

**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-11**

PSE Response to Public Counsel Data Request No. 11

**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. 011:**

Please describe the Company's compliance program for Service Quality Index No. 11 accordingly:

- a) Since the program index was implemented in 2001.
- b) Specifically during 2021 and any compliance program changes during the same year.
- c) Changes to the compliance program since 2021.

**Response:**

Puget Sound Energy ("PSE") does not have a separate, additional service quality compliance program for the electric first responder response time other than Service Quality Index ("SQI") No. 11. Please see PSE's Response to Public Counsel Data Request No. 009 for the changes to SQI No. 11 and other updates to PSE's Service Quality Program.