BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

Complainant,

v.

PUGET SOUND ENERGY,

Respondent.

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.

<table>
<thead>
<tr>
<th>SQI No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. 2</td>
<td>WUTC Complaint Ratio</td>
</tr>
<tr>
<td>No. 3</td>
<td>SAIDI</td>
</tr>
<tr>
<td>No. 4</td>
<td>SAIFI</td>
</tr>
<tr>
<td>No. 5</td>
<td>Customer Access Center Answering Performance</td>
</tr>
<tr>
<td>No. 6</td>
<td>Telephone Center Transactions Customer Satisfaction</td>
</tr>
<tr>
<td>No. 7</td>
<td>Gas Safety Response Time</td>
</tr>
<tr>
<td>No. 8</td>
<td>Field Service Operations Transactions Customer Satisfaction</td>
</tr>
<tr>
<td>No. 9</td>
<td>Disconnection Ratio</td>
</tr>
<tr>
<td>No. 10</td>
<td>Kept Appointments</td>
</tr>
<tr>
<td>No. 11</td>
<td>Electric Safety Response Time</td>
</tr>
</tbody>
</table>

PSE’s Response to WUTC Staff Data Request No. 245
Date of Response: May 27, 2022
Person who Prepared the Response: Sarah B. Haroldsen
Witness Knowledgeable About the Response: Catherine A. Koch