



Puget Sound Energy
P.O. Box 97034
Bellevue, WA 98009-9734

July 28, 2017

VIA ELECTRONIC FILING

Mr. Steven V. King
Executive Director and Secretary
Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

**Re: PSE Service Quality Program Semi-Annual Filing
Dockets UE-072300 and UG-072301**

Dear Mr. King:

Pursuant to 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 Semi-Annual Filing for the six-month period ending June 30, 2017.

Attachment A to this filing details the available preliminary monthly performance of PSE and its service providers, including the following information:

- Monthly PSE performance for each of the nine service quality indices by category of service, i.e., customer satisfaction, customer services, and operations services (attached as Exhibit A).
- Number of missed appointments and missed commitments under the Customer Service Guarantee and amount of Customer Service Guarantee payments to customers by service type (attached as Exhibit B).
- Survey results of customer awareness of the Customer Service Guarantee (attached as Exhibit C).
- Results of Restoration Service Guarantees payments to customers by guarantee type (attached as Exhibit D).
- Monthly performance of PSE’s service providers, Quanta electric and Quanta gas, tracked against relevant PSE service quality indices (attached as Exhibit E).

Mr. Steven V. King
July 28, 2017
Page 2 of 2

Attachment B to this filing contains PSE's 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.

There is no penalty assessment associated with the semi-annual Service Quality Program filing.

Please contact Mei Cass at (425) 462-3800 for additional information about this filing. If you have any other questions, please contact me at (425) 456-2110.

Sincerely,

/s/ Kenneth S. Johnson

Ken Johnson
Director, State Regulatory Affairs
Puget Sound Energy
PO Box 97034, PSE-08N
Bellevue, WA 98009-9734
425-456-2110
ken.s.johnson@pse.com

cc: Lisa Gafken, Mary Kimball – Public Counsel
Andrew Roberts – WUTC

Attachments:

Attachment A: Service Quality Performance

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

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