



STATE OF WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION

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July 10, 2019

Mark L. Johnson  
Executive Director and Secretary  
Utilities and Transportation Commission  
PO Box 47250  
Olympia, WA 98504-7250

Re: PSE Service Quality Program and Electric Service Reliability Annual Filing  
Dockets UE-072300, UG-07230, UE-170033, and UG-170034

Dear Mr. Johnson:

On March 29, 2019, Puget Sound Energy (PSE) submitted its Service Quality Index annual report for the 12-month period, ending December 31, 2018.

The 14<sup>th</sup> supplemental order in dockets UE-951270 and UE-960195 established PSE's SQI reporting program. The program is intended to "provide a specific mechanism to assure customers that they will not experience deterioration in quality of service."<sup>1</sup> The SQI program has been updated in consolidated dockets UE-011570, UG-011570, UE-072300, UG-072301, UE-170033 and UG-170034.<sup>2</sup>

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<sup>1</sup> *In the Matter of the Proposal by Puget Sound Power & Light Co. to Transfer Revenue from PRAM Rates to General Rates, In the Matter of the Application of Puget Sound Power & Light Co. and Washington Natural Gas Co. for an Order Authorizing the Merger of Washington Energy Co. and Washington Natural Gas Co. with an into Puget Sound Power & Light Co., and Authorizing the Issuance of Securities, Assumption of Obligations, Adoption of Tariffs, and Authorizations in Connection Therewith*, Dockets UE-951270 and UE-960195, Fourteenth Supplemental Order Accepting Stipulation; Approving Merger, 30 (Feb. 5, 1997).

<sup>2</sup> SQI # 1, Overall Customer Satisfaction and SQI #9 Disconnection Ratio were eliminated in orders 12 and 16 respectively, in consolidated dockets UE-072300 and UG-072301. Order 08 modified SQI # 5, Call Center Performance in consolidated dockets UE-170033 and UG-170034.

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### SQI Results

PSE reported meeting the benchmark for all nine SQI measures this reporting year.

2018 SQI Performance			
SQI #	Measurement	Benchmark	2018 Performance
Customer Service			
SQI # 2	UTC complaint ratio	Less than 0.40	0.16
SQI # 5	Call Center Performance: percent of calls answered within 60 seconds	At least 80 %	81%
SQI # 6	Call Center Customer Satisfaction	At least 90 %	94%
SQI # 8	Field Service Customer Satisfaction	At least 90 %	95%
Operations			
SQI # 3	System Average Interruption Duration Index (SAIDI)	Less than 155 minutes	145 minutes
SQI # 4	System Average Interruption Frequency Index (SAIFI)	Less than 1.30 interruptions	1.02 interruptions
SQI # 7	Gas Safety Response Time	No more than 55 minutes	30 minutes
SQI # 10	Percent of Service Appointments Kept	At least 92 %	99.5%
SQI # 11	Electric Safety Response Time	No more than 55 minutes	52 minutes

### SPI Results

PSE reported meeting all seven Service Provider Indices (SPI) for 2018.<sup>3</sup>

2018 Service Provider Performance Quanta Electric			
SPI #	Measurement	Benchmark	2018 Performance
SPI # 3B	Percent of Service Appointments Kept	At least 92 %	99%
SPI # 4B	Secondary core hour non-emergency energy outage restoration.	250 minutes	249 minutes
SPI # 4C	Secondary non-core hour non-emergency safety and response restoration time	316 minutes	263 minutes
SPI # 1B	Service provider compliance with site audit checklist	Level 1 ≤ 15 dev/1,000 Level 2 ≤ 25 dev/1,000 Level 3 ≤ 25 dev/1,000	Level 1 6.70 Level 2 12.40 Level 3 10.53

<sup>3</sup> PSE reports no results for SPI 1A, 2A, 3A, and 4A, as these indices were assigned to the contractor Pilchuck. All natural gas construction and maintenance was assigned to Quanta Gas as of April 30, 2011.

2018 Service Provider Performance Quanta Gas			
SPI #	Measurement	Benchmark	2018 Performance
SPI # 3C	Percent of Service Appointments Kept	At least 92 %	99%
SPI # 4D	Secondary response time, from completion of first response assessment	60 minutes	48 minutes
SPI # 1C	Service provider compliance	Level 1 ≤ 8 dev/1,000 Level 2 ≤ 15 dev/1,000 Level 3 ≤ 12 dev/1,000	Level 1 4.11 Level 2 7.33 Level 3 2.71

**Customer Service Guarantee Results**

PSE’s Customer Service Guarantee applies when the company fails to keep a guaranteed service appointment or commitment. PSE reports paying out a total of \$24,450 for missing 489 out of 107,329 appointments, 0.5 percent. PSE’s Restoration of Service Guarantees are triggered when customers are out of service for 24 consecutive hours and 120 consecutive hours. Customers who experience one or both of these are eligible for a \$50 credit for each occurrence. No customer received the 120 hour credit and 29 customers received the 24 hour credit.

**Efforts to Improve SAIDI Metrics**

In Docket UE-151958, Staff investigated reliability benchmarking using econometric models. In the Staff memo to the Commission on January 10, 2019, Staff suggested continued monitoring for PSE’s SAIDI metrics. The current SAIDI metrics are lower than both of the last two-years, which is an encouraging trend.

The company has also identified potential actions and strategies to improve their SAIDI metrics by the end of 2023. Given these stated actions and the improving trend, Staff renews its suggestion for continued monitoring for the duration of PSE outages.

**PSE Electric Reliability Strategy**

PSE has incorporated into their reliability strategy both econometric benchmarking information and the DOE interruption cost estimator. Based on this analysis, “PSE does not believe system level performance or targets provide the clarity or vision of what customers expect.”<sup>4</sup> The company specifically is looking at reporting Customers Experiencing Multiple Interruptions (CEMI). The use of new technologies to improve reliability reporting via more granular metrics is reassuring. Staff looks forward to working with PSE to identify improvements to their report through the ongoing inquiry in reliability reporting in docket UE-190027.

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<sup>4</sup> Puget Sound Energy 2018 Service Quality & Electric Service Reliability Report at 31.

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**Conclusion**

Commission staff reviewed the compliance filing and believe PSE is in compliance with the SQI as most recently modified in docket UE-170033 and UG-170034.

If you have any questions, please contact Andrew Roberts at (360) 664-1101, [andrew.roberts@utc.wa.gov](mailto:andrew.roberts@utc.wa.gov) or Jason Ball at (360) 664-1279, [jason.ball@utc.wa.gov](mailto:jason.ball@utc.wa.gov).

Sincerely,

Andrew Roberts  
Regulatory Analyst, Consumer Protection

Jason Ball  
Deputy Assistant Director, Energy Economics & Reliability (E2R)