

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**Dockets UE-170033 and UG-170034  
Puget Sound Energy  
2017 General Rate Case**

**PUBLIC COUNSEL DATA REQUEST NO. 019**

**PUBLIC COUNSEL DATA REQUEST NO. 019:**

**Re: Direct Testimony of Greg J. Zeller, Exhibit No. GJZ-1T.**

Provide the total script used by IVR currently in use, showing the introductory message, each issue and option presented to customers, and how or when the customer is informed of the option to speak with a customer service representative.

**Response:**

Please see Attachment A to Puget Sound Energy's Response to Public Counsel Data Request No. 019 to view the technical document for IVR call flow.

# **ATTACHMENT A to PSE's Response to PUBLIC COUNSEL Data Request No. 019**

PSE IVR Script

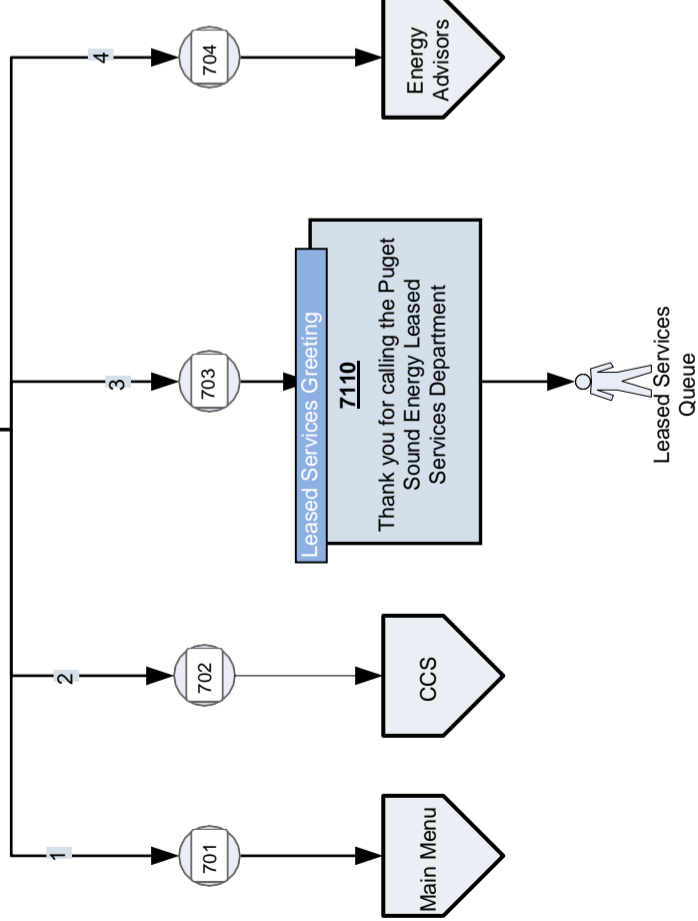
Puget Sound Energy  
 888-225-5773

Get CTI info from ICM

New call start

700

Call type ?



Legend

LocationCode

750

Environment	Type	Number
Prod	PSE	888-225-5773
Test	PSE Main	425-424-6812
Test	CCS	425-424-6813
Test	Leased	425-424-6814
Test	Energy Advisors	425-424-6815

Get CTI info from ICM

Input from ICM routing script (ECC variables) to VXML Server

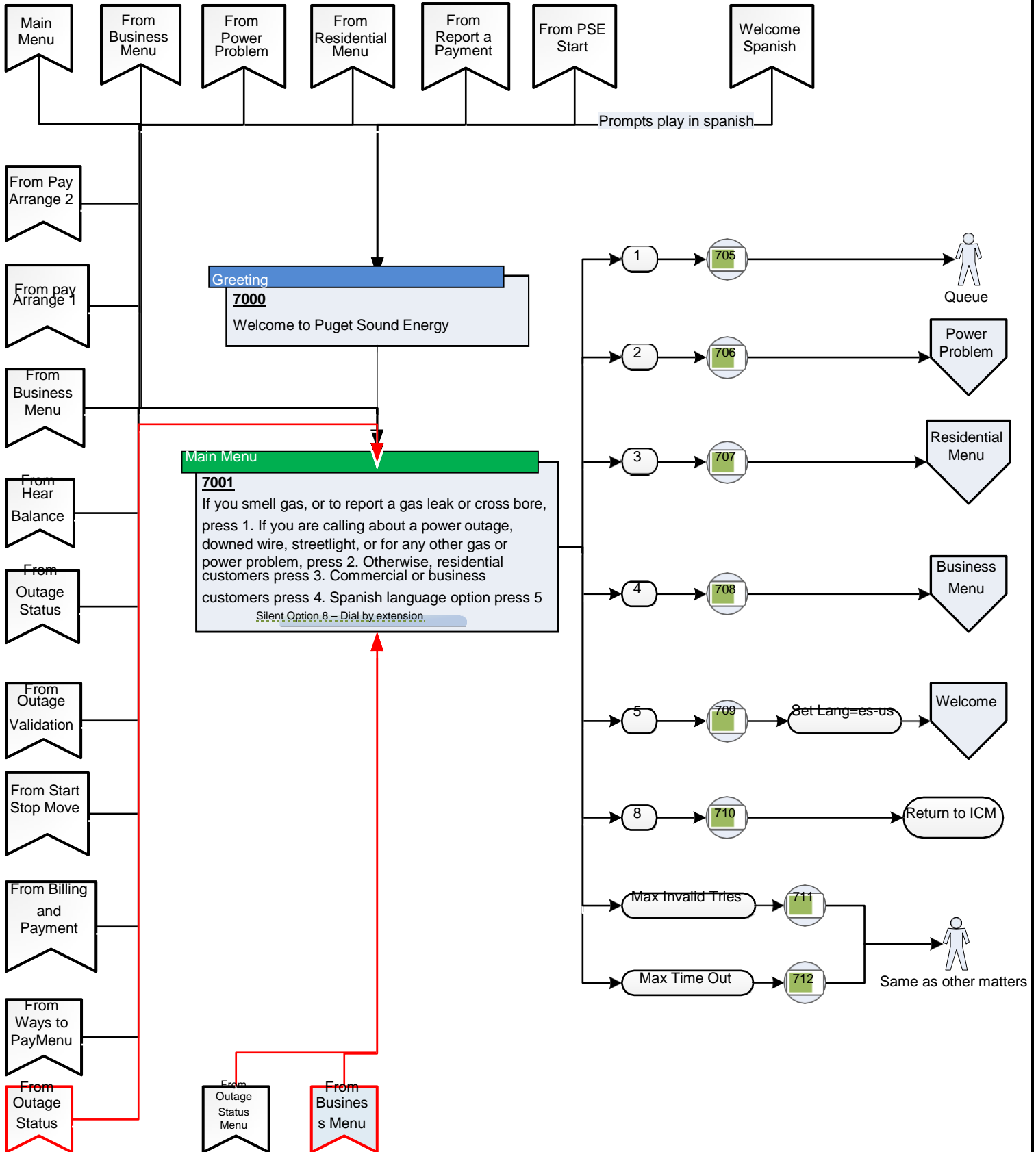
```

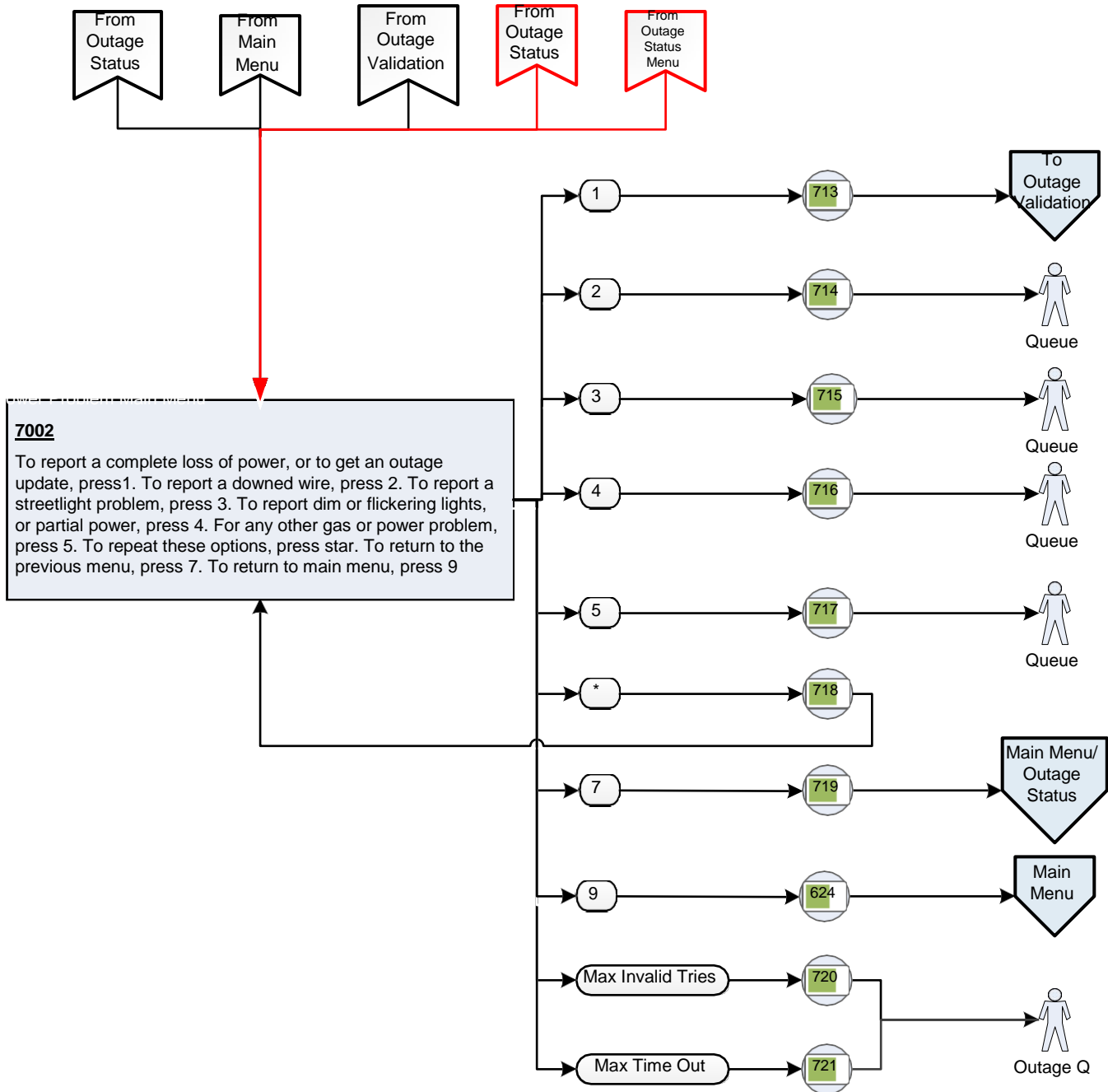
user.microapp.media_server="http://media-server/Audio"
user.microapp.locale="en-us"
user.microapp.app_media_lib="."
user.microapp.UseVXMLParams="N"
user.microapp.ToExtVXML[0]="application=psemain"
user.microapp.ToExtVXML[1]=concatenate("callID=", Call.user.media.id)
user.microapp.ToExtVXML[2]=concatenate("ani=", Call.CallingLineID, "dhis=", Call.DialedNumberString)
user.microapp.ToExtVXML[3]=concatenate("calltype=", <call_type>, "cac=", <tod>, "ccs=", <tod>, "ea=", <tod>, "is=", <tod>)
  
