

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. 027

PUBLIC COUNSEL DATA REQUEST NO. 027:

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

Provide all the Figures and Tables in Mr. Zeller's testimony in Excel format.

Response:

Please see Attachment A to Puget Sound Energy's ("PSE") Response to Public Counsel Data Request No. 027 for a MS Excel spreadsheet containing the figures and tables for the data in Figure 1-4 of the Prefiled Direct Testimony of Greg J. Zeller, Exhibit No. ____ (GJZ-1T).

Attached as Attachment B to PSE's Response to Public Counsel Data Request No. 027 is a MS Excel spreadsheet which contains the Figures and Tables for the data in Figure 5 and Figure 7 of Mr. Zeller's testimony.

Attached as Attachment C to PSE's Response to Public Counsel Data Request No. 027 is a MS Excel spreadsheet containing the figures and tables for the data in Figure 6 of Mr. Zeller's testimony.

Attached as Attachment D to PSE's Response to Public Counsel Data Request No. 027 is a MS Excel spreadsheet containing the figures and tables for the data in Figure 8 and Figure 9 of Mr. Zeller's testimony.

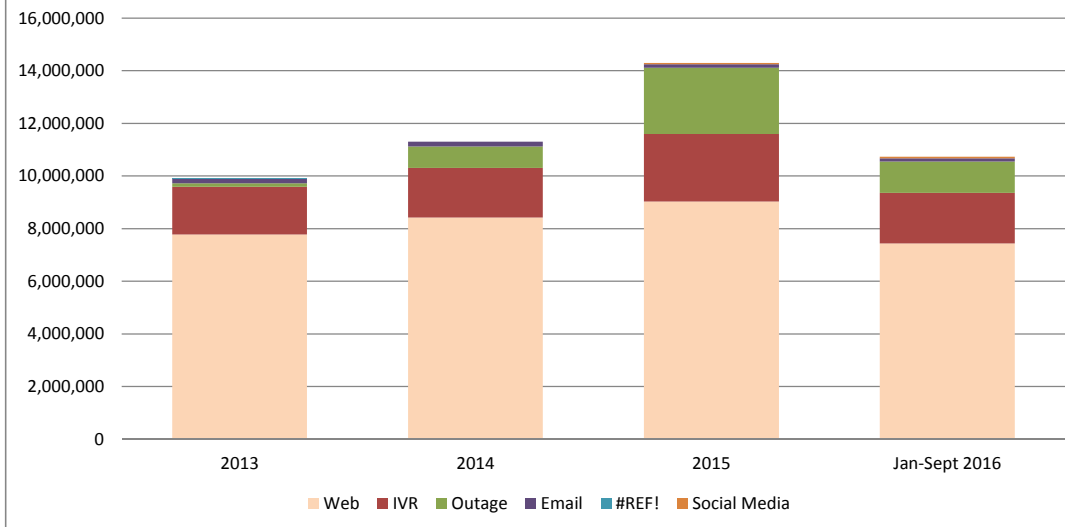
ATTACHMENT B to PSE's Response to PUBLIC COUNSEL Data Request No. 027

Customer contact counts by channel

Purpose: indicate "Customer Contact counts by channel since inception"

Customer Contact Counts by Channel						
Item	Web	IVR	Outage	Email	Social Media	Total
Description	Indicates payments and bills viewed via tools on PSE.com. Also includes unique page views on myPSE.com for the following: Profile, Bill History, Payment Arrangements, Energy Center, Energy Usage History	Indicates number of transactions in IVR CVP. Full year's data only available for 2015.	Indicates : 1. # of 'hits' on the outage map on both pse.com and the mobile app. 2. # of outages reported on both pse.com and mobile app.	Indicates number of customer inquiries via the PSE.com customer request submittal tool eGain, with the exception of 2014 and 2015. 2014 and 2015 only include the number of emails, starts and stops.	Indicates te number of Fans (on Facebook) and Followers (on Twitter).	N/A
2013	7,780,251	1,810,871	131,440	193,178	N/A	9,915,740
2014	8,423,911	1,881,498	814,741	186,809	N/A	11,306,959
2015	9,033,355	2,559,486	2,520,437	127,241	52,504	14,293,023
Jan-Sept 2016	7,438,795	1,916,688	1,190,753	130,988	60,300	10,737,524
Total	32,676,312	8,168,543	4,657,371	638,216	112,804	46,253,246

Figure 5 - Customer Self-Serve Transactions by Channel (2013- Sept 2016)



