

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

Puget Sound Energy

2020 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 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020
Customer Satisfaction	6	Telephone Center Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	94%	93%	94%	93%	93%	94%
	8	Field Service Operations Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	96%	96%	96%	96%	96%	98%
	2	WUTC Complaint Ratio	0.40 complaints per 1000 customers, including all complaints filed with WUTC	0.012	0.011	0.008	0.009	0.009	0.009
Customer Services	5	Customer Access Center Answering Performance	80% of calls answered by a live representative within 60 seconds of request to speak with live operator	72%	67%	85%	95%	97%	96%
Operations Services	4	SAIFI	1.30 interruptions per year per customer	0.14	0.14	0.04	0.06	0.10	0.10
	3	SAIDI	155 minutes per customer per year	26	12	11	7	13	14
	11	Electric Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	50	51	51	48	48	48
	7	Gas Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	31	31	29	30	31	31
	10	Kept Appointments ^{Note}	92% of appointments kept	100%	99%	100%	99%	99%	99%

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

 PUGET SOUND ENERGY	SQI NO. 11 SUPPLEMENTAL REPORTING MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS 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 (for the event, EFR Count only)	>5% Customer Affected? (Yes/No)	Comments
1/1/2020	Wind/Snow	South King	1	3,966	248,135	1.6%	17	10 of 12	No	10 EFRs, 2 PTO, 6 Line Crews, 1 Tree Crew
1/3/2020	Wind/Snow	Northern	1	18,405	207,491	8.9%	95	13 of 15	No	13 EFRs, 1 Paid Leave, 1 Reg Day Off, 9 Line Crews, 4 Tree Crews
1/4/2020	Wind/Snow	Northern	1	2,947	207,491	1.4%	38	12 of 15	No	12 EFRs, 3 Reg Day Off, 9 Line Crew, 5 Tree Crews
1/7/2020	Wind/Snow	Western	1	3,412	130,850	2.6%	26	11 of 11	No	11 EFRs, 8 Line Crew, 2 Tree Crew
1/10/2020	Wind/Snow	Southern	1	8,223	261,283	3.1%	24	12 of 14	No	12 EFRs, 1 PTO, 1 Reg Day Off, 6 Line Crew, 1 Tree Crew
1/11/2020	Wind/Snow	Southern	1	6,632	261,283	2.5%	26	10 of 13	No	10 EFRs, 3 Reg Day off, 6 Line Crew, 2 Tree Crews
1/12/2020	Wind/Snow	Northern	1	5,215	207,491	2.5%	30	13 of 15	No	13 EFRs, 2 Reg Day off, 9 Line Crew, 2 Tree Crews

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EFR—Electric First Responder, PTO—Paid Time Off, STD—Short-Term Disability, SP—Service Provider

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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
1/12/2020	Wind/Snow	South King	1	6,692	248,135	2.7%	12	7 of 12	No	7 EFRs, 1 PTO, 4 Reg Day Off, 6 Line Crew, 1 Tree Crew
1/12/2020	Wind/Snow	Southern	1	11,346	261,283	4.3%	23	10 of 15	No	10 EFRs, 5 Reg Day off, 6 Line Crews, 1 Tree Crew
1/13/2020	Wind/Snow	Northern	6	31,148	207,491	15.0%	162	15 of 15	Yes	15 First Responders, 9 Liine Crews, 5 Tree Crews
1/13/2020	Wind/Snow	North King	6	37,345	328,501	11.4%	170	23 of 23	Yes	23 First Responders, 7 Line Crews, 13 Tree Crews
1/13/2020	Wind/Snow	South King	6	4,779	248,135	1.9%	41	12 of 12	Yes	12 First Responders, 6 Line Crews, 1 Tree Crew
1/13/2020	Wind/Snow	Southern	6	14,491	261,283	5.5%	63	15 of 15	Yes	15 First Responders, 6 Line Crews, 3 Tree Crew
1/13/2020	Wind/Snow	Western	6	38,529	130,850	29.4%	164	11 of 11	Yes	11 First Responders, 8 Line Crews, 7 Tree Crew

Table continues on next page.