```

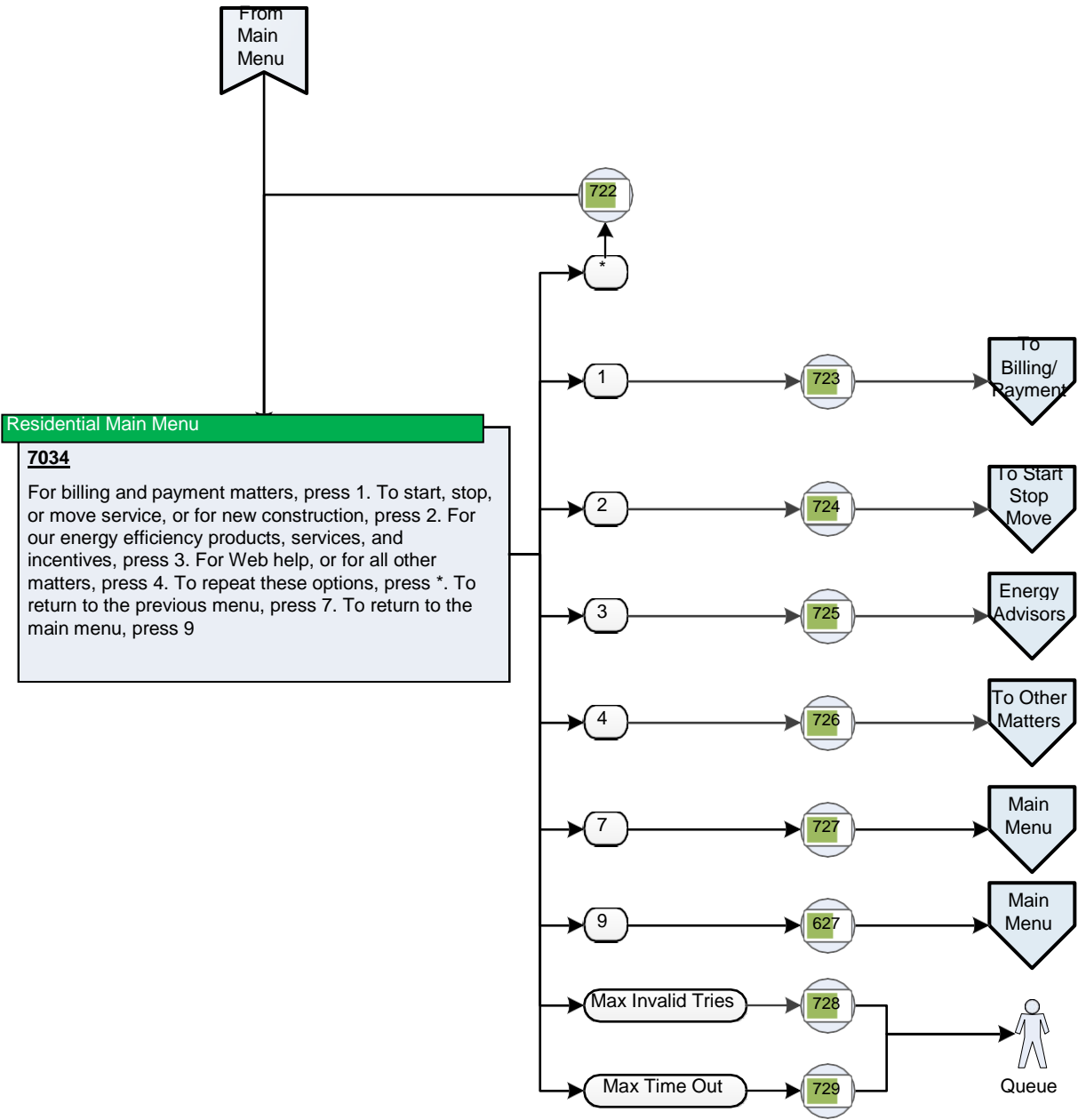
calltype from ToExtVXML

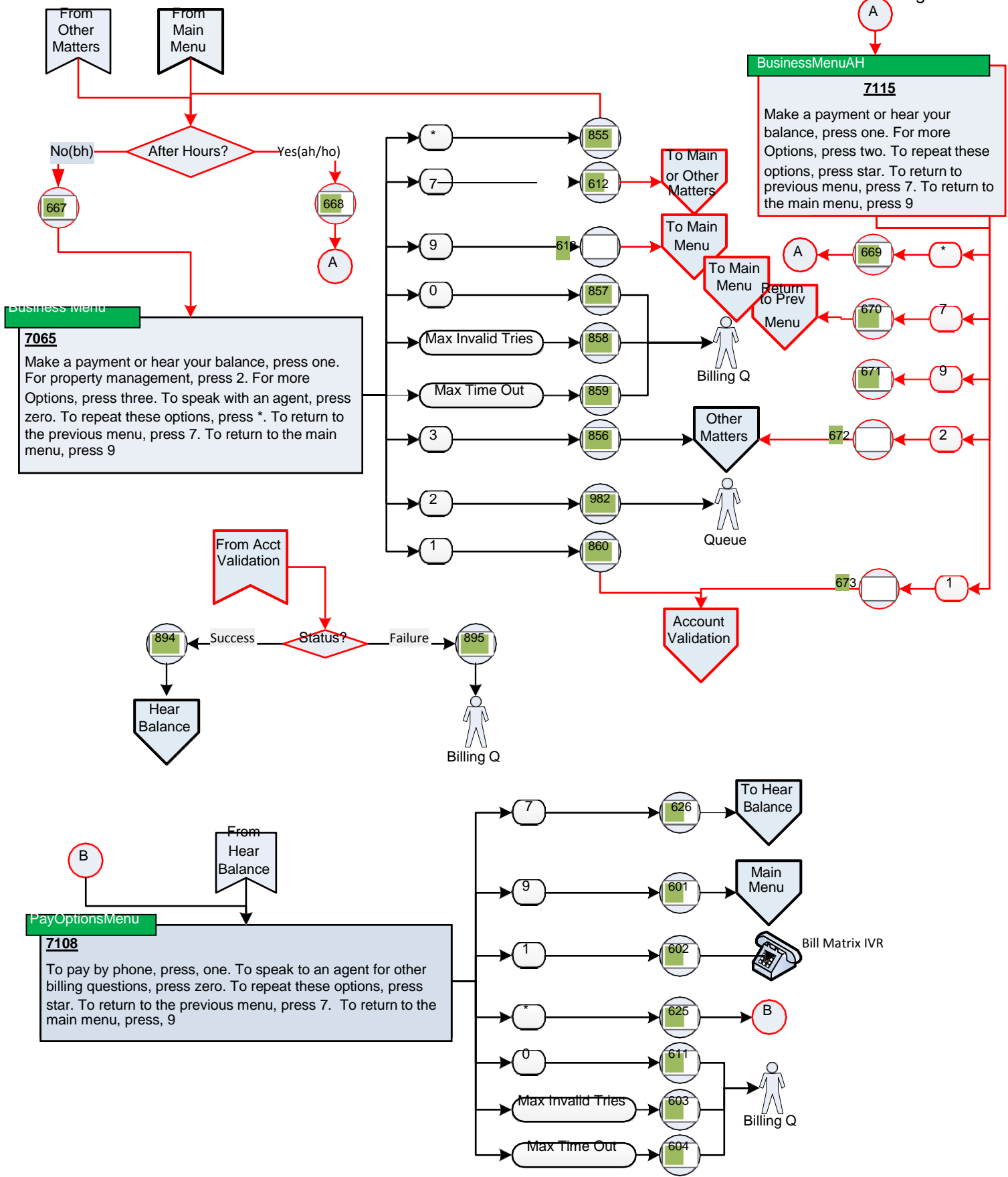
Set loccode for each call Type

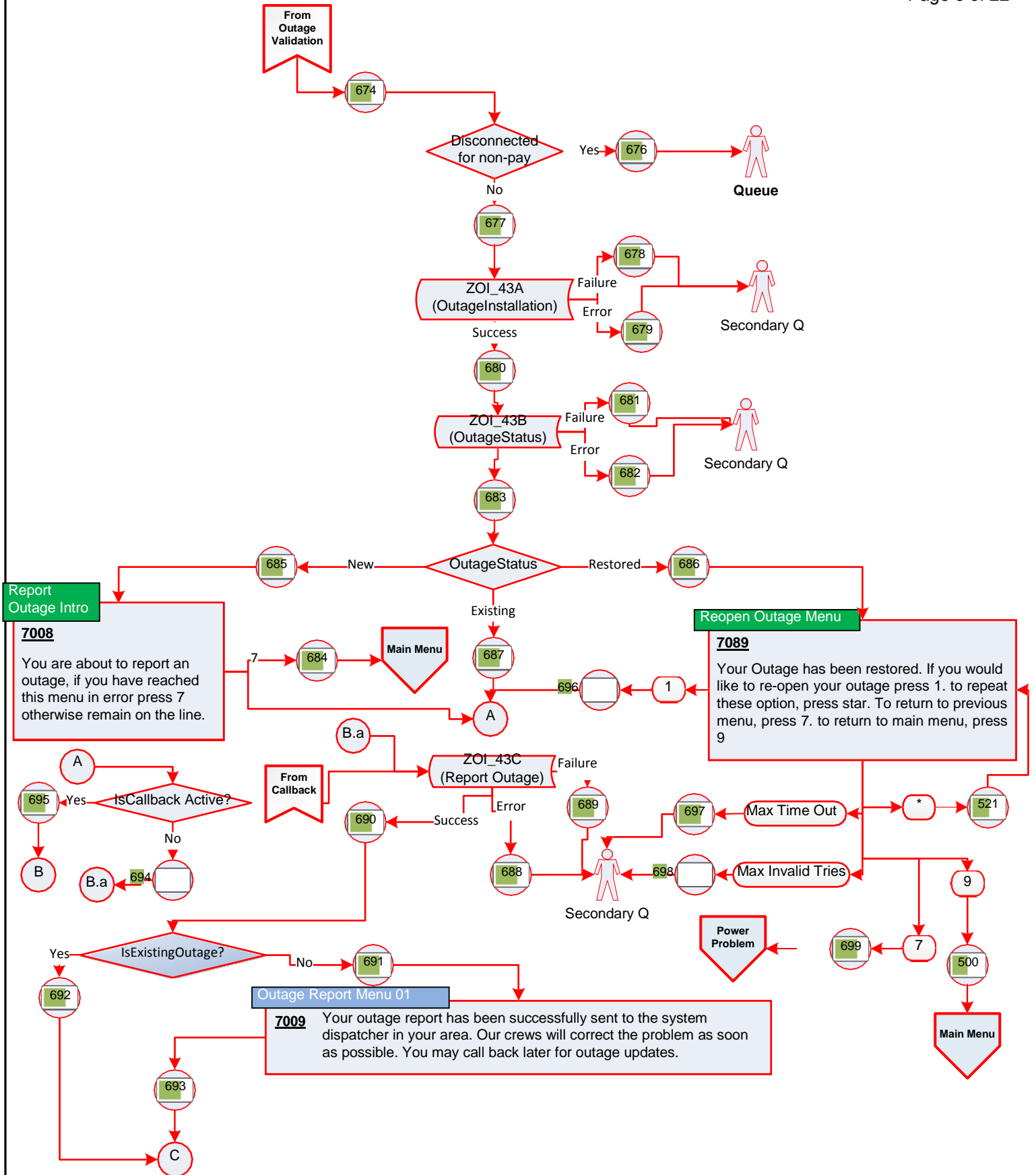
Call Type Value	Call Type	Location Code
1	Standard	701
2	CCS	702
3	Leased	703
4	Advisor	704



