

**Exh. AR-5**  
**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. 40***

**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. 040**

**WUTC STAFF DATA REQUEST NO. 040:**

**RE: Calls placed to IVR in regards to proposed SQI No. 5 modification**

Please provide the total number of calls that went to the Integrated Voice Response system, for each year, in 2013, 2014, 2015, and 2016.

**Response:**

The table below shows the total number of calls that went to the Integrated Voice Response ("IVR") system for 2013, 2014, and 2015. The total number of calls that went to the IVR system in 2016 is still being finalized.

Year	Total No. of calls that went to the IVR system
2013	2,555,466
2014	2,255,835
2015	2,374,537