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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
1/31/2020	Wind/Snow	Northern	3	40,026	207,491	19.3%	181	15 of 15	Yes	15 First Responders, 9 Line Crews, 5 Tree Crews
1/31/2020	Wind/Snow	North King	3	8,830	328,501	2.7%	60	23 of 23	Yes	23 First Responders, 7 Line Crews
1/31/2020	Wind/Snow	South King	3	12,451	248,135	5.0%	55	12 of 12	Yes	12 First Responders, 6 Line Crews, 1 Tree Crew
1/31/2020	Wind/Snow	Southern	3	9,564	261,283	3.7%	64	15 of 15	Yes	15 First Responders, 6 Line Crews, 2 Tree Crews
1/31/2020	Wind/Snow	Western	3	12,308	130,850	9.4%	112	11 of 11	Yes	11 First Responders, 8 Line Crews, 7 Tree Crews
2/5/2020	Wind/Snow	Northern	1	2,027	207,567	1.0%	18	15 of 15	No	15 EFRs, 8 Line Crews, 2 Tree Crews
2/7/2020	Wind/Snow	Northern	1	9,339	207,567	4.5%	44	13 of 15	No	13 EFRs, 2 Reg Day off, 8 Line Crews, 2 Tree Crews

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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
2/7/2020	Wind/Snow	Southern	1	11,281	261,425	4.3%	58	12 of 15	No	12 EFRs, 2 PTO, 1 Reg Day Off, 6 Line Crews, 1 Tree Crew
2/8/2020	Wind/Snow	Southern	1	3,056	261,425	1.2%	26	9 of 15	No	9 EFRs, 6 Reg Day Off, 6 Line Crews
2/8/2020	Wind/Snow	Western	1	343	130,896	0.3%	17	9 of 11	No	9 EFRs, 2 Reg Day Off, 7 Line Crews
2/23/2020	Wind	Northern	1	765	207,567	0.37%	19	9 of 15	No	9 EFRs, 6 Reg Day Off, 8 Line Crews, 1 Tree Crew
2/23/2020	Wind	South King	1	15,286	248,329	6.2%	70	10 of 12	No	10 EFRs, 1 PTO, 1 Reg Day Off, 6 Line Crews, 3 Tree Crews
2/23/2020	Wind	Southern	1	9,277	261,425	3.55%	39	14 of 15	No	14 EFRs, 1 Reg Day Off, 6 Line Crews, 3 Tree Crews
2/23/2020	Wind	Western	1	11,720	130,896	8.95%	40	7 of 11	No	7 EFRs, 4 Reg Day off, 7 Line Crews

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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
2/24/2020	Wind	South King	1	259	248,329	0.1%	18	9 of 12	No	9 EFRs, 2 PTO, 1 Reg Day Off, 6 Line Crews, 1 Tree Crew
3/14/2020	Wind	Nothern	1	7,400	207,746	3.6%	75	15 of 22	No	15 EFRs, 2 PTO, 5 Reg Day Off, 8 Line Crews, 1 Tree Crew
3/14/2020	Wind	Western	1	2,416	130,992	1.84%	18	9 of 11	No	9 EFRs, 2 Reg Day off, 6 Line Crews, 1 Tree Crew
3/15/2020	Wind	Northern	1	601	207,746	0.3%	21	12 of 15	No	12 EFRs, 1 PTO, 2 Reg Day Off, 8 Line Crews, 2 Tree Crews
5/9/2020	Wind	South King	1	697	248,855	0.3%	14	7 of 11	No	7 EFRs, 2 PTO, 2 Reg Day Off, 6 Line Crews, 1 Tree Crew
5/30/2020	Wind	Western	1	9,042	131,198	6.9%	21	9 of 12	No	9 EFRs, 3 Reg Day Off, 5 Line 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
1/1/2020	Wind/Snow	Northern	1	3,650	207,491	1.76%	19			
1/1/2020	Wind/Snow	North King	1	560	328,501	0.17%	14			
1/1/2020	Wind/Snow	Southern	1	114	261,283	0.04%	8			
1/1/2020	Wind/Snow	Western	1	4,544	130,850	3.47%	9			
1/3/2020	Wind/Snow	North King	1	1,078	328,501	0.33%	9			
1/3/2020	Wind/Snow	South King	1	36	248,135	0.01%	8			
1/3/2020	Wind/Snow	Sourthern	1	496	261,283	0.19%	17			
1/3/2020	Wind/Snow	Western	1	1,356	130,850	1.04%	4			

