

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Docket Nos. UE-151871 UG-151872
Puget Sound Energy's
Electric and Natural Gas Equipment Lease Service**

PUBLIC COUNSEL DATA REQUEST NO. 004

PUBLIC COUNSEL DATA REQUEST NO. 004:

RE: Testimony of Ahmad Faruqui, Exhibit No. AF-1T, p. 14, line 23 – p. 15, line 2.

Please provide any data, analysis, memo, or other relevant document analyzing calls to Puget Sound Energy's Energy Advisors, including but not limited to any analysis based on the type of call, reason for the call, and call outcomes for each year, 2013 to 2015.

Response:

Puget Sound Energy ("PSE") objects to Public Counsel Data Request No. 004 on the basis that responding would require PSE to disclose customer-specific information without customer consent, in violation of WAC 480-100-153. PSE further objects to Public Counsel Data Request No. 004 as overly broad and unduly burdensome. Without waiving these objections, and subject thereto, PSE responds as follows:

Please see Attachment A to PSE's Response to Public Counsel Data Request No. 004.

Note that the "Post Call Wrap Codes" data provided herein only represent activities that have been recorded in PSEs existing systems, which has been in operation since May 13, 2015. Information prior to May 13, 2015 is not available.

**ATTACHMENT A to PSE's Response to
PUBLIC COUNSEL Data Request No.
004**

Energy Advisor Contact Metrics

Total Incoming Telephone Calls to Energy Advisors													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2013	8,185	5,944	5,733	5,609	5,743	4,629	5,718	5,722	6,532	8,970	7,403	6,270	76,458
2014	6,913	5,887	6,181	5,502	5,339	5,330	5,397	5,984	7,843	8,217	7,323	7,058	76,974
2015	5,925	5,642	6,078	6,135	5,469	6,901	7,869	7,338	7,581	7,300	7,568	8,564	82,370

Total Outgoing Telephone Calls from Energy Advisors													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2015	7	18	5	38	12	13	18	54	20	29	43	84	341

Customer Email Inquiries received – sent to EnergyEfficiency@pse.com													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2013	540	406	403	340	435	424	443	459	403	515	438	492	5,298
2014	451	519	563	631	590	615	452	343	350	560	411	367	5,852
2015	264	340	459	427	404	528	432	459	574	469	468	538	5,362

**2015 Energy Advisor Post Call Wrap Codes
5/13/2015-12/31/2015**

Type of Call/Reason for Call	No. of Calls
Appliance Programs	3,912
Commercial-Lighting	734
Commercial-Prescriptive	156
Complaint - Contractor Alliance Network	124
Complaint - EE Program	130
Complaint - General	45
Custom Grant	414
Did Not Receive Referral	666
Generators	65
High Bill	1,379
Inquiry (No Referral)	1,012
Low Income Weatherization	244
Opower	593
Rebates - General Inquiry	5,828
Rebates - Help With Forms	943
Rebates - Mail/Find Forms Online	246
Rebates - Qualifications	4,539
Rebates - Rejection	268
Rebates - Status	874
Referral - CAN Referral	7,171
Saving Tips	923
Transfer - Customer Care Center	12,005
Transfer - Customer Construction Services	1,853
Transfer - Leased Services	129
Transfer - Multifamily	213
Transfer - Other Internal	1,242