

Exh. AR-7
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**

Effect of IVR Transaction Data on SQI No. 5 Calculation

June 30, 2017

	A	B
1	2015 PSE call center and IVR data	
2	Aggregate number of calls received	1,822,546
3	Aggregate number of calls answered by a company representative in 30 seconds	1,266,971
4	IVR self-service success transactions	1,994,491
5	Total Proposed SQJ No. 5 Transactions = B2 + B4	3,817,037
6	SQJ No. 5, 75 percent benchmark = B5*0.75	2,862,778
7	75 percent benchmark minus total IVR self-service success transactions = B6 - B4 Total number of calls that	
8	must have been answered within 30 seconds to meet the benchmark for proposed SQJ No. 5 calculation in	
9	2015	868,287
10	Percent of total calls that needed to be answered to meet proposed SQJ No. 5 benchmark in 2015 = B7/B2	48%