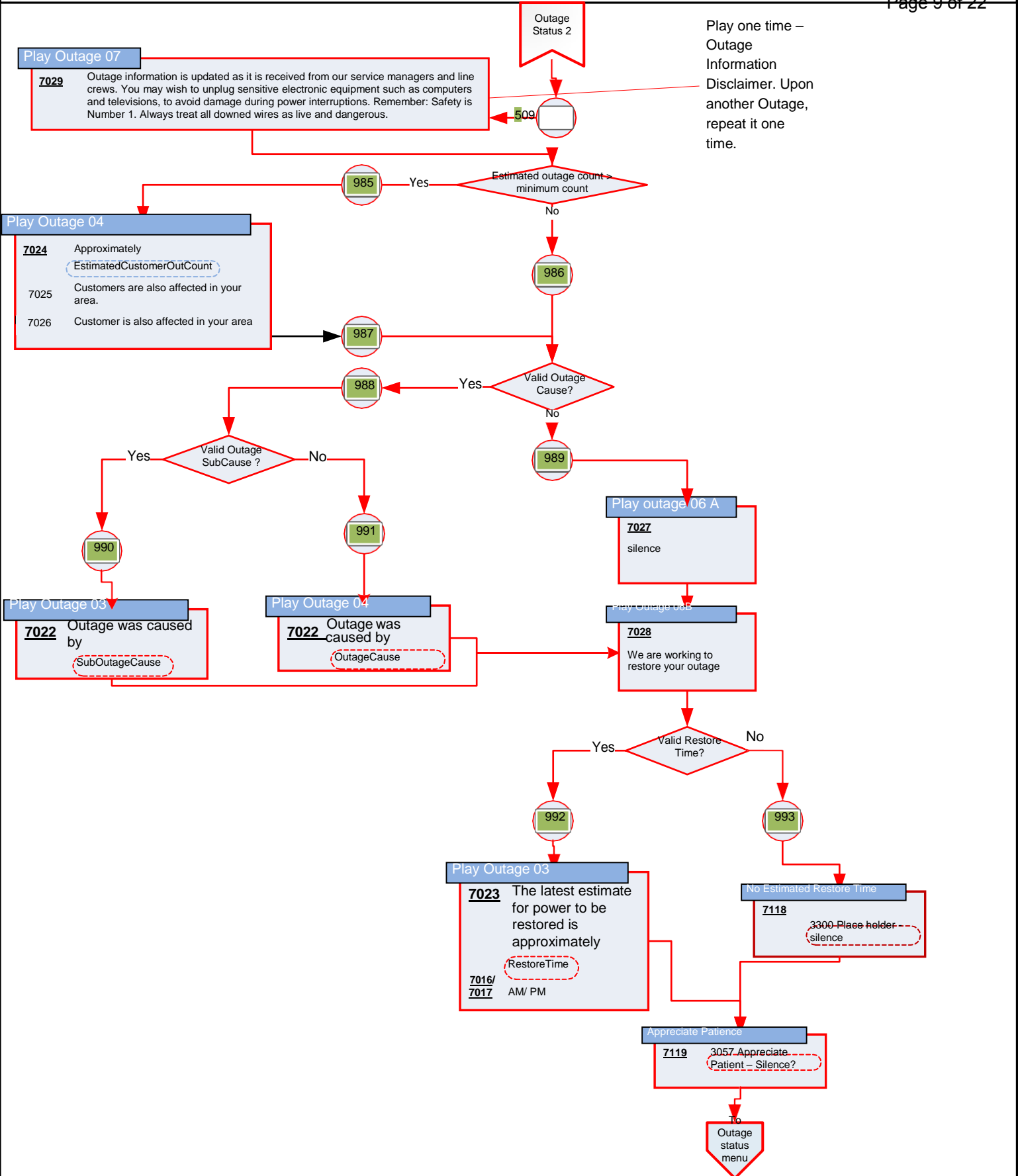




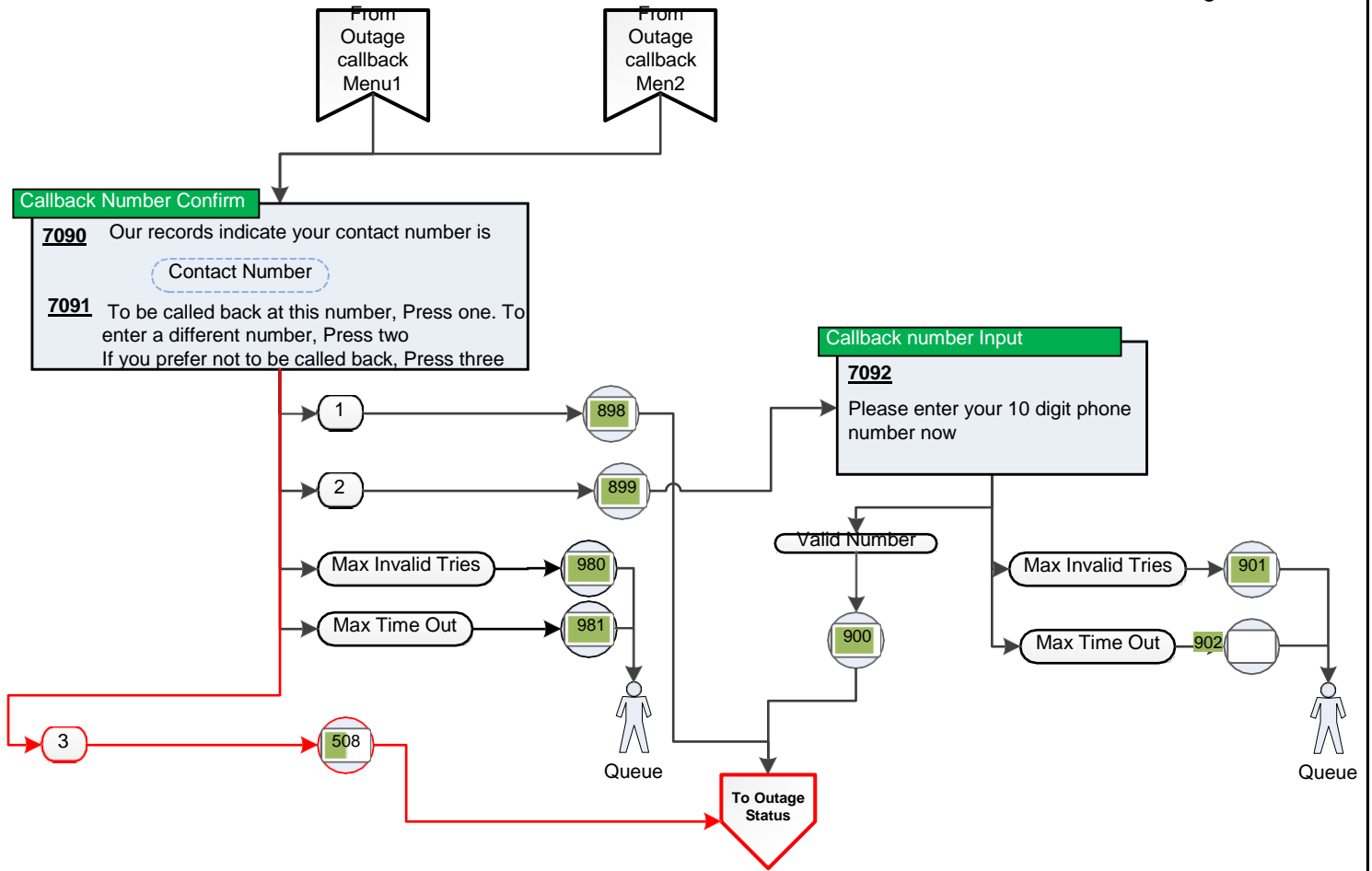


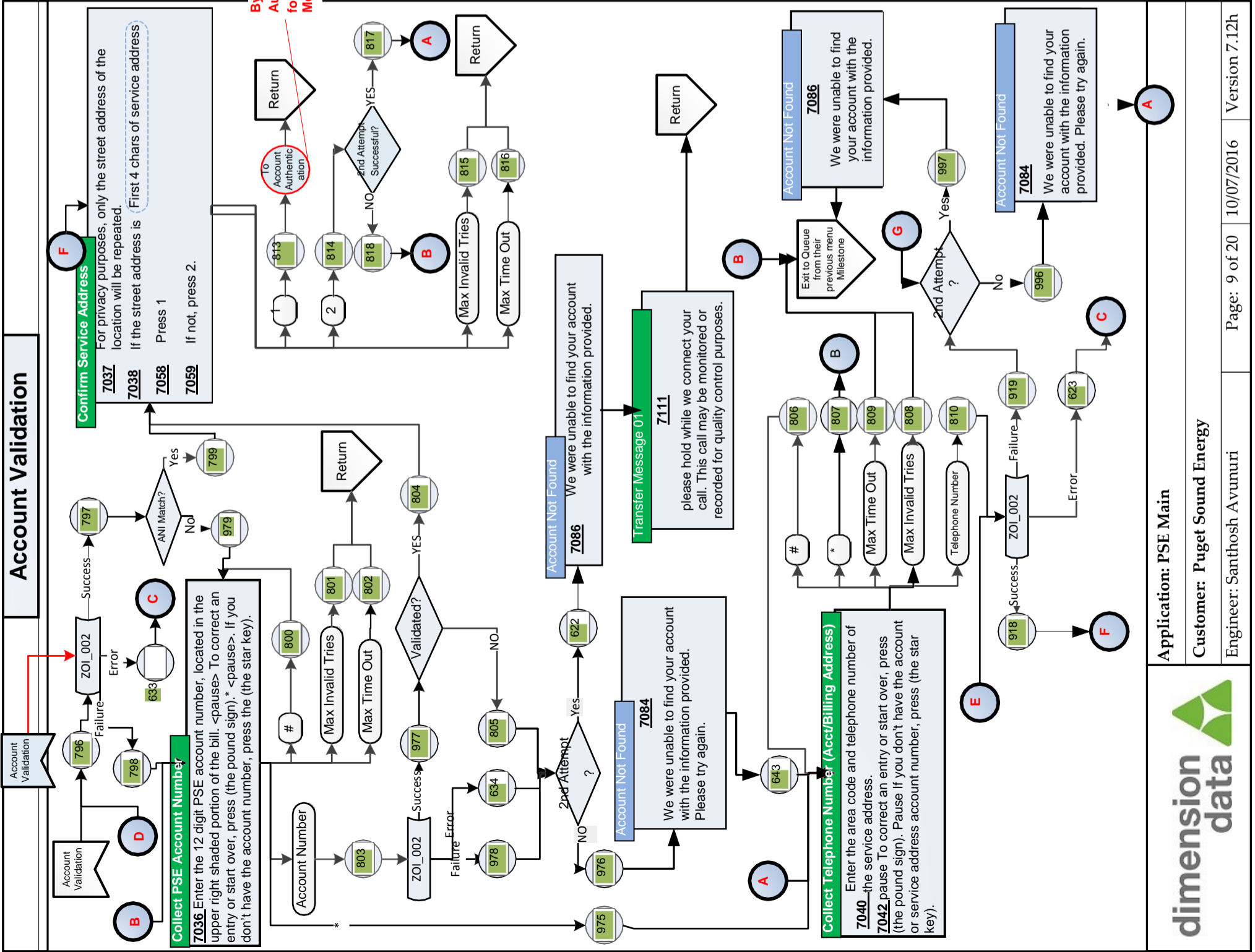




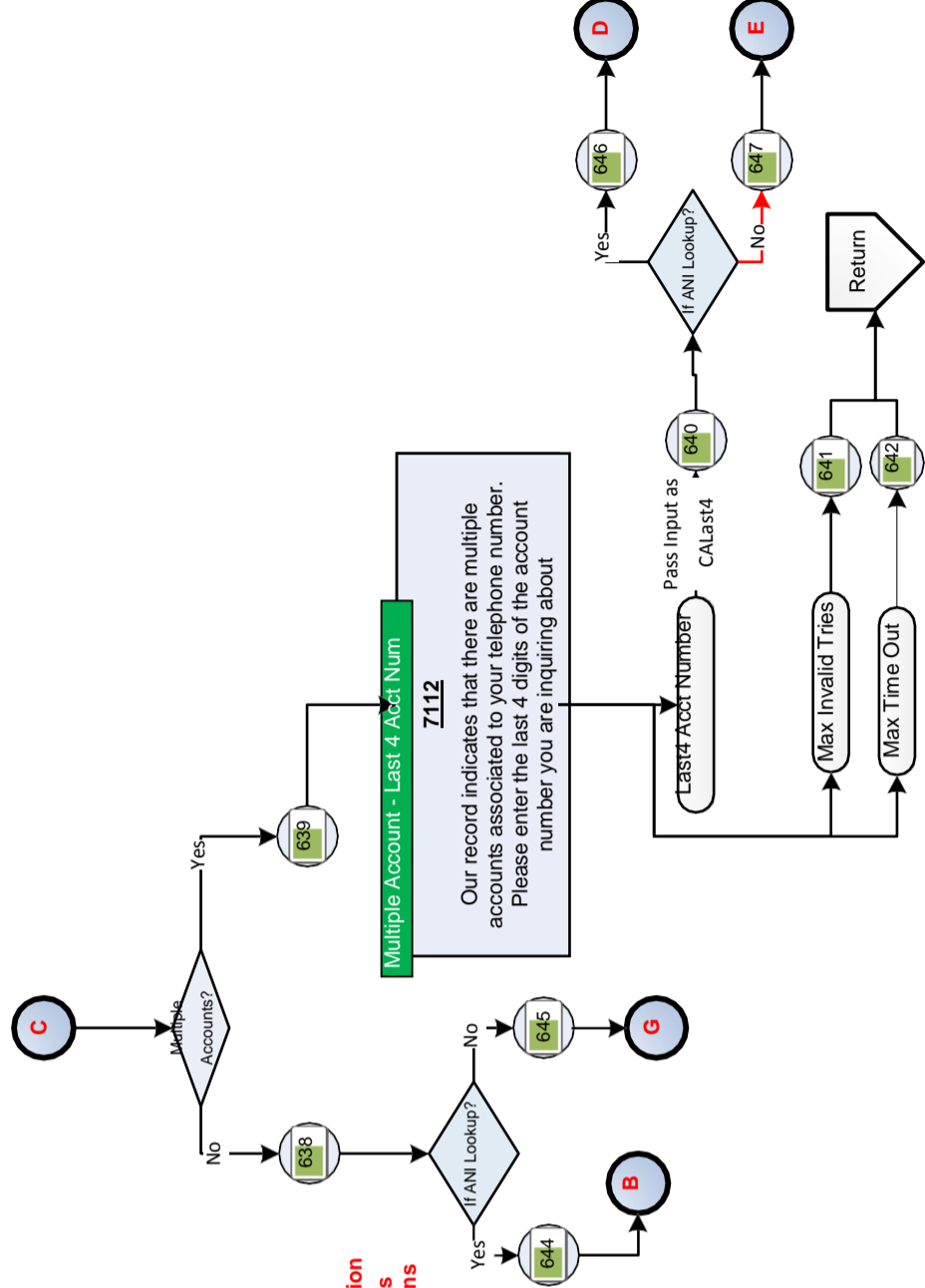


