

Exh. AR-2
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. 387

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. 387

WUTC STAFF DATA REQUEST NO. 387:

PSE's response to Staff Data Request No. 44 includes the proposed SQI No. 5 calculation. One of the variables in that calculation is "IVR self-service success transactions." Please define that term, with emphasis on what success means in this instance.

Response:

The self-service transaction is successful when the customer completes the transaction within the Integrated Voice Response system with no live Puget Sound Energy representative involvement. The current available self-serve transactions are identified in the Prefiled Direct Testimony of Greg J. Zeller, Exhibit No. ____ (GJZ-1T), section IV. "Evolving Channels of Communications."