Notes:

IVR data not available for 2013 and 2014
 Social media data not included for 2013 and 2014

Web Self Serve

Year	Self-Serve payments			Total
	# Auto Payment Received	# Manual Payment Received	Doxo Payment Received	
2013	793,696	1,804,429	6,971	2,605,096
2014	948,867	1,839,499	14,443	2,802,809
2015	1,207,566	1,861,265	14,179	3,083,010
Jan-Sept 2016	1,103,679	1,488,609	10,980	2,603,268
Total	2,950,129	5,505,193	35,593	8,490,915

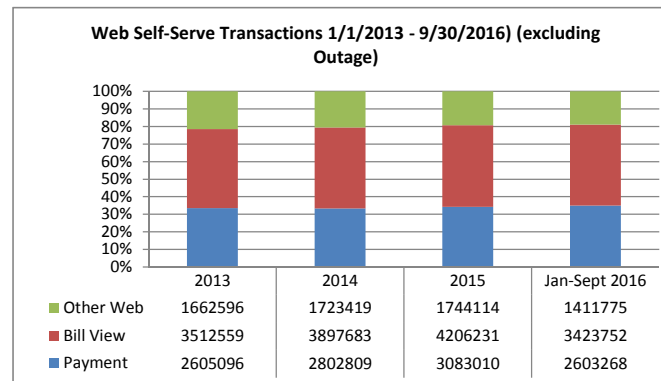
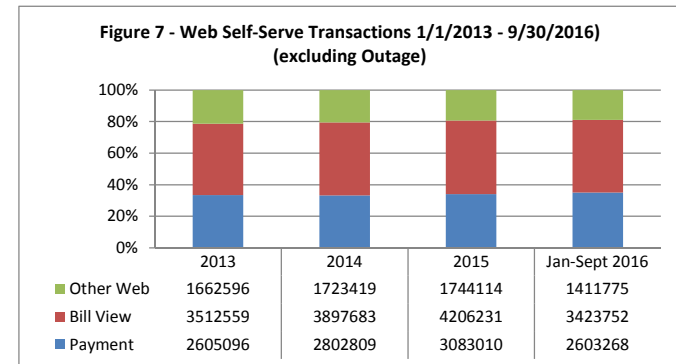
Bills viewed		
# E-Bill Viewed	# BDHV Bills Viewed	Total
955,744	2,556,815	3,512,559
1,012,505	2,885,178	3,897,683
1,040,221	3,166,010	4,206,231
763,983	2,659,769	3,423,752
3,008,470	8,608,003	11,616,473

Self-serve related myPSE.com sessions (excluding payments)
1,662,596
1,723,419
1,744,114
1,411,775
5,130,129

Total Self-Serve on PSE.com
7,780,251
8,423,911
9,033,355
7,438,795
25,237,517

Month	# Auto Payment Received	# Manual Payment Received
Jan-16	106,188	164,621
Feb-16	109,528	174,462
Mar-16	128,367	174,291
Apr-16	113,432	160,613
May-16	126,120	170,225
Jun-16	131,063	164,397
Jul-16	121,490	157,944
Aug-16	133,742	170,637
Sep-16	133,749	151,419
Jan-Sept 2016 Total	1,103,679	1,488,609

# E-Bill Viewed	# BDHV Bills Viewed
88,419	295,620
80,010	277,183
87,738	304,194
85,830	291,638
85,487	290,135
84,633	302,121
85,594	302,304
83,768	297,495
82,504	299,079
763,983	2,659,769



Date range	No. of IVR Transactions	No. CAC Agent Offered Calls	Comments
2013	1,810,871	2,210,492	
2014	1,881,498	1,850,779	<i>Data source: IVR CVP report (see 2/12/16 email from Greg Douglas, spreadsheet "IVR CVP Self Serve Reporting by Month.xlsx").</i>
2015	2,559,486	1,822,546	
Jan-Sept 2016	1,916,688	1,317,069	<i>Data source for 2016 data: "Service Level Report with CVP Data v2" (see 11/30/16 email from Greg Douglas, copy located at "N:\1_CICI\PROJECTS\GTZ\SQL #5 DR (2016 Jan)\Service Level Report with CVP Data v2 thru 2016-10-21- BR notes.xlsx")</i>
Grand Total	8,168,543	7,200,886	

Outage Information

Indicates the following:

1. # of outages reported on both pse.com and mobile app.

2. # of sessions (aka 'hits') on the outage map on both pse.com and the mobile app.

