gas	Reconnection	1,484	4	0	4	15	1,465	1,480	\$200	0
Jun-18 Total			8,164	31	8	39	72	8,053	8,125	\$1,550	0
Grand Total			55,571	169	37	206	588	54,777	55,365	\$8,450	28

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**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-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
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	64	60	60	65	58	73
	No	105	101	112	109	130	102
	Don't Know	31	38	61	41	47	40
	Refused Response	-	2	-	1	-	-
	Total Customers Surveyed	200	201	233	216	235	215
<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.	23	19	24	24	28	37
	Whenever PSE changes an appointment, you are given the \$50.	23	25	20	28	24	26
	You have no understanding or expectations about this part of the service guarantee plan.	116	120	120	120	141	132
	Don't Know	37	34	68	42	39	17
	Refused Response	1	3	1	2	3	3
	Total Customers Surveyed	200	201	233	216	235	215
<hr/>							
Q26D. Did your appointment have to be rescheduled or did it occur as planned?	It occurred as planned.	188	190	220	208	218	198
	It was rescheduled.	6	6	6	4	8	7
	Technician arrived but was late.	1	-	3	-	2	1
	Don't Know	5	3	3	3	6	7
	Refused Response	-	2	1	1	1	2
Total Customers Surveyed	200	201	233	216	235	215	
<hr/>							
Q26E. Who initiated rescheduling your appointment?	Myself (Customer Initiated)	2	3	3	-	2	1
	Puget Sound Energy (PSE) Initiated	4	3	3	4	6	5
	Don't Know	-	-	-	-	-	1
	Refused Response	-	-	-	-	-	-
	Total Customers Surveyed	6	6	6	4	8	7

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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-2018	1	\$50	1	\$50
Feb-2018	0	\$0	0	\$0
Mar-2018	0	\$0	0	\$0
Apr-2018	0	\$0	0	\$0
May-2018	0	\$0	0	\$0
Jun-2018	0	\$0	0	\$0
Total	1	\$50	1	\$50

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Puget Sound Energy

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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 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018
Operations Services	Service Provider New Customer Construction Appointments Kept ^{Note1}	Quanta Electric	At least 92% of appointments kept	100%	100%	99%	100%	100%	100%
		Quanta Gas	At least 92% of appointments kept	100%	100%	100%	100%	97.40%	98.40%
	Service Provider Standards Compliance	Quanta Electric	Achieve a level of QA/QC compliance rate conformance to PSE Standards as follows: Level 1 inspection items: ≤ 10 deviations/1000 items inspected	14.2	4.09	13.83	15.31	8.75	4.02
		Quanta Electric	Level 2 inspection items: ≤ 20 deviations/1000 items inspected	13.77	5.06	28.12	26.4	8.66	10.43
		Quanta Electric	Level 3 inspection items: ≤ 20 deviations/1000 items inspected	15.41	14.91	7.39	18.67	11.15	15.08
		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	4.26	0.00	5.83	0.00	1.35	9.95
		Quanta Gas	Level 2 inspection items: ≤ 20 deviations/1000 items inspected	8.44	6.04	4.84	3.22	15.54	5.91
		Quanta Gas	Level 3 inspection items: ≤ 20 deviations/1000 items inspected	4.34	7.31	0.00	2.16	4.00	2.43
		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	280	250	245	231	253
	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	267	316	268	251	259	272
	Secondary Safety Response Time	Quanta Gas	Within 60 minutes from first first response assessment completion to second response arrival	44	51	50	44	48	48

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 by the service providers are detailed in Exhibit B: PRELIMINARY RESULTS OF APPOINTMENTS KEPT AND CUSTOMER SERVICE GUARANTEE.

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	