

Exh. AR-4
Dockets UE-170033/UG-170034
Witness: Andrew Roberts

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY,

Respondent.

**DOCKETS UE-170033 and
UG-170034 (*Consolidated*)**

**EXHIBIT TO
TESTIMONY OF**

Andrew Roberts

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

PSE Response to UTC Staff Data Request No. 43

June 30, 2017

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Dockets UE-170033 and UG-170034
Puget Sound Energy
2017 General Rate Case**

WUTC STAFF DATA REQUEST NO. 043

WUTC STAFF DATA REQUEST NO. 043:

RE: Current SQI No. 5 Calculation

Using actual call data from 2016 please provide the SQI No. 5 calculation for those callers who selected to speak with a live representative. If 2016 call data is not available, please respond to this data request using 2015 call data.

Response:

The 2016 call data is being finalized; therefore, Puget Sound Energy's ("PSE") Response to WUTC Staff Data Request No. 043 is based on 2015 call data. The table below shows PSE's monthly and annual call performance results for those callers who selected to speak with a live Customer Care Center representative.

Monthly Call Performance = (monthly aggregate number of calls answered by a company representative within 30 seconds of a request to speak with a live operator) / (monthly aggregate number of calls received)

Annual Call Performance = average of ((monthly aggregate number of calls answered by a company representative within 30 seconds of a request to speak with a live operator) / (monthly aggregate number of calls received))

2015 Call Data			
	Total calls received	Total calls answered by PSE representative within 30 seconds of a request to speak with a live representative	Call Performance
January	148,901	120,992	81%
February	135,578	112,124	83%
March	157,748	129,756	82%
April	166,438	116,229	70%
May	138,520	81,595	59%
June	143,225	76,747	54%
July	149,550	47,458	32%
August	173,097	68,132	39%
September	144,418	103,295	72%
October	152,037	134,358	88%
November	157,380	135,524	86%
December	155,654	140,761	90%
* 2015	1,822,546	1,266,971	70%

* The 70% annual call answering performance is determined by the average of the monthly results.