Year	Total outage views and outages submitted via outage map session (PSE.com & mobile app) and outages reported (IVR, mobile app, web)
April through December 2013	131,440
2014	814,741
2015	2,520,437
Jan-Sept 2016	1,190,753
Total	4,657,371

Emails received

Year	Email received	Start/Stop service requests received	Total eGain	Total	Comments
2012	N/A	N/A	140,794	140,794	
2013	N/A	N/A	182,954	182,954	
2014	121,815	64,994	N/A	186,809	
2015	76,470	50,771	N/A	127,241	
Jan-Sept 2016	88,436	42,552	N/A	130,988	
Total	198,285	115,765			

Data source: per report from Abigail Elliott. File location: "K:\!Tina V\Social Media"

Total fans	25,521

Total followers	26,983

2015 Total	52,504
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As of

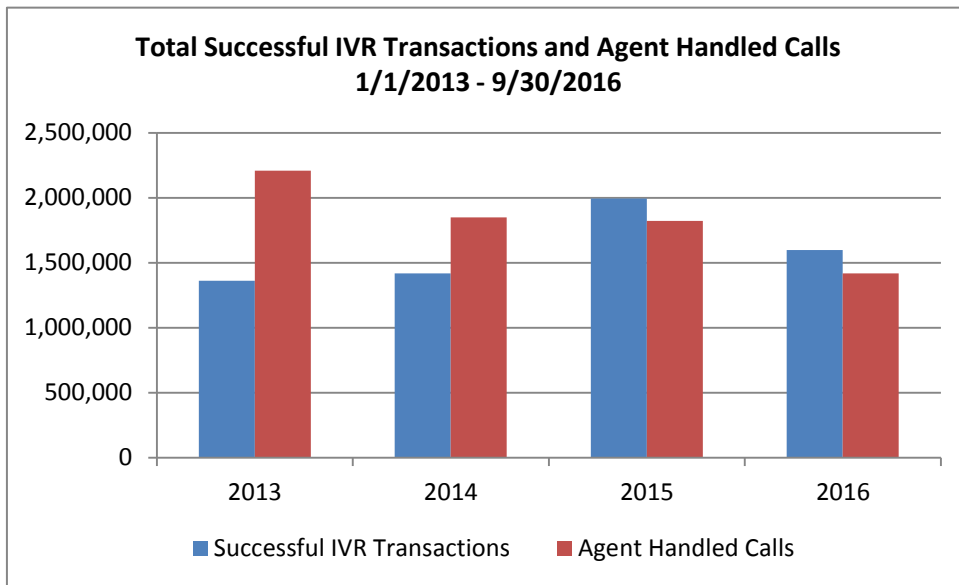
Total fans	29,595	https://www.facebook.com/pugetsoundenergy/likes

Total followers	30,705	https://twitter.com/PSETalk?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor

Total	60,300
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ATTACHMENT C to PSE's Response to PUBLIC COUNSEL Data Request No. 027

Row Labels	Successful IVR Transactions	Agent Handled Calls
2013	1,361,193	2,210,492
2014	1,418,915	1,850,779
2015	1,994,491	1,822,546
2016	1,598,190	1,419,129
Grand Total	6372789	7302946



Calendar Date	Year	Agent Handled Calls	Successful IVR Transactions
1/1/2013	2013	334	2413
1/2/2013	2013	10117	4851
1/3/2013	2013	9619	5935
1/4/2013	2013	9433	5829
1/5/2013	2013	364	2633
1/6/2013	2013	170	1530
1/7/2013	2013	11365	5921
1/8/2013	2013	10191	6777
1/9/2013	2013	9100	5406
1/10/2013	2013	8538	5427
1/11/2013	2013	8431	5478
1/12/2013	2013	408	2567
1/13/2013	2013	438	1565
1/14/2013	2013	10671	4968
1/15/2013	2013	9720	5091
1/16/2013	2013	8147	4343
1/17/2013	2013	8807	5149
1/18/2013	2013	9559	6221
1/19/2013	2013	416	2781
1/20/2013	2013	168	1383
1/21/2013	2013	488	3303
1/22/2013	2013	11424	4332
1/23/2013	2013	9223	4433
1/24/2013	2013	8869	4378
1/25/2013	2013	9079	5419
1/26/2013	2013	210	2460
1/27/2013	2013	159	1622
1/28/2013	2013	10799	5253
1/29/2013	2013	8913	4356
1/30/2013	2013	9067	5145
1/31/2013	2013	9038	4858
2/1/2013	2013	9812	6414
2/2/2013	2013	319	3096
2/3/2013	2013	142	1432
2/4/2013	2013	11834	5840
2/5/2013	2013	9729	5003
2/6/2013	2013	8497	4975
2/7/2013	2013	9017	5395
2/8/2013	2013	8302	5499
2/9/2013	2013	249	2826
2/10/2013	2013	672	3389
2/11/2013	2013	11012	5518
2/12/2013	2013	8835	4697
2/13/2013	2013	8187	4795
2/14/2013	2013	7916	4968
2/15/2013	2013	8925	6213
2/16/2013	2013	235	2808

