

Exh. AR-6
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. 44

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. 044

WUTC STAFF DATA REQUEST NO. 044:

RE: Proposed SQI No. 5 Calculation

Using actual call data from 2016, please provide the SQI No. 5 calculation with the callers who selected to speak with a live representative and the callers who selected to route their call to the Integrated Voice Response system as proposed in the direct testimony of Greg Zeller on page 17 at lines 12-14. If 2016 call data is not available, please respond to this data request using 2015 call data.

Response:

The 2016 call data is being finalized; therefore, Puget Sound Energy's ("PSE") Response to WUTC Staff Data Request No. 044 is based on 2015 call data. The table below shows PSE's monthly and annual call performance results including both the callers who selected to speak with a live Customer Care Center representative and the callers who selected to stay within the Integrated Voice Response ("IVR") system and successfully completed one or multiple self-service transactions. Customers access the IVR system by calling PSE and selecting to complete one or multiple self-service transactions, such as making a payment, without requiring interaction with a live representative.

Monthly Call Performance = (monthly aggregate number of calls answered by a company representative within 30 seconds of a request to talk to a live operator + IVR self-service success transactions) / (monthly aggregate number of calls received + IVR self-service success transactions)

Annual Call Performance = average of ((monthly aggregate number of calls answered by a company representative within 30 seconds of a request to talk to a live operator + IVR self-service success transactions) / (monthly aggregate number of calls received + IVR self-service success transactions))

2015 Call Data				
	Total calls received by PSE rep.	Total calls answered by PSE representative within 30 seconds of a request to speak with a live representative	IVR self-service success transactions	Call Performance
January	148,901	120,992	123,255	90%
February	135,578	112,124	102,141	90%
March	157,748	129,756	160,536	91%
April	166,438	116,229	163,260	85%
May	138,520	81,595	150,376	80%
June	143,225	76,747	143,773	77%
July	149,550	47,458	151,385	66%
August	173,097	68,132	238,628	75%
September	144,418	103,295	142,646	86%
October	152,037	134,358	166,825	94%
November	157,380	135,524	251,939	95%
December	155,654	140,761	199,727	96%
* 2015	1,822,546	1,266,971	1,994,491	85%

* The 85% call answering performance is determined by the average of the monthly results.