



Puget Sound Energy
P.O. Box 97034
Bellevue, WA 98009-9734
PSE.com

July 30, 2018

Filed Via Web Portal

Mr. Mark L. Johnson, Executive Director and Secretary
Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

**Re: PSE Service Quality Program Semi-Annual Filing
Dockets UE-170033 and UG-170034 (consolidated) and UE-072300 and UG-072301
(consolidated)**

Dear Mr. Johnson:

Pursuant to Order 08 of Dockets UE-170033 and UG-170034 (consolidated) and Order 29 of Dockets UE-072300 and UG-072301 (consolidated) and consistent with WAC 480-100-398 and WAC 480-07-140(5), Puget Sound Energy ("PSE") provides the electronic version of PSE's Service Quality Program Semi-Annual Filing for the six-month period ending June 30, 2018.

The attachment to this filing details the available preliminary monthly performance of PSE and its service providers, including the following information:

- Monthly PSE performance for each of the nine service quality indices ("SQI") by category of service, i.e., customer satisfaction, customer services, and operations services (attached as Exhibit A). Exhibit A also incorporates the SQI No. 5, Customer Access Center Answering Performance, revised benchmark and measurement of 80% of calls answered by a live representative within 60 seconds of request to speak with live operator, as prescribed in the paragraph 226 of Order 08 of Dockets UE-170033 and UG-170034 (consolidated).
- Number of missed appointments and missed commitments under the Customer Service Guarantee and amount of Customer Service Guarantee payments to customers by service type (attached as Exhibit B).
- Survey results of customer awareness of the Customer Service Guarantee (attached as Exhibit C).
- Results of Restoration Service Guarantees payments to customers by guarantee type (attached as Exhibit D).
- Monthly performance of PSE's service providers, Quanta electric and Quanta gas, tracked against relevant PSE service quality indices (attached as Exhibit E).

Mr. Mark L. Johnson
Page 2
July 30, 2018
PSE Service Quality Program Semi-Annual Filing

PSE's natural gas emergency response plans on file with the Commission for the following outlying areas: Centralia/Chehalis, Kittitas County, Toledo, Vashon Island, Winlock, and Sumas Generating Station and Pipeline; are up-to-date except the changes below:

- PSE staff who work and PSE staff who reside in/near the areas of Centralia/Chehalis, Kittitas County, Toledo, and Winlock;
- PSE staff in Kittitas who have the knowledge of area and keys to PSE facilities; and
- Revision of the titles of certain PSE staff who live near the ferry terminals to Vashon Island.

There no changes to the natural gas emergency response plan for the Sumas Generating Station and Pipeline. As noted in PSE's 2017 Service Quality Program filing with the Commission on March 29, 2018, PSE is providing updates of these natural gas emergency response plans in its semi-annual report instead of a set of the detailed plans, which will still be submitted as an attachment in its annual Service Quality Program filing.¹

There is no penalty assessment associated with the semi-annual Service Quality Program filing.

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) 456-2142.

Sincerely,

/s/ Jon Piliaris

Jon Piliaris
Director, Regulatory Affairs
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cc: Lisa Gafken – Public Counsel
Andrew Roberts – UTC

Attachment:
Attachment Semi-annual SQI Performance

¹ The change was proposed in PSE's 2017 annual filing of the results of its Service Quality Program and the Electric Service Reliability Report. PSE did not receive any comments from UTC staff or Public Counsel regarding the change.