



## News Release

### **Puget Sound Energy Ranks Third in the West in J.D. Power and Associates Natural Gas Utility Customer Satisfaction Study Improves 21 Points in Overall Customer Satisfaction**

BELLEVUE, Wash.--(BUSINESS WIRE)--

Puget Sound Energy (utility subsidiary of Puget Energy (NYSE:PSD)) improved 21 points in overall customer satisfaction, making it third in the West Region and placing in the top quartile nationwide in the 2008 J.D. Power and Associates Gas Utility Residential Customer Satisfaction Study(SM) released Sept. 25.

The J.D. Power and Associates study, now in its seventh year, measures residential customer satisfaction with natural gas utility companies across six factors: company image, communications, price and value, billing and payment, customer service and field service. Utilities are ranked in four geographical regions.

Although industry-wide reported natural gas bill amounts have increased by 6 percent since 2007, according to the study, overall customer satisfaction with natural gas utility companies averages 640 on a 1,000 point scale in 2008, up 12 points from the previous year. PSE ranks 661, up 21 points from 2007.

The industry improvement in satisfaction can be attributed in large part to efforts by gas utility companies to educate customers about energy conservation and environmental issues, the study noted.

"We're pleased to have J.D. Power and Associates recognize the progress we've made in increasing customer satisfaction," said Stephen P. Reynolds, chairman, president and CEO of PSE. "It's gratifying to know that our communications efforts, Energy Efficiency programs and environmental initiatives are being embraced by our customers to their benefit and that of the region."

The 2008 Gas Utility Residential Customer Satisfaction Study, according to J.D. Power and Associates, is based on more than 29,000 online interviews conducted among residential customers of the 60 largest gas utilities across the continental United States. These utilities serve more than 48 million households. The study was fielded between September 2007 and July 2008.

#### About Puget Sound Energy

Washington state's oldest and largest energy utility, with a 6,000-square-mile service territory stretching across 11 counties, Puget Sound Energy (PSE) serves more than 1 million electric customers and 737,000 natural gas customers. PSE meets the energy needs of its growing customer base through incremental, cost-effective energy conservation, low-cost procurement of sustainable energy resources, and far-sighted investment in the energy-delivery infrastructure. For more information, visit [www.PSE.com](http://www.PSE.com).

Source: Puget Sound Energy