

**Dockets UE-072300 and UG-072301**

**Puget Sound Energy  
2017 Semi-Annual Service Quality Program Filing**

**Attachment A - 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	SQI #	Description	Annual Benchmark/Target	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017
Customer Satisfaction	6	Telephone Center Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	93%	91%	92%	92%	94%	91%
	8	Field Service Operations Transactions Customer Satisfaction	90% satisfied (rating of 5 or higher on a 7-point scale)	91%	97%	96%	95%	93%	94%
	2	WUTC Complaint Ratio	0.40 complaints per 1000 customers, including all complaints filed with WUTC	0.013	0.017	0.019	0.018	0.022	0.019
Customer Services	5	Customer Access Center Answering Performance	75% of calls answered by a live representative within 30 seconds of request to speak with live operator	52%	56%	73%	80%	77%	75%
Operations Services	4	SAIFI	1.30 interruptions per year per customer	0.93	0.21	0.30	0.43	0.58	0.65
	3	SAIDI	155 minutes per customer per year	22	41	55	62	78	87
	11	Electric Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	51	61	50	53	58	56
	7	Gas Safety Response Time	Average of 55 minutes from customer call to arrival of field technician	34	32	36	32	32	30
	10	Kept Appointments <sup>Note</sup>	92% of appointments kept	99%	98%	100%	100%	100%	100%

**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 Exhibit B: PRELIMINARY RESULTS OF APPOINTMENTS KEPT AND CUSTOMER SERVICE GUARANTEE.

**EXHIBIT A - PRELIMINARY MONTHLY PSE SERVICE QUALITY PROGRAM PERFORMANCE**

**ATTACHMENT A**



**SQI NO. 11 SUPPLEMENTAL REPORTING  
MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS  
AFFECTED LOCAL AREAS ONLY**

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
1/4/2017	Wind	North	1	361	201,165	0.2%	10	8 of 15	No	8 EFRs Event Duty, 1 PTO, 6 Reg day-off's., 9 Line Crews
1/4/2017	Wind	Central South	1	3,735	241,640	1.5%	22	11 of 13	No	11 EFRs Event Duty, 1 PTO, 1 Reg day-off's., 8 Line Crews
1/8/2017	Wind	Central South	2	10,898	241,640	4.5%	47	11 of 13	No	11EFRs Event Duty, 2 Reg day-off, 8 Line Crews, 9 Tree Crews
1/10/2017	Wind	North	2	10,768	201,165	5.4%	79	15 of 19	No	15 EFRs Event Duty, 4 PTO, 9 Line Crews. 1 Tree Crew.
2/1/2017	Wind	Central South	1	18,527	241,788	7.7%	46	12 of 13	No	12 EFRs Event Duty, 1 PTO
2/4/2017	Wind	North	1	11,067	201,235	5.5%	96	7 pf 13	No	7 EFRs Event Duty, 1 PTO, 5 Reg day-off's, 9 Line Crews, 5 Tree Crews.
2/4/2017	Wind	Central South	1	1,248	241,788	0.5%	5	9 of 15	No	9 EFRs Event Duty, 1 PTO, 5 Reg day-off's, 9 Line Crews, 1 Tree Crew.
2/5/2017	Wind	North	7	34,477	201,235	17.1%	324	15 of 15	Yes	15 EFRs Event Duty, 5 Line Crews, 9 Tree Crews.
2/5/2017	Wind	Central North	7	92,379	313,394	29.5%	477	21 of 21	Yes	21 EFRs Event Duty, 32 Line Crews, 9 Tree Crews.
2/5/2017	Wind	Central South	7	45,059	241,788	18.6%	303	13 of 13	Yes	13 EFRs Event Duty, 12 Line Crews, 4 Tree Crews.
2/5/2017	Wind	South	7	30,872	249,580	12.4%	342	15 of 15	Yes	15 EFRs Event Duty, 6 Line Crews, 9 Tree Crews.

Table continues on next page.