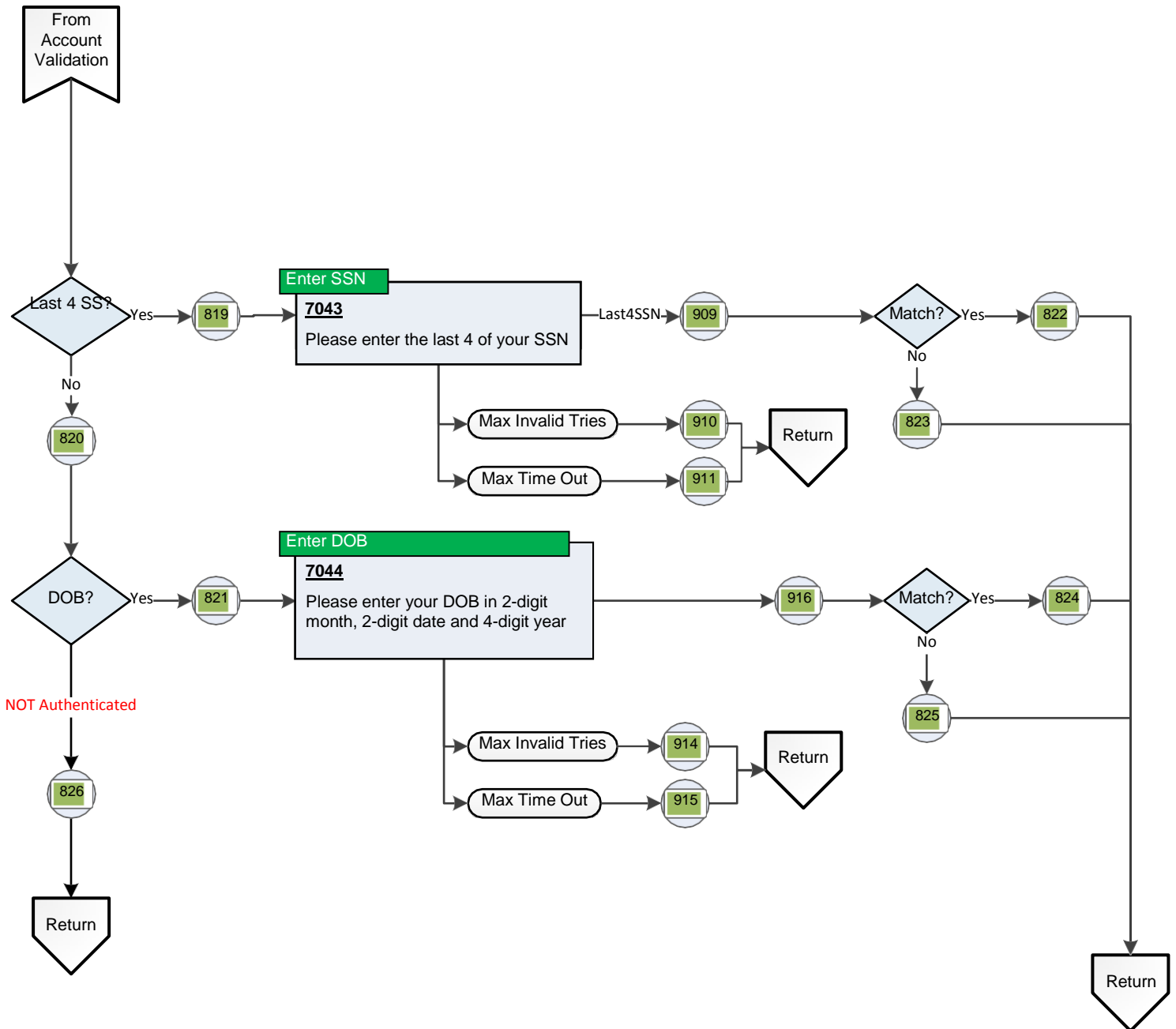
Play one time –  
Outage  
Information  
Disclaimer. Upon  
another Outage,  
repeat it one  
time.