2/17/2013	2013	326	1851
2/18/2013	2013	446	3561
2/19/2013	2013	11344	4913
2/20/2013	2013	9116	5155
2/21/2013	2013	8070	5023
2/22/2013	2013	9240	7331
2/23/2013	2013	468	497
2/24/2013	2013	543	787
2/25/2013	2013	11986	3955
2/26/2013	2013	8583	9512
2/27/2013	2013	8352	11148
2/28/2013	2013	9083	5210
3/1/2013	2013	10054	19589
3/2/2013	2013	1082	3127
3/3/2013	2013	438	6642
3/4/2013	2013	11017	6088
3/5/2013	2013	8886	5232
3/6/2013	2013	8085	4911
3/7/2013	2013	7954	5075
3/8/2013	2013	8099	5444
3/9/2013	2013	255	2754
3/10/2013	2013	161	1571
3/11/2013	2013	10520	5420
3/12/2013	2013	8451	4404
3/13/2013	2013	7595	4313
3/14/2013	2013	7823	4597
3/15/2013	2013	8276	5928
3/16/2013	2013	237	2311
3/17/2013	2013	297	1760
3/18/2013	2013	9981	4889
3/19/2013	2013	7911	4144
3/20/2013	2013	8855	5921
3/21/2013	2013	8159	16745
3/22/2013	2013	8758	5851
3/23/2013	2013	241	2078
3/24/2013	2013	231	1591
3/25/2013	2013	8972	12215
3/26/2013	2013	6814	3557
3/27/2013	2013	6293	3126
3/28/2013	2013	7425	3422
3/29/2013	2013	8271	5007
3/30/2013	2013	217	2028
3/31/2013	2013	294	298
4/1/2013	2013	18747	14806
4/2/2013	2013	11090	6081
4/3/2013	2013	9710	6515
4/4/2013	2013	8734	5520

4/5/2013	2013	9082	5322
4/6/2013	2013	254	2279
4/7/2013	2013	159	1648
4/8/2013	2013	15134	5404
4/9/2013	2013	11997	4610
4/10/2013	2013	10986	6599
4/11/2013	2013	9138	3964
4/12/2013	2013	9232	4709
4/13/2013	2013	598	2708
4/14/2013	2013	341	1290
4/15/2013	2013	10878	4767
4/16/2013	2013	8544	3713
4/17/2013	2013	7714	3411
4/18/2013	2013	7558	3368
4/19/2013	2013	7726	4122
4/20/2013	2013	302	1997
4/21/2013	2013	94	1410
4/22/2013	2013	10163	4459
4/23/2013	2013	7759	3208
4/24/2013	2013	7051	2896
4/25/2013	2013	6719	2797
4/26/2013	2013	8192	3362
4/27/2013	2013	184	1503
4/28/2013	2013	234	1391
4/29/2013	2013	12345	4199
4/30/2013	2013	10269	3917
5/1/2013	2013	9134	3677
5/2/2013	2013	7710	3104
5/3/2013	2013	8261	4091
5/4/2013	2013	191	1641
5/5/2013	2013	538	1922
5/6/2013	2013	10259	4091
5/7/2013	2013	8192	3436
5/8/2013	2013	6813	3025
5/9/2013	2013	6663	3223
5/10/2013	2013	6974	3615
5/11/2013	2013	239	1698
5/12/2013	2013	387	1515
5/13/2013	2013	13732	13188
5/14/2013	2013	8177	4567
5/15/2013	2013	7122	4147
5/16/2013	2013	6625	3130
5/17/2013	2013	7005	3670
5/18/2013	2013	244	1961
5/19/2013	2013	246	1420
5/20/2013	2013	9407	3892
5/21/2013	2013	7559	3765

