



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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January 21, 2021

RE: *Washington Utilities and Transportation Commission v. Puget Sound Energy*
Dockets UE-072300 and UG-072301 (*consolidated*) and
Dockets UE-170033 and UG-170034 (*consolidated*)

TO ALL PARTIES:

On February 5, 1997, the Washington Utilities and Transportation Commission (Commission) entered the Fourteenth Supplemental Order Accepting Stipulation; Approving Merger (14th Supplemental Order) in consolidated dockets UE-951270 and UE-960195. The 14th Supplemental Order, among other things, established Puget Sound Energy's (PSE or Company) Service Quality Index (SQI) reporting program. The SQI program was updated in consolidated dockets UE-011570 and UG-011571; again, by Order 29, Final Order Approving and Adopting Multiparty Settlement, Closing Docket (Order 29) in consolidated dockets UE-072300 and UG-072301; and again, most recently, by Order 08, Final Order Rejecting Tariff Sheets; Approving and Adopting Settlement Stipulation; Resolving Contested Issues; and Authorizing and Requiring Compliance filing (Order 08) in consolidated dockets UE-170033 and UG-170034. Order 29 requires that PSE file annual SQI reports and continue to meet the established performance benchmarks, while Order 08 requires PSE to include in its report evidence that the new standards for customers' experience with contacting the Company by phone and through the Company's website have not lead to a deterioration in service quality.

On March 25, 2020, PSE submitted its SQI annual report for the 2019 calendar year.

On January 11, 2021, Commission staff (Staff) filed a letter in these dockets informing the Commission that it had reviewed the report and believes PSE to be in compliance with the SQI reporting requirements.

The Commission has reviewed the report and Staff's analysis, and accepts the report filed by PSE on March 25, 2020, as in compliance with Order 29 and Order 08.

MARK L. JOHNSON
Executive Director and Secretary