**Bypass Authentication for Business Menu Options**



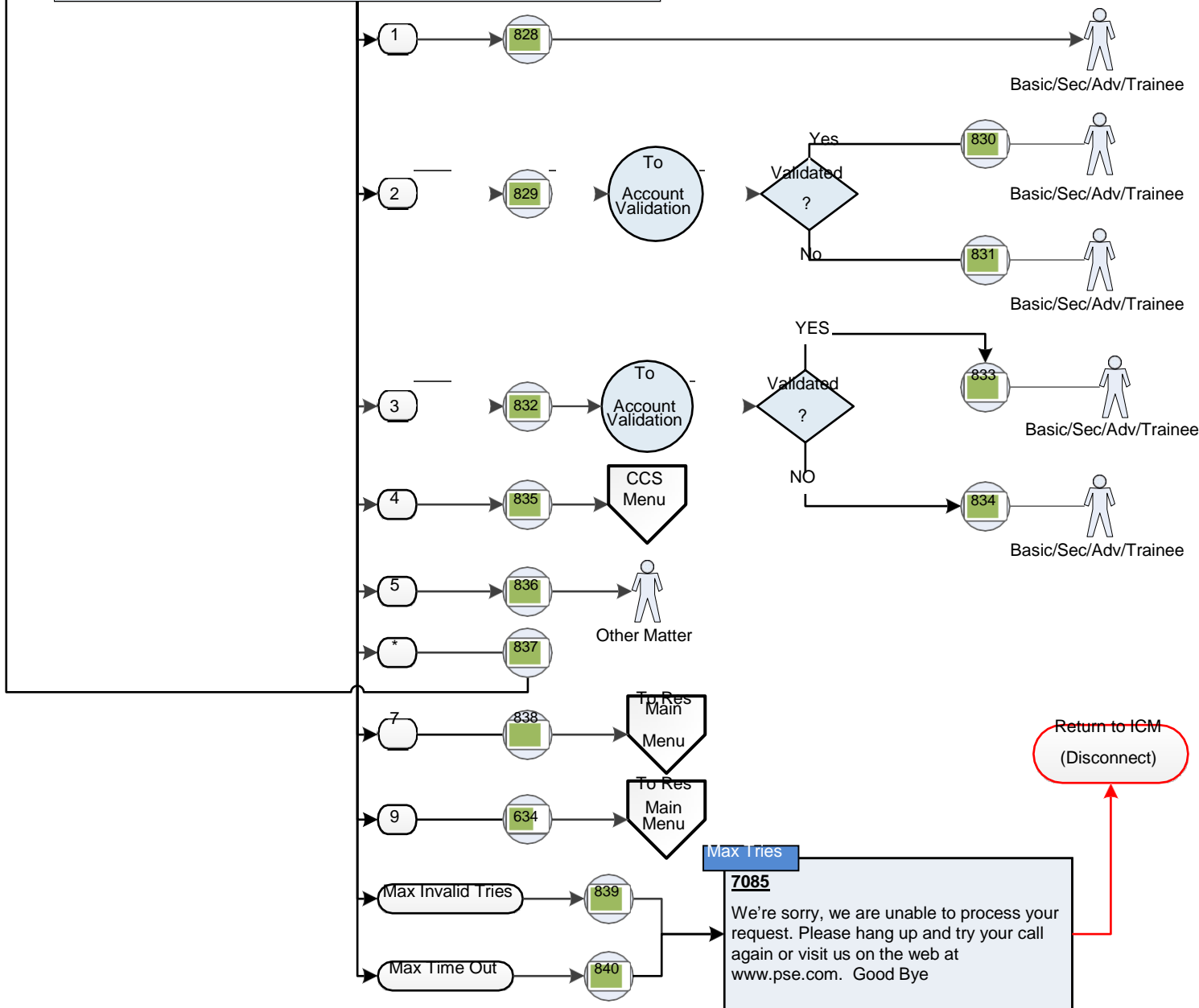


From Residential Menu

**Start, Stop, Move, Menu.**

**7045**

To start new service, press 1. To stop or discontinue service, press 2. To move existing service to a new address, press 3. For new construction, press 4. For all other service requests, press 5. To repeat these options, press \*. <slight pause>. To return to the previous menu, press 7. to return to main menu, press 9

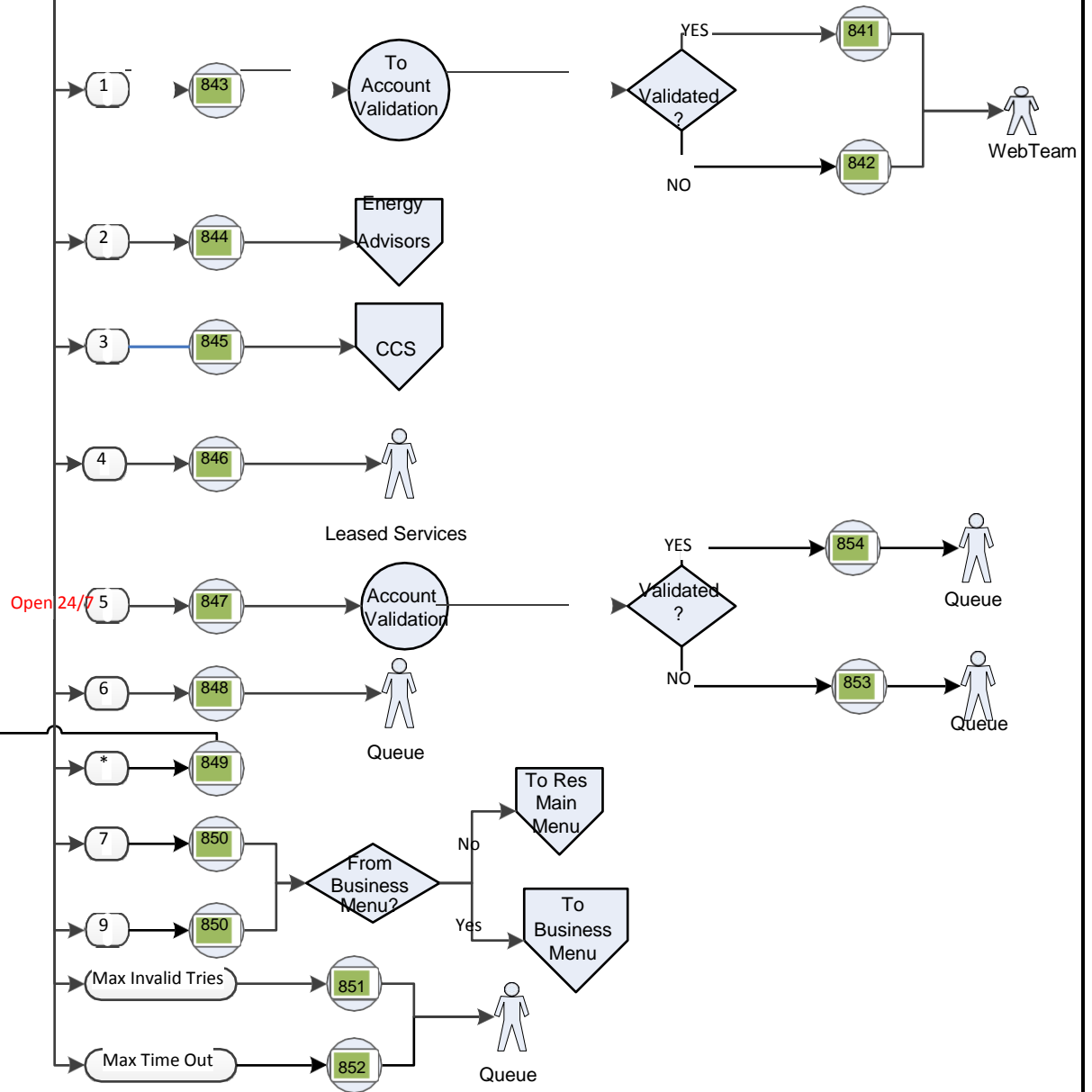




**All Other Matters Menu.**

**7047**

For Web site help, press 1. For energy-efficiency products, services, and programs, press 2. For installation of new gas or electric service, press 3. For leased equipment, press 4. For service or repair of gas appliances, press 5. To speak with an agent, press 6. To repeat these options, press \*. slight pause To return to the previous menu, press 7. To return to main menu, press 9



