

**BEFORE THE WASHINGTON
UTILITIES & TRANSPORTATION COMMISSION**

In the Matter of the Petition of

PUGET SOUND ENERGY

For Penalty Mitigation Associated with Service Quality Index No. 11-Electric Safety
Response Time Annual Performance for Period Ending December 31, 2021

DOCKET UE-220216

COREY J. DAHL

**ON BEHALF OF THE
WASHINGTON STATE OFFICE OF THE ATTORNEY GENERAL
PUBLIC COUNSEL UNIT**

EXHIBIT CJD-10

PSE Response to Public Counsel Data Request No. 8

December 2, 2022

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Docket UE-220216
 Puget Sound Energy
 PSE 2022 SQI No. 11 Penalty Mitigation Petition**

Public Counsel Data Request No. 008:

Please enumerate the instances in which Puget Sound Energy (PSE) missed Service Quality Index (SQI) targets since these metrics were enforced by the Commission.

- a) In each instance when the Company failed to meet an SQI, please indicate which SQI target was missed, the penalty amount the Company paid, the penalty recommended by Commission Staff, and/or instances in which the Commission mitigated penalties for PSE.

Response:

The table below summarizes the instances where Puget Sound Energy missed its Service Quality Index (“SQI”) benchmarks and associated calculated penalties and the mitigated penalties, if applicable.

SQI No.		Reporting Period	Calculated Penalty	Mitigation Petition	UTC Staff Recommendation	Final Assessed
3	SAIDI (System Average Interruption Duration Index)	1/2006 - 12/2006	\$1,000,000	No	NA	\$1,000,000
3	SAIDI	1/2007 - 12/2007	\$512,868	No	NA	\$512,868
3	SAIDI	1/2008 - 12/2008	\$446,691	No	NA	\$446,691
3	SAIDI	1/2009 - 12/2009	\$1,340,074	1,269 SAIDI minutes with the January 2012 weather events with prolonged access issues	\$1,140,074	\$1,140,074 as requested by PSE
4	SAIFI (System Average Interruption Frequency Index)	1/2021 - 12/2021	\$129,808	No	NA	\$129,808

SQI No.		Reporting Period	Calculated Penalty	Mitigation Petition	UTC Staff Recommendation	Final Assessed
5	Telephone/ Access Center Answering Performance	4/1997 - 9/1997	\$416,500	Unusual high volume of calls following the merger and new bill format; and loss of employees due to call center consolidation and relocation	Combined Total of \$208,250	Combined Total of \$208,250
6	Telephone/ Access Center Transactions Customer Satisfaction	4/1997 - 9/1997	\$27,473			
6	Telephone/ Access Center Transactions Customer Satisfaction	10/2000 - 9/2001	\$54,945	Exclusion of 5/2001 monthly result that was greatly impacted by the launch of time-of-use rates	\$0	\$0
5	Telephone/ Access Center Answering Performance	1/2013 - 12/2013	\$648,000	challenges posted by the implementing a new customer information system	\$0	\$0
11	Electric Safety Response Time	1/2021 - 12/2021	\$613,636	More outages due to abnormal weather events, increases in vandalism and resource constraints during COVID-19 pandemic	NA	To be determined under UE-220216