

**EXH. JJJ-5
DOCKETS UE-19 ___/UG-19 ___
2019 PSE GENERAL RATE CASE
WITNESS: JOSHUA J. JACOBS**

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY,

Respondent.

**Docket UE-19 ___
Docket UG-19 ___**

**FOURTH EXHIBIT (NONCONFIDENTIAL) TO THE
PREFILED DIRECT TESTIMONY OF**

JOSHUA J. JACOBS

ON BEHALF OF PUGET SOUND ENERGY

JUNE 20, 2019

2016 West Large Utilities (Out of 13) - Residential Electric		
	Rank	Quartile
Overall Satisfaction	11	4
Billing & Payment	12	4
Ease of paying bill	12	4
Amount of time given to pay bill	13	4
Variety of methods to pay bill	13	4
Usefulness of information on bill	11	4
Customer Service	13	4
Customer Service - Phone	13	4
Timeliness of resolving problem, question, or request	13	4
Clarity of information provided	13	4
Courtesy of the representative	13	4
Ease of navigating phone menu prompts	12	4
Ease of understanding the phone menu instructions	13	4
Promptness in speaking to a person	5	2
Representative's concern for needs	12	4
Knowledge of the representative	12	4
Customer Service - Online	13	4
Timeliness of resolving your problem, question, or request	13	4
Ease of navigating the website	13	4
Appearance of the website	13	4
Clarity of the information provided	12	4
Power Quality and Reliability	12	4
Keep you informed about outage	12	4
Usefulness of suggestions on ways to reduce energy	11	4
Keep you informed about keeping costs low	11	4

2016 West Large Utilities (Out of 9) - Residential Gas		
	Rank	Quartile
Overall Satisfaction	5	3
Billing & Payment	5	3
Ease of paying bill	5	3
Amount of time given to pay bill	5	3
Variety of methods to pay bill	3	2
Usefulness of information on bill	4	2
Customer Service	7	4
Customer Service - Phone	5	3
Timeliness of resolving problem, question, or request	3	2
Clarity of information provided	5	3
Courtesy of the representative	6	3
Ease of navigating phone menu prompts	3	2
Ease of understanding the phone menu instructions	5	3
Promptness in speaking to a person	2	1
Representative's concern for needs	5	3
Knowledge of the representative	2	1
Customer Service - Online	6	3
Timeliness of resolving your problem, question, or request	7	4
Ease of navigating the website	6	3
Appearance of the website	6	3
Clarity of the information provided	6	3
Power Quality and Reliability	NA	NA
Keep you informed about outage	NA	NA
Usefulness of suggestions on ways to reduce energy	3	3
Keep you informed about keeping costs low	3	3