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 A**

	<p><b>SQI NO. 11 SUPPLEMENTAL REPORTING</b>  <b>MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS</b>  <b>AFFECTED LOCAL AREAS ONLY</b></p>
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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
2/5/2017	Wind	West	7	118,690	127,613	93.0%	522	11 of 11	Yes	11 EFRs Event Duty, 31 Line Crews, 12 Tree Crews.
3/9/2017	Wind	West	2	10,903	127,698	8.5%	43	9 of 11	No	9 EFRs Event Duty, 1 PTO, 1 Reg duty (in Vashon), 7 Line Crews, 3 Tree Crews.
4/7/2017	Wind	South	3	28,952	250,213	11.6%	138	15 of 15	No	15 EFRs Event Duty, 7 Line Crews, 6 Tree Crews.
5/4/2017	Wind	Central South	4	8,944	242,083	3.7%	102	13 of 13	No	13 EFRs Event Duty, 8 Line Crews
5/4/2017	Wind	South	4	46,908	250,378	18.7%	209	15 of 15	No	15 EFRs Event Duty, 48 Line Crews, 4 Tree Crews.
5/23/2017	Wind	North	2	13,001	201,475	6.5%	89	15 of 15	No	15 EFRs Event Duty, 15 Line Crews, 5 Tree 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**

	<b>SQI NO. 11 SUPPLEMENTAL REPORTING                  LOCALIZED EMERGENCY EVENT DAYS                  NON-AFFECTED LOCAL AREAS ONLY</b>
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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
1/4/2017	Wind	Central North	1	683	313,112	0.2%	13			
1/4/2017	Wind	South	1	11,941	249,140	4.8%	60			
1/4/2017	Wind	West	1	15	127,555	0.0%	3			
1/8/2017	Wind	North	2	2,788	201,165	1.4%	24			
1/8/2017	Wind	Central North	2	3,908	313,112	1.2%	48			
1/8/2017	Wind	South	2	1,810	249,140	0.7%	16			
1/8/2017	Wind	West	2	12,531	127,555	9.8%	11			
1/10/2017	Wind	Central North	2	285	313,112	0.1%	16			
1/10/2017	Wind	Central South	2	1,228	241,640	0.5%	12			
1/10/2017	Wind	South	2	2,259	249,140	0.9%	22			
1/10/2017	Wind	West	2	6,794	127,555	5.3%	46			
2/1/2017	Wind	North	1	519	201,235	0.3%	8			
2/1/2017	Wind	Central North	1	308	313,394	0.1%	7			
2/1/2017	Wind	South	1	1,338	249,580	0.5%	15			
2/1/2017	Wind	West	1	672	127,613	0.5%	4			
2/4/2017	Wind	Central North	1	107	313,394	0.0%	7			
2/4/2017	Wind	South	1	12	249,580	0.0%	2			
2/4/2017	Wind	West	1	79	127,613	0.1%	3			
2/4/2017	Wind									

Table continues on next page.



**EXHIBIT A - PRELIMINARY MONTHLY PSE SERVICE QUALITY PROGRAM PERFORMANCE**

**ATTACHMENT B**

 <b>PUGET SOUND ENERGY</b>	<b>SQI NO. 11 SUPPLEMENTAL REPORTING</b> <b>LOCALIZED EMERGENCY EVENT DAYS</b> <b>NON-AFFECTED LOCAL AREAS ONLY</b>
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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
3/9/2017	Wind	North	2	1,643	201,334	0.8%	24			
3/9/2017	Wind	Central North	2	1,650	313,555	0.5%	18			
3/9/2017	Wind	Central South	2	631	241,963	0.3%	8			
3/9/2017	Wind	South	2	247	249,963	0.1%	6			
4/7/2017	Wind	North	3	7,355	201,425	3.7%	55			
5/4/2017	Wind	North	4	1,212	201,475	0.6%	53			
5/4/2017	Wind	Central North	4	1,271	314,016	0.4%	60			
5/4/2017	Wind	West	4	922	127,794	0.7%	15			
5/23/2017	Wind	Central North	2	8,173	314,016	2.6%	48			
5/23/2017	Wind	Central South	2	110	242,083	0.0%	13			
5/23/2017	Wind	South	2	3,686	250,378	1.5%	30			
5/23/2017	Wind	West	2	2,649	127,794	2.1%	10			

