

PUGET SOUND ENERGY
Gas Tariff
SCHEDULE NO. 130
Customer Service Guarantee

Section 1: Applicability

Throughout service territory, to all Customers.

Section 2: Purpose

To implement a program designed to grant Customers a credit if the Company fails to keep a Guaranteed Appointment or a Guaranteed Commitment.

Section 3: Rate

Fifty dollars (\$50.00) will be credited to a Customer's account if the Company fails to keep a Guaranteed Appointment or a Guaranteed Commitment. A Guaranteed Appointment is considered kept if the Company representative arrives by the agreed upon date and/or time, even if the service is completed at a later date and/or time.

Section 4: Guaranteed Appointments and Guaranteed Commitments

- A. Service Types: Guaranteed Appointments and Guaranteed Commitments will be offered for the following Service Types:
- (1) Reconnect Existing Service: Reconnect an existing service following move-out/move-in or disconnection for non-payment.
 - (2) Connect Permanent Service: Connect a new permanent service or meter from an existing main.
 - (3) Miscellaneous Service: Customer equipment diagnostic service appointments.
- B. Guaranteed Appointment: A Guaranteed Appointment is a mutually agreed appointment between a Customer and the Company for a service to be provided which requires the Customer to be present. The Company shall offer Guaranteed Appointments for the Service Types in 4.A. above if the service to be provided requires the Customer to be present.

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- (1) The Company shall offer a Guaranteed Appointment in the morning (before 1:00 P.M.) or in the afternoon (after 1:00 P.M.) on a given day.
- (2) The Company may also offer to make a Guaranteed Appointment simply on a given day. If the Customer chooses this option, the Company shall treat the Customer's choice as a Guaranteed Appointment for the purposes of this Schedule.

Every Customer shall be offered a morning or afternoon appointment, as set forth above, when the service to be performed requires the Customer to be present. The Company, at its option, may offer given day appointments as set forth above.

- C. **Guaranteed Commitments:** The Company will offer Guaranteed Commitments for the Service Types in 4 A. above when the service to be provided does not require the Customer to be present. A Guaranteed Commitment is a mutually agreed commitment between a Customer and the Company to provide service on or before a specific date.

Section 5: Conditions Of Guarantee

The \$50 credit for failure to keep a Guaranteed Appointment or Guaranteed Commitment is subject to the following conditions:

- A. **Force Majeure:** Guaranteed Appointments or Guaranteed Commitments that are missed will result in \$50 payments only in the absence of significant adverse events, such as storms, earthquakes, supply interruptions or other events beyond the Company's control including those enumerated in Rule No. 14, Force Majeure of this tariff.
- B. The Company shall not make Guaranteed Appointments or Guaranteed Commitments in the event of Force Majeure. Further, in the event of a labor dispute, the Company will not resume making Guaranteed Appointments or Guaranteed Commitments until 30 calendar days after resolution of the labor dispute or until the backlog of requests for applicable service types has been eliminated.

(K) Transferred to Sheet No. 1130-B

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Section 6: General Rules and Regulations

Service under this schedule is subject to the rules and regulations contained in this tariff.

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