5/22/2013	2013	6791	3039
5/23/2013	2013	6173	2733
5/24/2013	2013	6602	3343
5/25/2013	2013	290	1639
5/26/2013	2013	99	802
5/27/2013	2013	116	1269
5/28/2013	2013	10166	3748
5/29/2013	2013	8688	3544
5/30/2013	2013	7763	3268
5/31/2013	2013	8217	4312
6/1/2013	2013	182	1867
6/2/2013	2013	266	1534
6/3/2013	2013	10865	4942
6/4/2013	2013	8517	4254
6/5/2013	2013	7639	3407
6/6/2013	2013	7593	3705
6/7/2013	2013	8973	4175
6/8/2013	2013	222	1936
6/9/2013	2013	205	1722
6/10/2013	2013	12003	5464
6/11/2013	2013	9011	3817
6/12/2013	2013	8315	3791
6/13/2013	2013	9253	5201
6/14/2013	2013	10071	6828
6/15/2013	2013	189	2051
6/16/2013	2013	209	1514
6/17/2013	2013	12549	5325
6/18/2013	2013	9193	3880
6/19/2013	2013	8066	3616
6/20/2013	2013	7903	4061
6/21/2013	2013	7918	4443
6/22/2013	2013	192	1679
6/23/2013	2013	144	1425
6/24/2013	2013	10516	4504
6/25/2013	2013	8327	3889
6/26/2013	2013	7841	3471
6/27/2013	2013	7409	2938
6/28/2013	2013	7591	3573
6/29/2013	2013	374	1518
6/30/2013	2013	470	1847
7/1/2013	2013	11012	4865
7/2/2013	2013	8715	4002
7/3/2013	2013	7470	4157
7/4/2013	2013	234	1462
7/5/2013	2013	6970	3483
7/6/2013	2013	265	1908
7/7/2013	2013	168	1319

7/8/2013	2013	10267	4301
7/9/2013	2013	10229	4547
7/10/2013	2013	8649	3937
7/11/2013	2013	7915	3718
7/12/2013	2013	8197	4446
7/13/2013	2013	257	1961
7/14/2013	2013	187	1244
7/15/2013	2013	11204	5462
7/16/2013	2013	8436	3586
7/17/2013	2013	9182	4332
7/18/2013	2013	7730	3507
7/19/2013	2013	7250	4410
7/20/2013	2013	275	2009
7/21/2013	2013	733	2603
7/22/2013	2013	10210	4454
7/23/2013	2013	8751	3499
7/24/2013	2013	8126	3642
7/25/2013	2013	7892	3698
7/26/2013	2013	8082	3915
7/27/2013	2013	174	1413
7/28/2013	2013	274	1271
7/29/2013	2013	9792	3551
7/30/2013	2013	7973	3095
7/31/2013	2013	8076	3385
8/1/2013	2013	8816	4557
8/2/2013	2013	8366	4094
8/3/2013	2013	206	1768
8/4/2013	2013	191	1230
8/5/2013	2013	10396	4511
8/6/2013	2013	8096	3455
8/7/2013	2013	7689	3242
8/8/2013	2013	7040	3116
8/9/2013	2013	7545	4212
8/10/2013	2013	313	1751
8/11/2013	2013	138	1119
8/12/2013	2013	9107	3742
8/13/2013	2013	7494	3101
8/14/2013	2013	7160	3078
8/15/2013	2013	7222	3652
8/16/2013	2013	7578	4594
8/17/2013	2013	336	1988
8/18/2013	2013	138	1254
8/19/2013	2013	9130	4706
8/20/2013	2013	8169	4185
8/21/2013	2013	7083	3290
8/22/2013	2013	7050	2882
8/23/2013	2013	7135	3939

