

**Exh. HEN-21
Dockets UE-220066, UG-220067,
UG-210918
Witness: Hanna E. Navarro**

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY,

Respondent.

**DOCKETS UE-220066, UG-220067,
UG-210918 (consolidated)**

In the Matter of the Petition of

PUGET SOUND ENERGY

**For an Order Authorizing Deferred
Accounting Treatment for Puget Sound
Energy's Share of Costs Associated with
the Tacoma LNG Facility**

EXHIBIT TO TESTIMONY OF

HANNA E. NAVARRO

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

PSE Response to UTC Staff Data Request No. 245

July 28, 2022

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Dockets UE-220066 & UG-220067
Puget Sound Energy
2022 General Rate Case**

WUTC STAFF DATA REQUEST NO. 245:

REQUESTED BY: Hanna Navarro

Re: Capital Planning

In response to Staff DR 165, PSE provided the spreadsheets used for analysis undertaken to determine that highly impacted communities and vulnerable populations score better than the general population for SQI's 3, 4, and 11. Why did PSE choose these three SQIs out of all the possible monthly SQIs that PSE tracks?

Response:

Please see Puget Sound Energy's ("PSE") Response to WUTC Staff Data Request No. 244 for delivery system performance analysis undertaken relative to highly impacted communities and vulnerable populations.

WUTC Staff Data Request No. 165 was a follow up of PSE's Response to WUTC Staff Data Request No. 113, which requested documents that describe how PSE measures and monitors discrepancies in response times or frequency of emergency repairs by community or customer type. WUTC Staff data requests in that series are inquiring about customer equity relative to highly impacted communities and vulnerable populations, which is specific language associated with CETA regarding electricity supply. The specific request for data relative to response times or frequency of emergency repairs correlates to SQI 11 and SQI 3 and 4, respectively and no other SQIs measure electric emergency response time nor electric frequency of outages that result in emergency repairs. Following is a list of all of PSE's SQI's.

SQI No. 2	WUTC Complaint Ratio
SQI No. 3	SAIDI
SQI No. 4	SAIFI
SQI No. 5	Customer Access Center Answering Performance
SQI No. 6	Telephone Center Transactions Customer Satisfaction
SQI No. 7	Gas Safety Response Time
SQI No. 8	Field Service Operations Transactions Customer Satisfaction
SQI No. 9	Disconnection Ratio
SQI No. 10	Kept Appointments
SQI No. 11	Electric Safety Response Time