Application: PSE Main

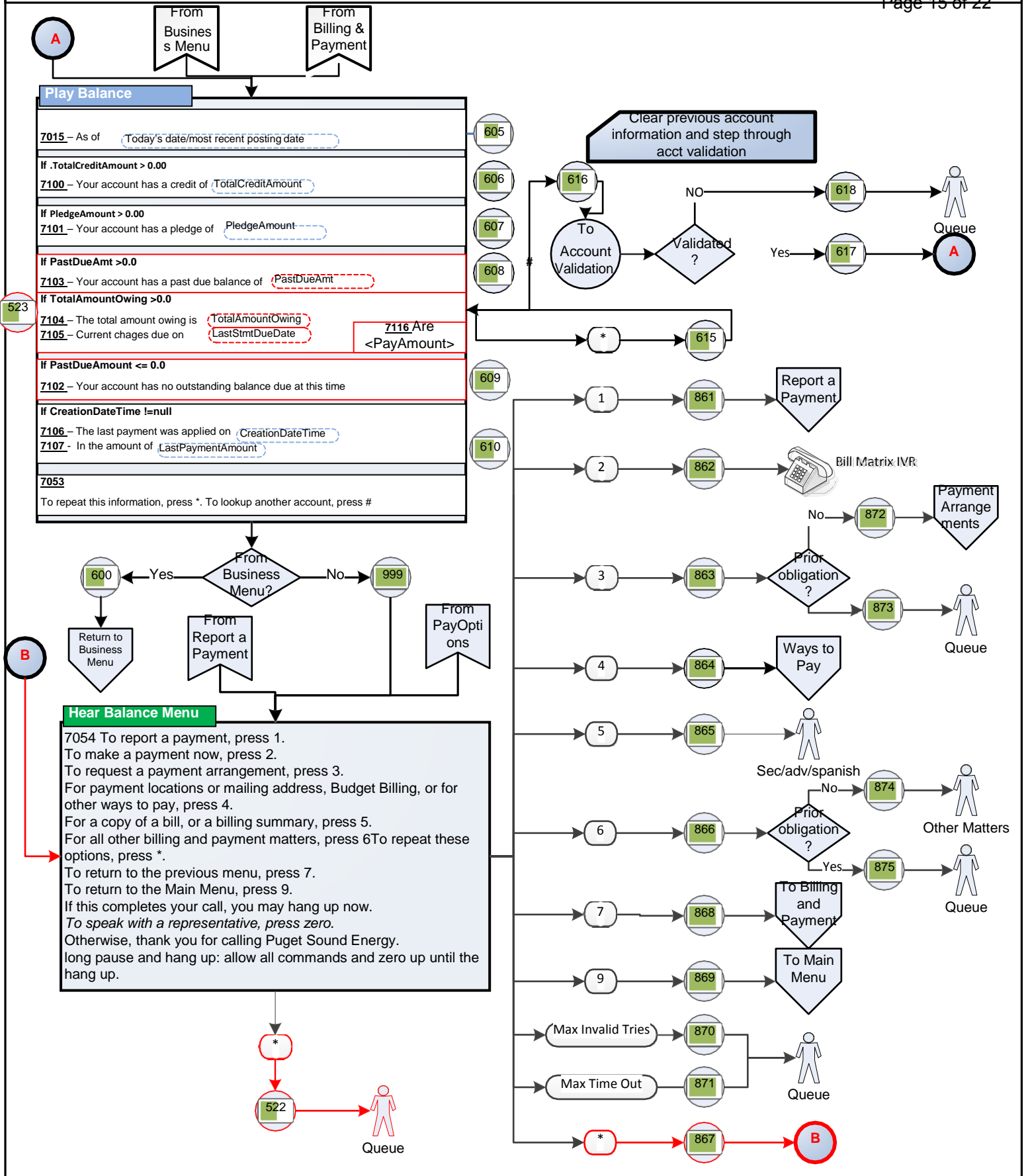
Customer: Puget Sound Energy

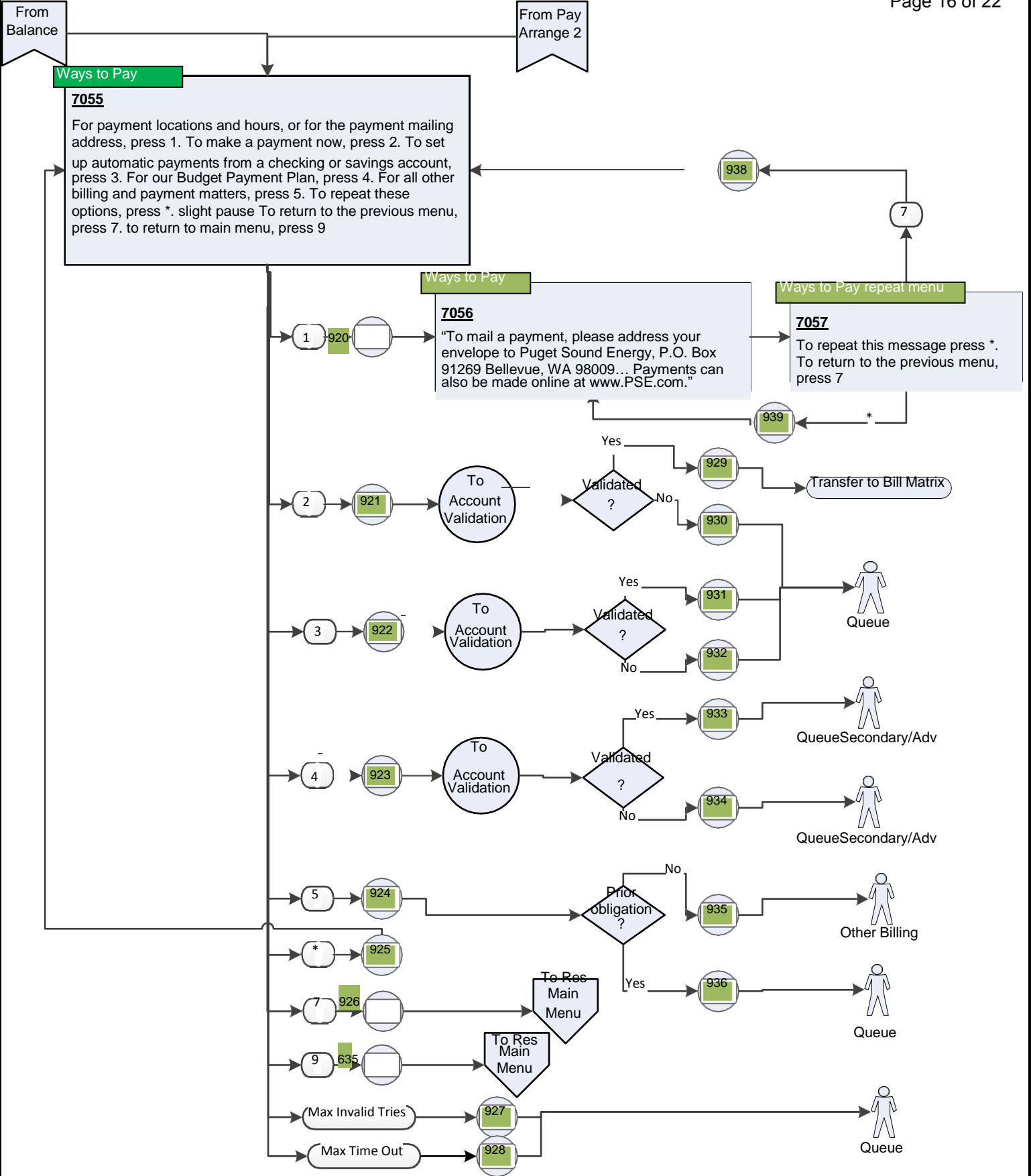
Engineer: Santhosh Avunuri

Page: 12 of 20

10/07/2016

Version 7.12h





Application: PSE Main

Customer: Puget Sound Energy

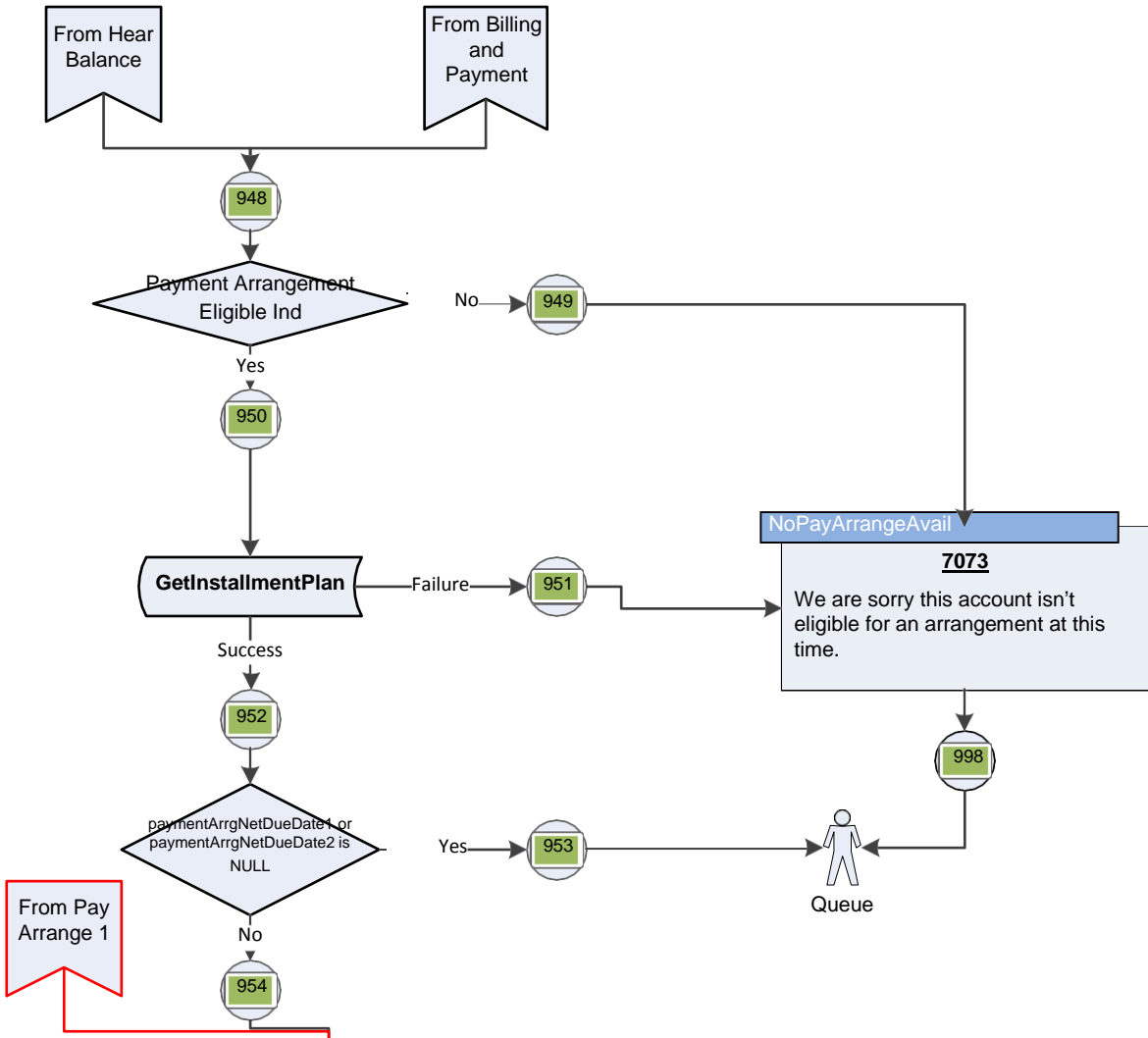
Engineer: Santhosh Avunuri

Page: 14 of 20

10/07/2016

Version 7.12h

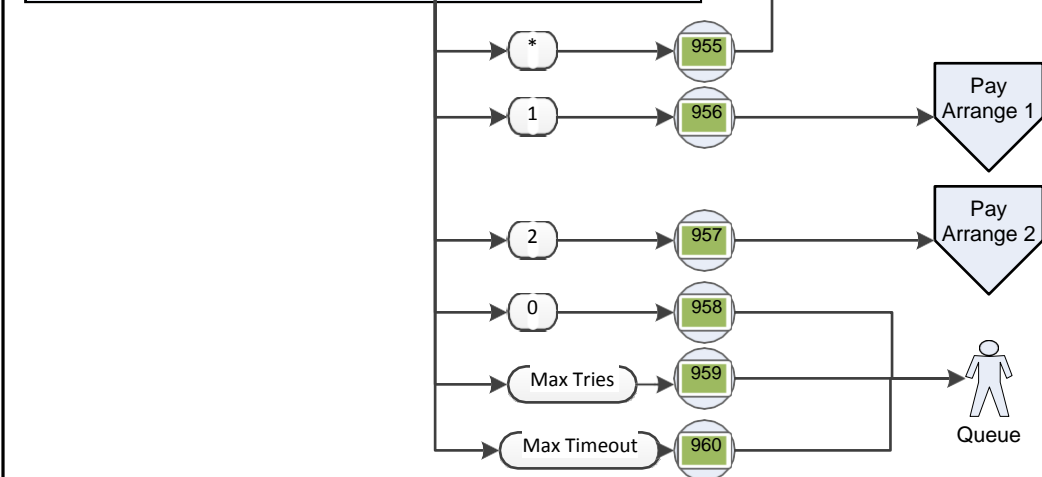




**Payment Arrangements**

**7070** To extend the due date of your total balance by 10 business days, press, one. To pay half of your total balance within 5 business days and the remaining amount on or before `ContractAccount.PaymentDueDate` press, two.

