

ANNUAL PERFORMANCE REPORT CARD

Each year, Puget Sound Energy measures 10 areas of performance based on service-quality benchmarks established in 1997 in cooperation with the Washington Utilities and Transportation Commission.

Here's how you rated our performance in 1999-2000

Our report shows that we met or exceeded nine out of 10 rigorous service-quality measures in the 12-month period from October 1999 through September 2000 (see other side). In fact, compared to 1998-99, we improved our own record in four areas: the frequency and duration of power outages; the response-times to natural gas emergencies and the number of on-time service appointments. For these results we credit the efforts of all our employees and contractors.

The one area where we dropped just one percentage point below our target was in your overall satisfaction with our performance. While our residential customers gave us top marks again this year, satisfaction of non-residential customers came in just under our goal. Overall customer satisfaction is one of our most important performance measurements. We aim to put extra attention in this area to show improvement in next year's report.

We're continuously finding ways to improve our service.










- ◆ **Our customers drive innovation.** Your feedback has helped point Puget Sound Energy directly to breakthrough and improved services. Our customer care agents generally answer your call in 30 seconds or less. And when you do call, our new skills-based routing system makes it possible for your call to be answered by an agent with expertise in the specific area of your inquiry.
- ◆ **Our "talking meters" relay information instantly.** With more than 900,000 natural gas and electric meters now operating automatically and through an extensive wireless network providing two-way data communication, customers now can find out about their daily energy use. And, if there is a power outage, the automated meters instantly notify us, helping pinpoint the source and speeding power restoration.

- ◆ **Our year-round reliability enhancements cover a wide variety of projects...**from installing coated "tree-wire" made to withstand contact with tree's branches, to selecting and removing trees in danger of falling into power lines, to installing devices that keep birds and rodents from coming into contact with our power equipment.

The best service at the lowest cost.

To be the best distribution company means delivering superior service at the lowest cost. Compared with other combined natural gas and electric distribution companies, we rank the third most efficient investor-owned utility in the country. We're aiming to improve that score by becoming first.

Puget Sound Energy Annual Report Card—2000

	BENCHMARK	1999–2000 PERFORMANCE	ACHIEVED
1. Percent of customers satisfied with our performance	90 percent	89 percent	
2. Number of complaints to the WUTC per 1,000 customers	Less than 0.5	0.3	
3. Length of non-storm outages per year	Less than 2 hours, 29.4 minutes	1 hour, 44 minutes	
4. Frequency of non-storm outages per year	Less than 1.473 outages	0.826 outages	
5. Percent of calls answered “live” within 30 seconds by our customer access center	At least 75 percent	76 percent	
6. Percent of customers “more than satisfied” with our customer access center, based on survey	91 percent	91 percent	
7. Time from customer call to arrival of field technicians in response to gas emergencies	No more than 55 minutes	39 minutes	
8. Percent of customers “more than satisfied” with field services, based on survey	At least 85 percent	91 percent	
9. Percent of customers disconnected for non-payment	No more than 3.8 percent	1.8 percent	
10. Percent of in-home service appointments kept, as promised	At least 92 percent	95 percent	