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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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1/4/2020	Wind/Snow	North King	1	1,177	328,501	0.36%	12			
1/4/2020	Wind/Snow	South King	1	129	248,135	0.05%	6			
1/4/2020	Wind/Snow	Southern	1	158	261,283	0.06%	7			
1/4/2020	Wind/Snow	Western	1	7	130,850	0.01%	1			
1/7/2020	Wind/Snow	Northern	1	4,579	207,491	2.21%	12			
1/7/2020	Wind/Snow	North King	1	1,287	328,501	0.39%	13			
1/7/2020	Wind/Snow	South King	1	200	248,135	0.08%	13			
1/7/2020	Wind/Snow	Southern	1	2,244	261,283	0.86%	8			

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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
1/10/2020	Wind/Snow	Northern	1	1,901	207,491	0.92%	17			
1/10/2020	Wind/Snow	North King	1	3,088	328,501	0.94%	12			
1/10/2020	Wind/Snow	South King	1	17	248,135	0.01%	7			
1/10/2020	Wind/Snow	Western	1	1,156	130,850	0.88%	9			
1/11/2020	Wind/Snow	Northern	1	143	207,491	0.07%	9			
1/11/2020	Wind/Snow	North King	1	474	328,501	0.14%	12			
1/11/2020	Wind/Snow	South King	1	352	248,135	0.14%	8			
1/11/2020	Wind/Snow	Western	1	4	130,850	0.00%	3			

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1/12/2020	Wind/Snow	North King	1	3,024	328,501	0.92%	20			
1/12/2020	Wind/Snow	Western	1	275	130,850	0.21%	7			
2/5/2020	Wind/Snow	North King	1	3,110	328,883	0.95%	10			
2/5/2020	Wind/Snow	South King	1	1,488	248,329	0.60%	16			
2/5/2020	Wind/Snow	Southern	1	113	261,425	0.04%	6			
2/5/2020	Wind/Snow	Western	1	1	130,896	0.00%	1			
2/7/2020	Wind/Snow	North King	1	6,598	328,883	2.0%	44			
2/7/2020	Wind/Snow	South King	1	11,513	248,329	4.6%	28			

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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
2/7/2020	Wind/Snow	Western	1	10,312	130,896	7.9%	42			
2/8/2020	Wind/Snow	Northern	1	1,737	207,567	0.84%	14			
2/8/2020	Wind/Snow	North King	1	153	328,883	0.05%	14			
2/8/2020	Wind/Snow	South King	1	1,516	248,329	0.6%	10			
2/23/2020	Wind	North King	1	15,726	328,883	4.8%	50			
2/24/2020	Wind	Northern	1	356	207,567	0.17%	10			
2/24/2020	Wind	North King	1	367	328,883	0.11%	15			
2/24/2020	Wind	Southern	1	15	261,425	0.01%	6			

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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
2/24/2020	Wind	Western	1	160	130,896	0.12%	7			
3/14/2020	Wind	North King	1	4	329,664	0.00%	4			
3/14/2020	Wind	South King	1	2,531	248,760	1.02%	5			
3/14/2020	Wind	Southern	1	22	261,800	0.01%	2			
3/15/2020	Wind	North King	1	12	329,664	0.00%	3			
3/15/2020	Wind	South King	1	314	248,760	0.13%	7			
3/15/2020	Wind	Southern	1	275	261,800	0.11%	7			
3/15/2020	Wind	Western	1	393	130,992	0.30%	6			