**Dockets UE-072300 and UG-072301**

**Puget Sound Energy**

**2017 Semi-Annual Service Quality Program Filing**

**Attachment A - 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 A - Service Quality Performance**

**EXHIBIT B - PRELIMINARY RESULTS OF APPOINTMENTS KEPT AND CUSTOMER SERVICE GUARANTEE**

**TABLE 1 - SUMMARY OF APPOINTMENTS KEPT  
AS OF JUNE 30, 2017**

6 Months All Service Type:	January 2017		June 2017							
	Total Appts (Exclude Canceled)	Missed Approved	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Service Guarantee Payment	Percent Kept <sup>Note</sup>	Excused
<b>Electric</b>										
Permanent Service	9,955	31	0	31	169	9,755	9,924	\$1,550	100%	0
Reconnection	10,321	27	0	27	122	10,172	10,294	\$1,350	100%	4
<b>Sub-total</b>	<b>20,276</b>	<b>58</b>	<b>0</b>	<b>58</b>	<b>291</b>	<b>19,927</b>	<b>20,218</b>	<b>\$2,900</b>	<b>100%</b>	<b>4</b>
<b>Gas</b>										
Diagnostic	12,979	36	0	36	135	12,808	12,943	\$1,800	100%	5
Permanent Service	10,358	30	0	30	212	10,116	10,328	\$1,500	100%	2
Reconnection	11,482	38	0	38	198	11,246	11,444	\$1,900	100%	0
<b>Sub-total</b>	<b>34,819</b>	<b>104</b>	<b>0</b>	<b>104</b>	<b>545</b>	<b>34,170</b>	<b>34,715</b>	<b>\$5,200</b>	<b>100%</b>	<b>7</b>
<b>Grand Total</b>	<b>55,095</b>	<b>162</b>	<b>0</b>	<b>162</b>	<b>836</b>	<b>54,097</b>	<b>54,933</b>	<b>\$8,100</b>	<b>100%</b>	<b>11</b>

**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, 2017**

Month	Fuel	Type	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Excused	Service Guarantee Payment
Jan-17	Electric	Permanent Service	618	10	0	0	10	10	598	608	0	0	\$500
Jan-17	Electric	Reconnection	564	5	0	0	5	4	555	559	0	4	\$250
Jan-17	Gas	Diagnostic	637	3	0	0	3	11	623	634	0	0	\$150
Jan-17	Gas	Permanent Service	713	4	0	0	4	4	705	709	0	0	\$200
Jan-17	Gas	Reconnection	693	4	0	0	4	18	671	689	0	0	\$200
<b>Jan-17 Total</b>			<b>3,225</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>26</b>	<b>47</b>	<b>3,152</b>	<b>3,199</b>	<b>0</b>	<b>4</b>	<b>\$1,300</b>
Feb-17	Electric	Permanent Service	709	1	0	0	1	18	690	708	0	0	\$50
Feb-17	Electric	Reconnection	785	8	0	0	8	35	742	777	0	0	\$400
Feb-17	Gas	Diagnostic	622	17	0	0	17	23	582	605	0	5	\$850
Feb-17	Gas	Permanent Service	791	11	0	0	11	21	759	780	0	0	\$550
Feb-17	Gas	Reconnection	840	23	0	0	23	35	782	817	0	0	\$1,150
<b>Feb-17 Total</b>			<b>3,747</b>	<b>60</b>	<b>0</b>	<b>0</b>	<b>60</b>	<b>132</b>	<b>3,555</b>	<b>3,687</b>	<b>0</b>	<b>5</b>	<b>\$3,000</b>
Mar-17	Electric	Permanent Service	868	12	0	0	12	43	813	856	0	0	\$600
Mar-17	Electric	Reconnection	719	9	0	0	9	14	696	710	0	0	\$450
Mar-17	Gas	Diagnostic	3,419	7	0	0	7	19	3,393	3,412	0	0	\$350
Mar-17	Gas	Permanent Service	3,352	5	0	0	5	8	3,339	3,347	0	2	\$250
Mar-17	Gas	Reconnection	4,674	2	0	0	2	15	4,657	4,672	0	0	\$100
<b>Mar-17 Total</b>			<b>13,032</b>	<b>35</b>	<b>0</b>	<b>0</b>	<b>35</b>	<b>99</b>	<b>12,898</b>	<b>12,997</b>	<b>0</b>	<b>2</b>	<b>\$1,750</b>