**7071** To speak to an agent, press zero



Application: PSE Main

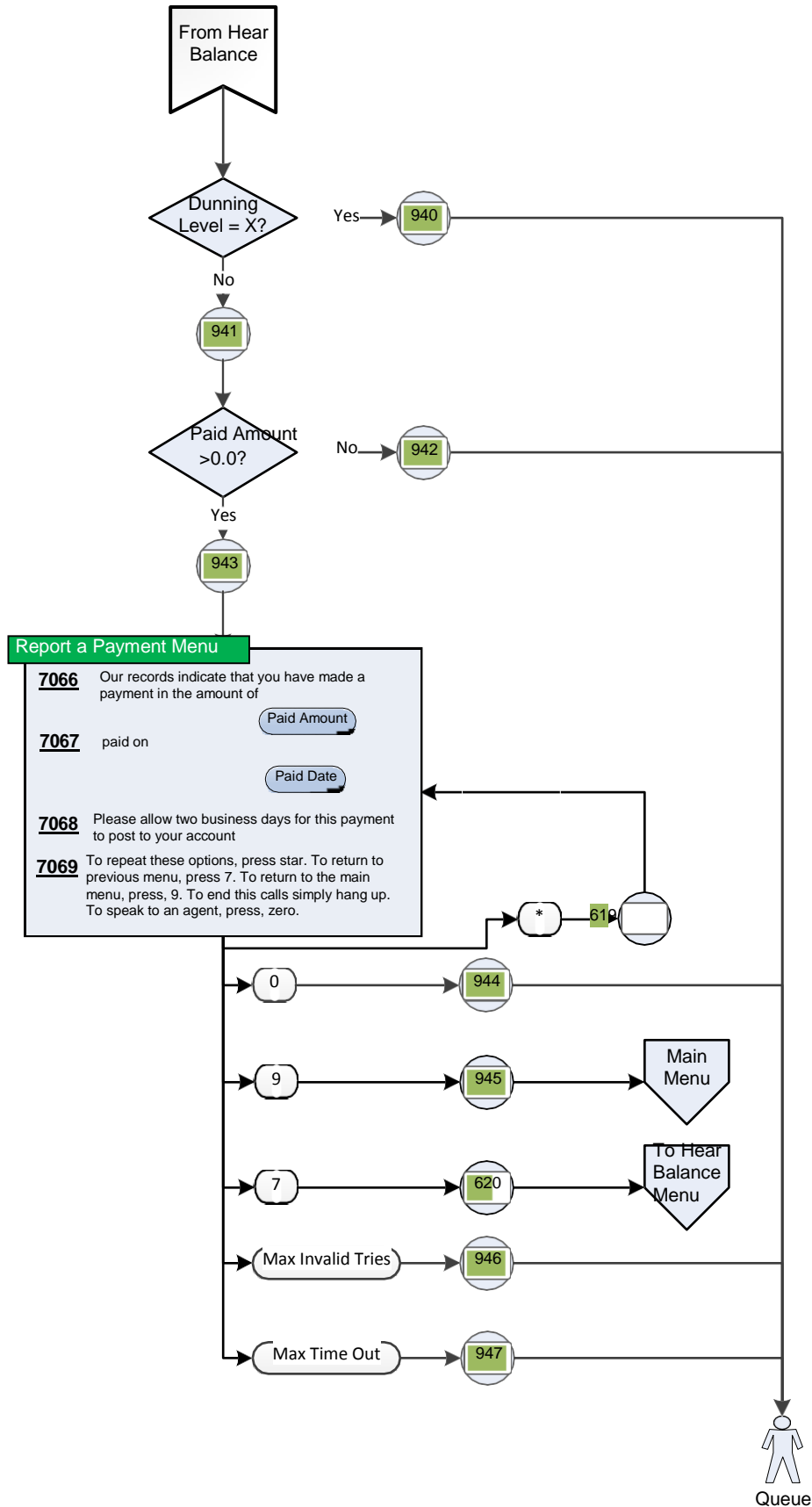
Customer: Puget Sound Energy

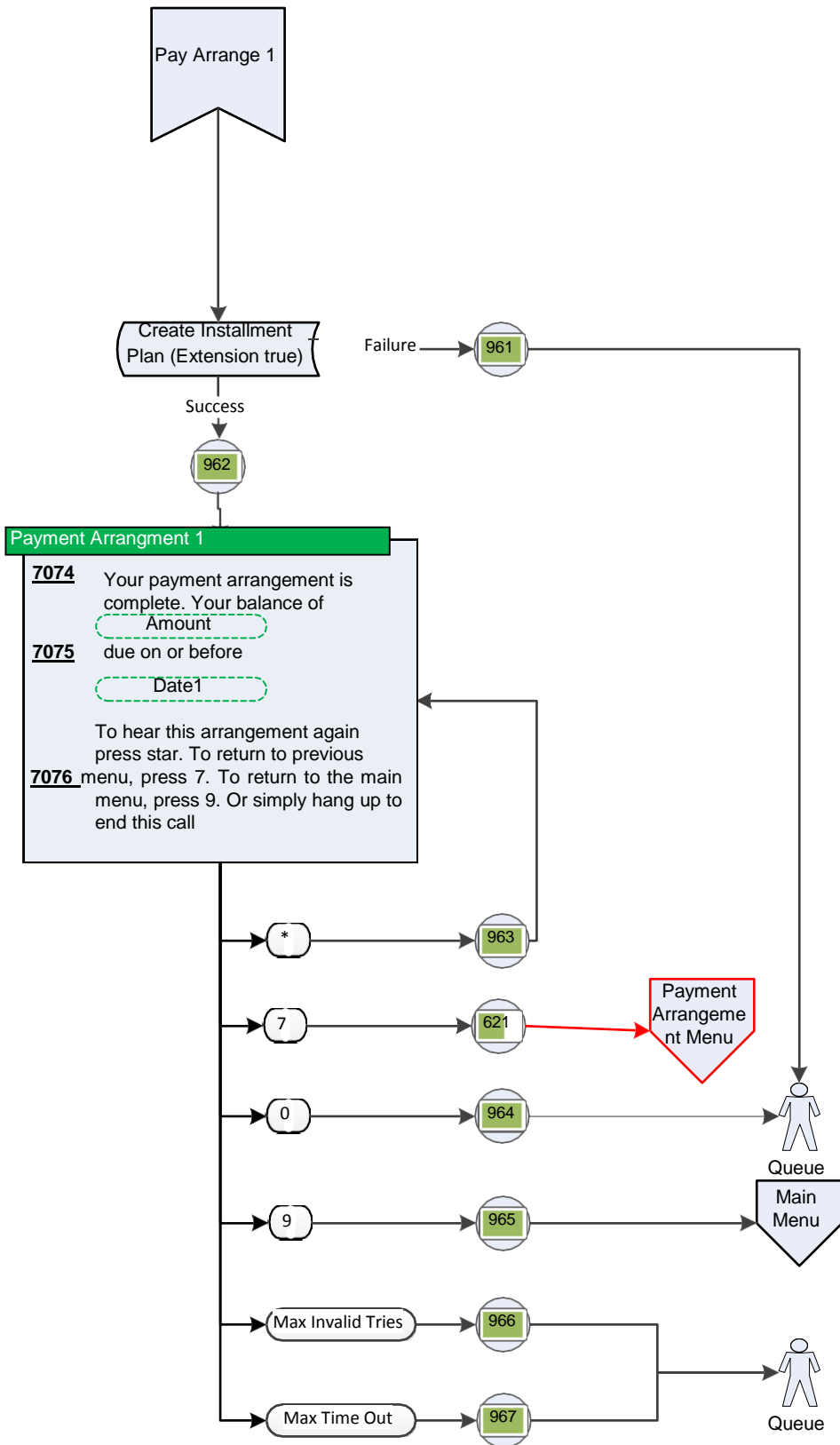
Engineer: Santhosh Avunuri

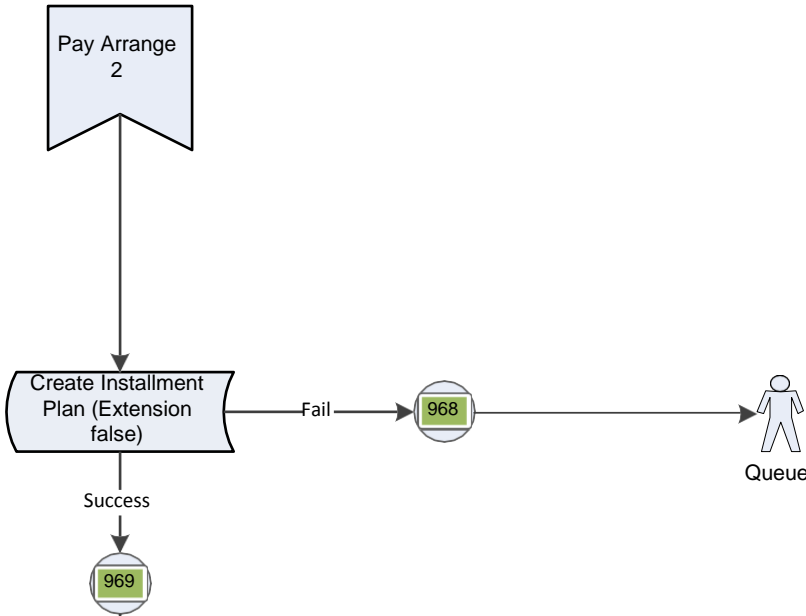
Page: 15 of 20

10/07/2016

Version 7.12h





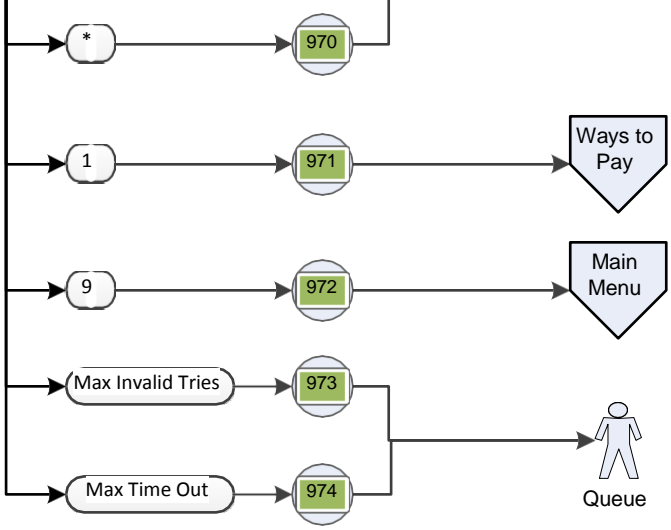


**Payment Arrangement 2**

**7077** Your payment arrangement is complete  
**7078** And the remaining balance of  
 Pay Arrangement Amount1  
**7075** due on or before  
 paymentArrgNetDueDate1