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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
5/9/2020	Wind	Northern	1	45	208,016	0.02%	4			
5/9/2020	Wind	North King	1	21,386	329,797	6.48%	12			
5/9/2020	Wind	Southern	1	696	262,234	0.27%	7			
5/9/2020	Wind	Western	1	713	131,198	0.54%	7			
5/30/2020	Wind	Northern	1	5,843	208,016	2.81%	11			
5/30/2020	Wind	North King	1	775	329,797	0.23%	16			
5/30/2020	Wind	South King	1	1,786	248,855	0.72%	9			
5/30/2020	Wind	Southern	1	4,766	262,234	1.8%	35			

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UE-072300 and UG-072301 (consolidated)**

Puget Sound Energy

2020 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, 2020**

6 Months All Service Type:	January		2020		June		2020		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	3,324	32	9	41	11	3,272	3,283	\$1,600	99%	119	
Reconnection	6,891	10	45	55	6	6,830	6,836	\$500	99%	0	
Sub-total	10,215	42	54	96	17	10,102	10,119	\$2,100	99%	119	
Gas											
Diagnostic	5,754	12	19	31	246	5,477	5,723	\$600	99%	0	
Permanent Service	3,230	47	35	82	76	3,072	3,148	\$2,350	97%	240	
Reconnection	3,219	5	8	13	71	3,135	3,206	\$250	100%	0	
Sub-total	12,203	64	62	126	393	11,684	12,077	\$3,200	99%	240	
Grand Total	22,418	106	116	222	410	21,786	22,196	\$5,300	99%	359	

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, 2020**

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-20	Electric	Permanent Service	618	4	0	4	5	609	614	\$200	18
Jan-20	Electric	Reconnection	2,752	7	11	18	1	2,733	2,734	\$350	0
Jan-20	Gas	Diagnostic	2,298	5	0	5	91	2,202	2,293	\$250	0
Jan-20	Gas	Permanent Service	637	16	2	18	36	583	619	\$800	34
Jan-20	Gas	Reconnection	1,368	2	0	2	35	1,331	1,366	\$100	0
Jan-20 Total			7,673	34	13	47	168	7,458	7,626	\$1,700	52
Feb-20	Electric	Permanent Service	642	15	0	15	2	625	627	\$750	1
Feb-20	Electric	Reconnection	2,566	2	14	16	0	2,550	2,550	\$100	0
Feb-20	Gas	Diagnostic	1,894	5	8	13	82	1,799	1,881	\$250	0
Feb-20	Gas	Permanent Service	702	18	3	21	11	670	681	\$900	3
Feb-20	Gas	Reconnection	1,071	1	0	1	25	1,045	1,070	\$50	0
Feb-20 Total			6,875	41	25	66	120	6,689	6,809	\$2,050	4
Mar-20	Electric	Permanent Service	650	4	0	4	1	645	646	\$200	6
Mar-20	Electric	Reconnection	1,242	1	8	9	3	1,230	1,233	\$50	0
Mar-20	Gas	Diagnostic	976	2	2	4	41	931	972	\$100	0
Mar-20	Gas	Permanent Service	652	10	3	13	14	625	639	\$500	2
Mar-20	Gas	Reconnection	457	2	0	2	9	446	455	\$100	0
Mar-20 Total			3,977	19	13	32	68	3,877	3,945	\$950	8
Apr-20	Electric	Permanent Service	93	0	0	0	1	92	93	\$0	58
Apr-20	Electric	Reconnection	132	0	3	3	1	128	129	\$0	0
Apr-20	Gas	Diagnostic	76	0	0	0	3	73	76	\$0	0
Apr-20	Gas	Permanent Service	24	0	9	9	1	14	15	\$0	0
Apr-20	Gas	Reconnection	130	0	0	0	0	130	130	\$0	0
Apr-20 Total			455	0	12	12	6	437	443	\$0	58
May-20	Electric	Permanent Service	538	9	1	10	1	527	528	\$450	36
May-20	Electric	Reconnection	105	0	5	5	1	99	100	\$0	0
May-20	Gas	Diagnostic	219	0	6	6	14	199	213	\$0	0
May-20	Gas	Permanent Service	579	1	12	13	12	554	566	\$50	200
May-20	Gas	Reconnection	105	0	2	2	2	101	103	\$0	0
May-20 Total			1,546	10	26	36	30	1,480	1,510	\$500	236
Jun-20	Electric	Permanent Service	783	0	8	8	1	774	775	\$0	0
Jun-20	Electric	Reconnection	94	0	4	4	0	90	90	\$0	0
Jun-20	Gas	Diagnostic	291	0	3	3	15	273	288	\$0	0
Jun-20	Gas	Permanent Service	636	2	6	8	2	626	628	\$100	1
Jun-20	Gas	Reconnection	88	0	6	6	0	82	82	\$0	0
Jun-20 Total			1,892	2	27	29	18	1,845	1,863	\$100	1
Grand Total			22,418	106	116	222	410	21,786	22,196	\$5,300	359