Table continues on next page.

Month	Fuel	Type	Total Appts (Exclude Canceled and Excused)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Excused	Service Guarantee Payment
Apr-17	Electric	Permanent Service	4,474	6	0	0	6	7	4,461	4,468	0	0	\$300
Apr-17	Electric	Reconnection	5,010	2	0	0	2	19	4,989	5,008	0	0	\$100
Apr-17	Gas	Diagnostic	5,567	5	0	0	5	19	5,543	5,562	0	0	\$250
Apr-17	Gas	Permanent Service	2,974	8	0	0	8	117	2,849	2,966	0	0	\$400
Apr-17	Gas	Reconnection	2,007	4	0	0	4	77	1,926	2,003	0	0	\$200
<b>Apr-17 Total</b>			<b>20,032</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>25</b>	<b>239</b>	<b>19,768</b>	<b>20,007</b>	<b>0</b>	<b>0</b>	<b>\$1,250</b>
May-17	Electric	Permanent Service	1,852	2	0	0	2	76	1,774	1,850	0	0	\$100
May-17	Electric	Reconnection	1,278	2	0	0	2	36	1,240	1,276	0	0	\$100
May-17	Gas	Diagnostic	1,157	3	0	0	3	47	1,107	1,154	0	0	\$150
May-17	Gas	Permanent Service	948	1	0	0	1	31	916	947	0	0	\$50
May-17	Gas	Reconnection	1,674	3	0	0	3	31	1,640	1,671	0	0	\$150
<b>May-17 Total</b>			<b>6,909</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>221</b>	<b>6,677</b>	<b>6,898</b>	<b>0</b>	<b>0</b>	<b>\$550</b>
Jun-17	Electric	Permanent Service	1,434	0	0	0	0	15	1,419	1,434	0	0	\$0
Jun-17	Electric	Reconnection	1,965	1	0	0	1	14	1,950	1,964	0	0	\$50
Jun-17	Gas	Diagnostic	1,577	1	0	0	1	16	1,560	1,576	0	0	\$50
Jun-17	Gas	Permanent Service	1,580	1	0	0	1	31	1,548	1,579	0	0	\$50
Jun-17	Gas	Reconnection	1,594	2	0	0	2	22	1,570	1,592	0	0	\$100
<b>Jun-17 Total</b>			<b>8,150</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>98</b>	<b>8,047</b>	<b>8,145</b>	<b>0</b>	<b>0</b>	<b>\$250</b>

