



Puget Sound Energy
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PSE.com

March 25, 2021

Filed Via Web Portal

Mr. Mark L. Johnson, Executive Director and Secretary
Washington Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

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State Of WASH.
UTIL. AND TRANSP.
COMMISSION

**RE: PSE Service Quality Program and Electric Service Reliability Annual Filing
Dockets UE-170033 and UG-170034 (consolidated) and Dockets UE-072300 and
UG-072301 (consolidated) – Filed Electronically**

Dear Mr. Johnson:

Pursuant to Order 08 of Dockets UE-170033 and UG-170034 (consolidated) and Order 29 of consolidated Dockets UE-072300 and UG-072301 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 and Electric Service Reliability Annual Filing for the twelve-month reporting period ending December 31, 2020.

This annual filing includes the following three reports:

- Attachment A: PSE 2020 Service Quality and Electric Service Reliability Report,
- Attachment B: PSE Natural Gas Emergency Response Plans for Outlying Areas, and
- Attachment C: PSE 2020 Critical Infrastructure Security Annual Report.

Attachment A, PSE 2020 Service Quality and Electric Service Reliability Report, details the Service Quality Indices (“SQI”) performance results and the electric service reliability results for both PSE and its service providers for 2020. In addition to the SQI performance results, PSE also provides supplemental information on each service quality index including background and the actions PSE will be taking to improve performance.

For the 2020 Service Quality Reporting year, PSE met all the SQI performance benchmarks with the exception of SQI #3 System Average Interruption Duration Index (“SAIDI”). The large increase in SQI #3 SAIDI minutes in 2020 was caused primarily by numerous and non-stop weather events in the first weeks of the year. While restoration had been slowed by inaccessible roads, additional damage would occur from subsequent wind and snow as damage was repaired. Chapter 3 of PSE 2020 Service Quality and Electric Service Reliability Report (Attachment A to this filing) provides details about PSE’s electric service reliability and the SQI #3 SAIDI performance results. There is no SQI penalty associated with SQI #3 as the penalty mechanics has been replaced since

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July 30, 2016, by PSE's 24-Hour Restoration Service Guarantee where a \$50 credit is applied to customer accounts if they have experienced certain prolong outages as prescribed in Schedule 131, Restoration Service Guarantee.

The electric service reliability section of Attachment A meets all the electric service reliability monitoring and reporting requirements in WAC 480-100-388, WAC 480-100-393, and WAC 480-100-398. The information contained in this section is also consistent with PSE's Electric Service Reliability Monitoring and Reporting Plan approved by the Washington Utilities and Transportation Commission ("Commission") in Docket UE-110060.

Appendix D of Attachment A presents PSE's proposed customer notice, Customer Service Performance Report Card, for the 2020 performance year. The Customer Service Performance Report Card is designed to inform customers of how well PSE delivers its services in key areas to its customers. After consultation with the staff of the Commission and the Public Counsel Unit of the Washington State Attorney General's Office, PSE will begin distributing the report card by June 23, 2021, as part of the customer billing package.

Attachment B to this filing contains PSE's natural gas emergency response plans for the following outlying areas: Centralia/Chehalis, Kittitas County, Toledo, Vashon Island, Winlock, and Sumas Generating Station and Pipeline.

In accordance with WAC 480-07-160, PSE is requesting confidential treatment of Attachment B. Attachment B includes contact information for local emergency agencies and PSE employees and suppliers, detailed PSE facility information, and procedures for shutting down natural gas supply. PSE identifies that these local emergency agencies and PSE owners, customers, employees, and suppliers might be directly affected by disclosure of the confidential information.

Attachment C to this filing is PSE's 2020 Critical Infrastructure Security Annual Report. This report contains a description of PSE's cybersecurity and physical security policies and standard practices in 2020.

Please contact Mei Cass at (425) 462-3800 or Veronica Martin at (425) 457-5624 for additional information about this filing. If you have any other questions, please contact me at (425) 456-2142.

Sincerely,

/s/ Jon Piliaris

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Attachments:

Attachment A: 2020 Service Quality and Electric Service Reliability Report

Attachment B: Natural Gas Emergency Response Plans for Outlying Areas (Confidential)

Attachment B: Natural Gas Emergency Response Plans for Outlying Areas (Redacted)

Attachment C: 2020 Critical Infrastructure Security Annual Report