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

Puget Sound Energy

2020 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-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
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	89	72	46	29	23	26
	No	114	90	77	156	164	103
	Don't Know	46	37	26	63	55	69
	Refused Response	1	1	1	2	8	2
	Total Customers Surveyed	250	200	150	250	250	200
<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.	34	39	23	8	8	10
	Whenever PSE changes an appointment, you are given the \$50.	33	30	13	14	9	14
	You have no understanding or expectations about this part of the service guarantee plan.	132	97	92	196	161	112
	Don't Know	51	33	21	30	64	63
	Refused Response	0	1	1	2	8	1
	Total Customers Surveyed	250	200	150	250	250	200
<hr/>							
Q26D. Did your appointment have to be rescheduled or did it occur as planned?	It occurred as planned.	232	192	140	233	236	188
	It was rescheduled.	11	3	4	9	4	4
	Technician arrived but was late.	2	-	-	1	1	-
	Don't Know	4	4	4	2	3	7
	Refused Response	1	1	2	5	6	1
Total Customers Surveyed	250	200	150	250	250	200	
<hr/>							
Q26E. Who initiated rescheduling your appointment?	Myself (Customer Initiated)	7	3	2	6	4	2
	Puget Sound Energy (PSE) Initiated	3	-	2	2	-	2
	Don't Know	1	-	-	1	-	-
	Refused Response	-	-	-	-	-	-
Total Customers Surveyed	11	3	4	9	4	4	

**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-2020	0	\$0	56	\$2,800
Feb-2020	0	\$0	208	\$10,400
Mar-2020	0	\$0	0	\$0
Apr-2020	0	\$0	0	\$0
May-2020	0	\$0	0	\$0
Jun-2020	0	\$0	0	\$0
Total	0	\$0	264	\$13,200

**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 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020		
Operations Services	Service Provider New Customer Construction Appointments Kept ^{Note1}	Quanta Electric	At least 92% of appointments kept	97%	98%	99%	100%	99%	100%		
		Quanta Gas	At least 92% of appointments kept	98%	96%	99%	100%	99%	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	10	5	6	2	2	3		
				Quanta Electric	Level 2 inspection items: ≤ 20 deviations/1000 items inspected	17	14	3	8	7	4
				Quanta Electric	Level 3 inspection items: ≤ 20 deviations/1000 items inspected	18	16	7	7	4	7
		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	0	0	11	4		
				Quanta Gas	Level 2 inspection items: ≤ 15 deviations/1000 items inspected	14	14	8	0	9	4
				Quanta Gas	Level 3 inspection items: ≤ 12 deviations/1000 items inspected	3	8	0	3	2	6
		Secondary Safety Response and Restoration Time-Core-Hour	Quanta Electric	Within 250 minutes from the dispatch time to the restoration of non-emergency outage during core hours	241	270	240	205	207	213	
		Secondary Safety Response and Restoration Time-Non-Core-Hour	Quanta Electric	Within 316 minutes from the dispatch time to the restoration of non-emergency outage during non-core hours	292	271	246	230	241	253	
	Secondary Safety Response Time	Quanta Gas	Within 60 minutes from first first response assessment completion to second response arrival	46	44	35	43	39	42		

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	