

**Exh. AR-9**  
**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. 386***

**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. 386**

**WUTC STAFF DATA REQUEST NO. 386:**

Please confirm whether PSE's Integrated Voice Response System can independently handle the following types of customer inquiries:

- a. Customer concerns/ inquiries regarding back bills;
- b. Customer concerns/ inquiries regarding disputed charges;
- c. Customer concerns/ inquiries regarding dual fuel service;
- d. Customer concerns/ inquiries regarding service reliability;
- e. Customer concerns/ inquiries regarding energy efficiency;
- f. Customer concerns/ inquiries regarding vegetation management;
- g. Customer concerns/ inquiries regarding renewable energy programs; and
- h. Customer concerns/ inquiries regarding rooftop solar.

**Response:**

The Integrated Voice Response ("IVR") System cannot independently handle customer inquiries identified in subparts (a)-(h) to WUTC Staff Data Request No. 386. Customer concerns or inquiries for subparts (a)-(h) would be routed to a live Puget Sound Energy representative. In the Prefiled Direct Testimony of Greg J. Zeller, Exhibit No. \_\_\_\_ (GJZ-1T), the IVR self-serve transactions are identified in section IV. "Evolving Channels of Communications."