

Puget Sound Energy--SQI Performance

No.	Index	4/1997-9/1997	9/1997	9/1998	10/1997-9/1998	9/1998	10/1998-9/1999	9/1999	10/1999-9/2000	9/2000	10/2000-9/2001	9/2001	10/2001-9/2002	9/2002	10/2002-9/2003	9/2003	10/2003-9/2004	9/2004	10/2004-9/2005	9/2005	10/2005-9/2006	9/2006	10/2006-9/2007	9/2007
1	Overall Customer Satisfaction 90%	90%	92%	92%	92%	92%	89%	89%	85%	85%	83%	83%	86%	86%	85%	85%	84%	84%	84%	84%	84%	84%	84%	83%
2	UTC Complaint Ratio 0.05/1000	0.4	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.18	0.18	0.25	0.25	0.17	0.17	0.17	0.17	0.28	0.28	0.27	0.83
3	SAIDI 136 minutes	111.3	96.5	142.8	103.8	112.4	118.2	113	129	214	167	167	167	167	167	167	167	167	167	167	167	167	167	167
4	SAIFI 1.30 interruptions	1.035	0.872	0.992	0.826	0.909	0.899	0.8	0.78	0.95	1.23	0.97	0.8	0.8	0.78	0.78	0.95	0.95	0.95	0.95	1.23	1.23	0.97	0.97
5	Telephone Center Answering Performance 75% w/in 30 secs.	50%	81%	76%	76%	75%	77%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
6	Telephone Center Transactions Customer Satisfaction 90%	90%	92%	93%	93%	91%	91%	91%	90%	92%	92%	92%	94%	94%	92%	92%	93%	93%	93%	93%	94%	94%	94%	92%
7	Gas Safety Response Time 55 minutes	45	50	45	39	41	36	35	37	35	36	38	35	35	37	35	35	35	35	35	36	36	38	38
8	Field Service Operations Transactions Customer Satisfaction 90%	89%	88%	91%	91%	91%	92%	93%	92%	92%	92%	92%	93%	93%	92%	92%	90%	90%	90%	90%	91%	91%	91%	91%
9	Disconnection Ratio 0.030 disconnections/customer	0.023	0.018	0.022	0.018	0.021	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.028
10	Missed Appointments 8% missed	6%	4%	5%	5%	4%	3%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	2%	2%	0.01	0.01
11	Electric Safety Response Time 55 minutes	\$8,900	\$81,900	\$102,950	\$48,600	\$41,500	\$22,450	\$81,900	\$29,050	\$24,000	\$11,950	\$24,000	\$29,050	\$29,050	\$50,650	\$29,050	\$29,050	\$29,050	\$29,050	\$29,050	\$24,000	\$24,000	\$11,950	\$11,950
	\$50 Customer Service Guarantee																							
	Failed to meet benchmark																							

Note: This chart was provided in response to PC-3113 in the Docket No. U-072375. Ms. Alexander added the performance standards and the 2007 SQI results.