**Docket Nos. UE-072300 and UG-072301**

**Puget Sound Energy  
2017 Semi-Annual Service Quality Program Filing**

**Attachment A - 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**

		<b>Jan-2017</b>	<b>Feb-2017</b>	<b>Mar-2017</b>	<b>Apr-2017</b>	<b>May-2017</b>	<b>Jun-2017</b>
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	60	52	74	73	67	77
	No	104	111	122	91	112	122
	Don't Know	36	37	44	34	30	48
	Refused Response	-	-	-	1	2	-
	<b>Total Customers Surveyed</b>	<b>200</b>	<b>200</b>	<b>240</b>	<b>199</b>	<b>211</b>	<b>247</b>
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.	21	20	37	30	18	24
	Whenever PSE changes an appointment, you are given the \$50.	31	25	43	20	23	36
	You have no understanding or expectations about this part of the service guarantee plan.	125	121	130	130	138	160
	Don't Know	22	28	29	18	27	21
	Refused Response	1	6	1	1	5	6
	<b>Total Customers Surveyed</b>	<b>200</b>	<b>200</b>	<b>240</b>	<b>199</b>	<b>211</b>	<b>247</b>
Q26D. Did your appointment have to be rescheduled or did it occur as planned?	It occurred as planned.	185	188	222	179	182	229
	It was rescheduled.	5	8	8	8	16	9
	Technician arrived but was late.	1	2	2	-	3	2
	Don't Know	8	2	8	7	4	5
	Refused Response	1	-	-	5	6	2
<b>Total Customers Surveyed</b>	<b>200</b>	<b>200</b>	<b>240</b>	<b>199</b>	<b>211</b>	<b>247</b>	
Q26E. Who initiated rescheduling your appointment?	Myself (Customer Initiated)	5	5	7	6	8	5
	Puget Sound Energy (PSE) Initiated	-	3	1	2	6	4
	Don't Know	-	-	-	-	2	-
	Refused Response	-	-	-	-	-	-
<b>Total Customers Surveyed</b>	<b>5</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>16</b>	<b>9</b>	

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**Puget Sound Energy**

**2017 Semi-Annual Service Quality Program Filing**

**Attachment A - 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-2017	1	\$50	1	\$50
Feb-2017	1	\$50	75	\$3,800
Mar-2017	1	\$50	3	\$150
Apr-2017	1	\$50	0	\$0
May-2017	0	\$0	0	\$0
Jun-2017	1	\$50	1	\$50
Total	5	\$250	80	\$4,050

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**Puget Sound Energy  
2017 Semi-Annual Service Quality Program Filing**

**Attachment A - 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 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	
Operations Services	Service Provider New Customer Construction Appointments Kept <sup>Note 1</sup>	Quanta Electric	At least 92% of appointments kept	98%	99%	99%	99%	99%	100%	
		Quanta Gas	At least 92% of appointments kept	100%	98%	100%	99%	99%	100%	
	Service Provider Standards Compliance <sup>Note 2</sup>	Quanta Electric	At least 97% compliance with site audit checklist points	100%	100%	100%	N/A			
		Quanta Electric	Achieve a level of QA/QC compliance rate conformance to PSE Standards as follows: Level 1 inspection items: ≤ 10 deviations/1000 items inspected	N/A				6.88	1.83	7.61
		Quanta Electric	Level 2 inspection items: ≤ 20 deviations/1000 items inspected	N/A				17.04	5.68	12.66
		Quanta Electric	Level 3 inspection items: ≤ 20 deviations/1000 items inspected	N/A				7.57	9.02	12.40
		Quanta Gas	At least 97% compliance with site audit checklist points	98%	100%	100%	N/A			
		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	N/A				2.12	3.10	11.96
		Quanta Gas	Level 2 inspection items: ≤ 20 deviations/1000 items inspected	N/A				16.89	34.65	15.15
		Quanta Gas	Level 3 inspection items: ≤ 20 deviations/1000 items inspected	N/A				2.53	2.37	2.63
		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	243	250	245	234	241	246
	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	287	263	268	262	276	277	
	Secondary Safety Response Time	Quanta Gas	Within 60 minutes from first first response assessment completion to second response arrival	53	50	51	40	48	41	

Exhibit continues on next page.

**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 by the service providers are detailed in Exhibit B: PRELIMINARY RESULTS OF APPOINTMENTS KEPT AND CUSTOMER SERVICE GUARANTEE.

**Note 2:** Service provider PSE Standards Compliance measurement was revised to include more detailed benchmarks starting April 2017 as defined below:

<b>Level 1</b>	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	
<b>Level 2</b>	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	
<b>Level 3</b>	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	