**7078** And the remaining balance of  
 Pay Arrangement Amount1  
**7075** due on or before  
 paymentArrgNetDueDate2

**7079** To make your first payment now using the pay by phone system, press one. To repeat your arrangements press star. To return to the main menu, press 9. Or simply hang up to end this call



Application: PSE Main

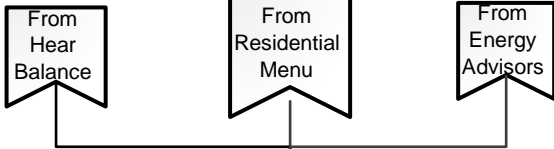
Customer: Puget Sound Energy

Engineer: Santhosh Avunuri

Page: 18 of 20

10/07/2016

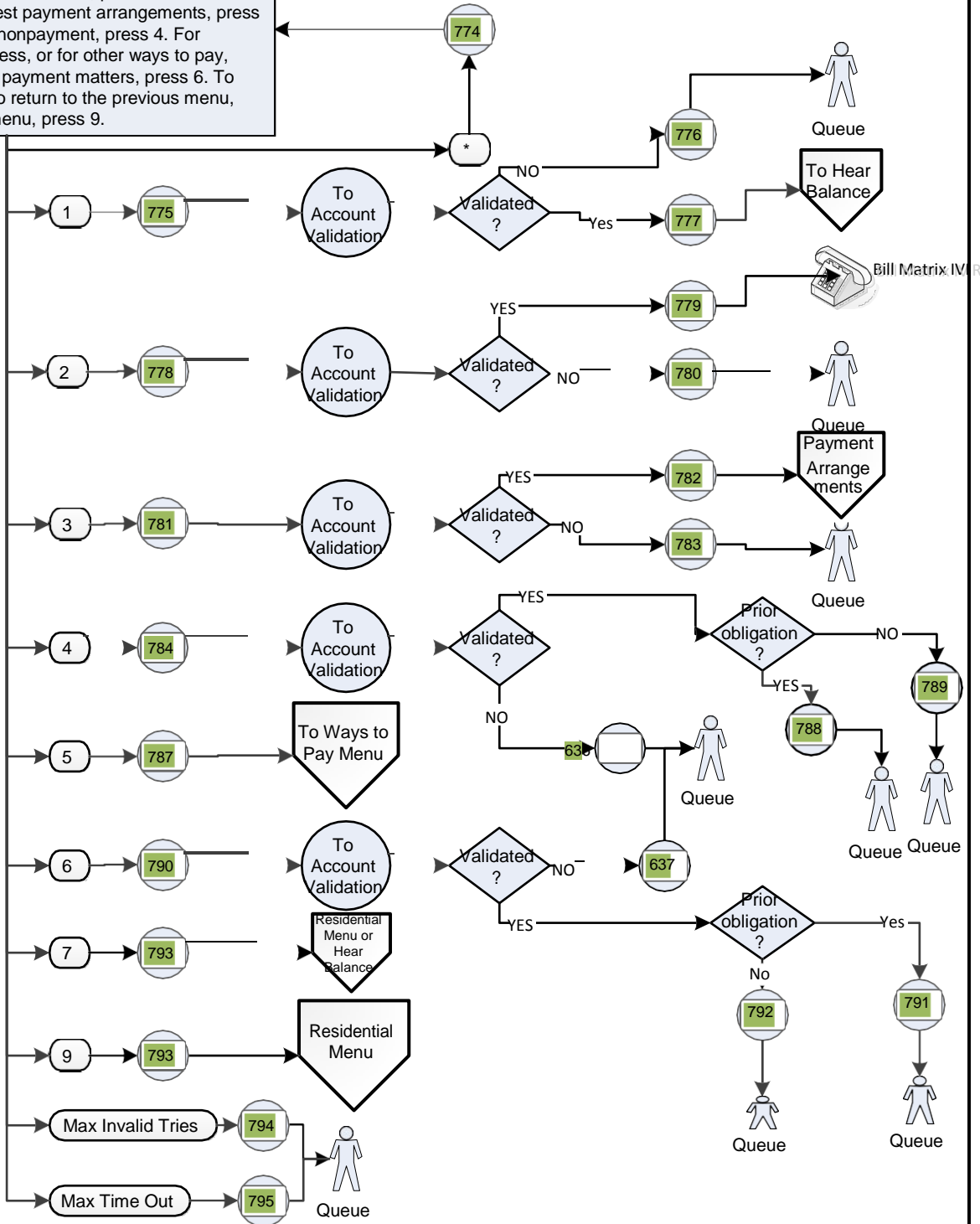
Version 7.12h



**Billing and Payment Menu**

**7035**

For balance due and last payment received, press 1. To make a payment now, press 2. To request payment arrangements, press 3. If service was interrupted for nonpayment, press 4. For payment locations, mailing address, or for other ways to pay, press 5. For all other billing and payment matters, press 6. To repeat these options, press \*. To return to the previous menu, press 7. To return to the main menu, press 9.



Application: PSE Main

Customer: Puget Sound Energy

Engineer: Santhosh Avunuri

Page: 19 of 20

10/07/2016

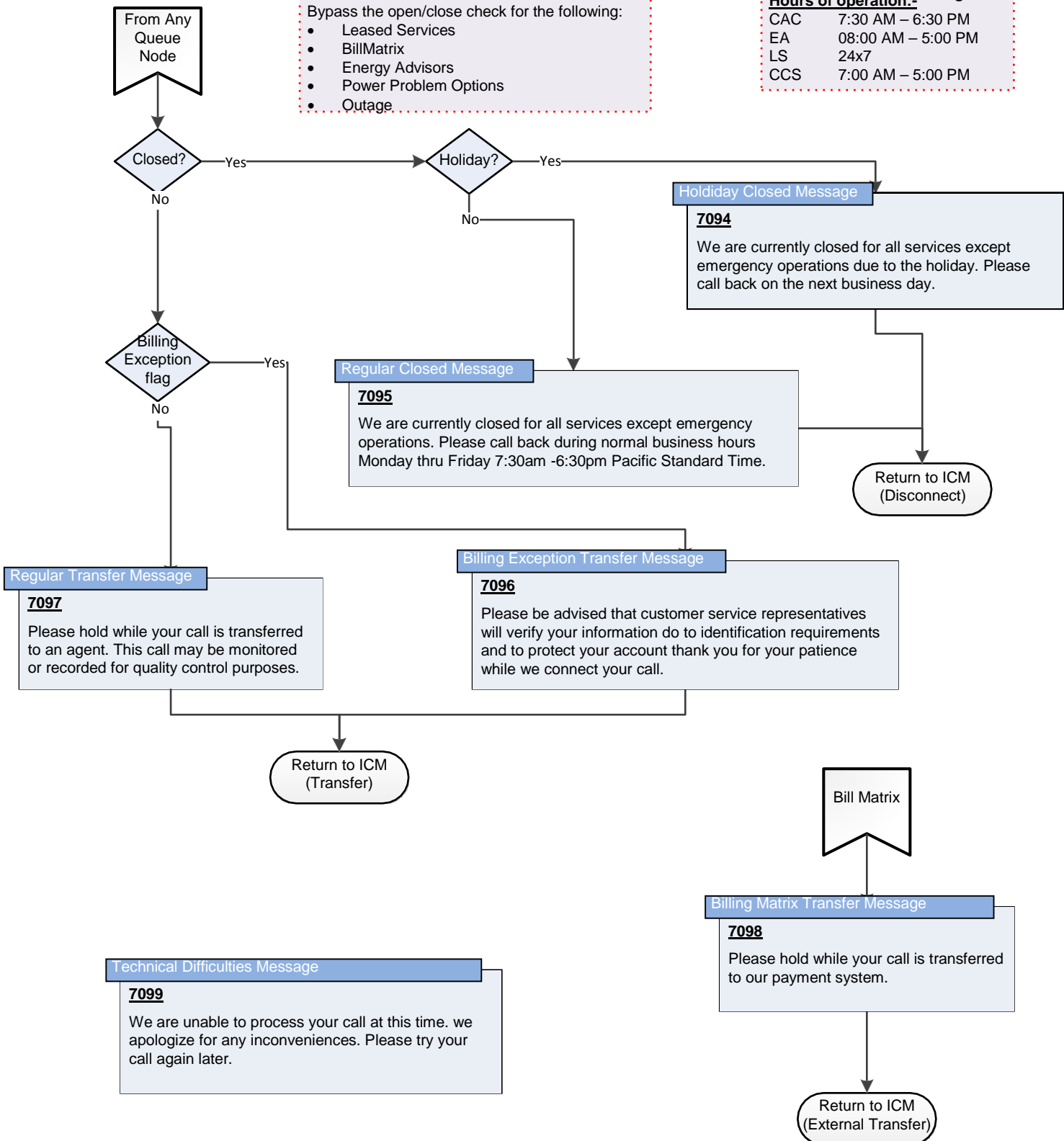
Version 7.12h

Bypass the open/close check for the following:

- Leased Services
- BillMatrix
- Energy Advisors
- Power Problem Options
- Outage

**Hours of operation:-**

CAC 7:30 AM – 6:30 PM  
 EA 08:00 AM – 5:00 PM  
 LS 24x7  
 CCS 7:00 AM – 5:00 PM



Application: PSE Main

Customer: Puget Sound Energy

Engineer: Santhosh Avunuri

Page: 20 of 20

10/07/2016

Version 7.12h