8/24/2013	2013	412	2025
8/25/2013	2013	180	1308
8/26/2013	2013	8856	3771
8/27/2013	2013	7272	2782
8/28/2013	2013	7240	2929
8/29/2013	2013	7605	3637
8/30/2013	2013	8188	4016
8/31/2013	2013	269	1695
9/1/2013	2013	225	1181
9/2/2013	2013	209	1607
9/3/2013	2013	10931	4219
9/4/2013	2013	8644	3387
9/5/2013	2013	8396	4400
9/6/2013	2013	8361	5051
9/7/2013	2013	262	1747
9/8/2013	2013	166	1146
9/9/2013	2013	9642	3773
9/10/2013	2013	8333	3510
9/11/2013	2013	7598	3431
9/12/2013	2013	6703	2989
9/13/2013	2013	7046	4050
9/14/2013	2013	208	1592
9/15/2013	2013	428	1558
9/16/2013	2013	9605	4082
9/17/2013	2013	8079	3125
9/18/2013	2013	7337	2926
9/19/2013	2013	6951	2992
9/20/2013	2013	7783	4263
9/21/2013	2013	284	1695
9/22/2013	2013	779	2195
9/23/2013	2013	9673	3891
9/24/2013	2013	7895	3231
9/25/2013	2013	6597	3268
9/26/2013	2013	7566	2986
9/27/2013	2013	8167	3983
9/28/2013	2013	4378	10663
9/29/2013	2013	2182	5419
9/30/2013	2013	11715	6128
10/1/2013	2013	9270	4198
10/2/2013	2013	8286	3484
10/3/2013	2013	7977	3761
10/4/2013	2013	7735	3936
10/5/2013	2013	351	1851
10/6/2013	2013	270	1465
10/7/2013	2013	10312	4501
10/8/2013	2013	7995	3120
10/9/2013	2013	7297	2770

10/10/2013	2013	6993	3331
10/11/2013	2013	6752	3577
10/12/2013	2013	307	450
10/13/2013	2013	238	1217
10/14/2013	2013	7605	3270
10/15/2013	2013	7455	3435
10/16/2013	2013	7571	3230
10/17/2013	2013	7177	3308
10/18/2013	2013	7373	4069
10/19/2013	2013	266	1819
10/20/2013	2013	297	1349
10/21/2013	2013	9251	3526
10/22/2013	2013	7480	3228
10/23/2013	2013	7421	3352
10/24/2013	2013	6827	2818
10/25/2013	2013	6653	3558
10/26/2013	2013	220	1552
10/27/2013	2013	773	2209
10/28/2013	2013	9424	4404
10/29/2013	2013	7673	3041
10/30/2013	2013	7218	2576
10/31/2013	2013	6885	2746
11/1/2013	2013	8991	6143
11/2/2013	2013	11092	26160
11/3/2013	2013	2142	4250
11/4/2013	2013	10319	4537
11/5/2013	2013	9089	4329
11/6/2013	2013	7574	3246
11/7/2013	2013	8446	5586
11/8/2013	2013	6977	3939
11/9/2013	2013	330	1725
11/10/2013	2013	186	1114
11/11/2013	2013	5937	3703
11/12/2013	2013	7257	3197
11/13/2013	2013	7414	3032
11/14/2013	2013	8081	3965
11/15/2013	2013	8557	4772
11/16/2013	2013	338	1937
11/17/2013	2013	254	1054
11/18/2013	2013	9231	3955
11/19/2013	2013	7982	3516
11/20/2013	2013	7602	3472
11/21/2013	2013	7493	3306
11/22/2013	2013	7777	3956
11/23/2013	2013	289	1778
11/24/2013	2013	261	1329
11/25/2013	2013	9033	3848

11/26/2013	2013	6949	2701
11/27/2013	2013	6045	2811
11/28/2013	2013	133	748
11/29/2013	2013	292	2656
11/30/2013	2013	170	1527
12/1/2013	2013	494	2254
12/2/2013	2013	11793	5403
12/3/2013	2013	9028	4992
12/4/2013	2013	8234	4068
12/5/2013	2013	7592	3942
12/6/2013	2013	7918	4721
12/7/2013	2013	1323	2984
12/8/2013	2013	660	1525
12/9/2013	2013	9764	4028
12/10/2013	2013	7502	3640
12/11/2013	2013	7809	3385
12/12/2013	2013	7598	3789
12/13/2013	2013	7448	4092
12/14/2013	2013	635	2565
12/15/2013	2013	204	1425
12/16/2013	2013	9439	4009
12/17/2013	2013	7705	3223
12/18/2013	2013	6814	3101
12/19/2013	2013	6798	2973
12/20/2013	2013	7973	5193
12/21/2013	2013	427	2118
12/22/2013	2013	196	1225
12/23/2013	2013	7930	4036
12/24/2013	2013	3068	1883
12/25/2013	2013	90	541
12/26/2013	2013	5551	2963
12/27/2013	2013	6257	3655
12/28/2013	2013	176	1638
12/29/2013	2013	163	1195
12/30/2013	2013	9002	4028
12/31/2013	2013	6570	3354
1/1/2014	2014	248	1846
1/2/2014	2014	9311	4614
1/3/2014	2014	8754	5063
1/4/2014	2014	285	2645
1/5/2014	2014	172	1494
1/6/2014	2014	10910	5067
1/7/2014	2014	8584	4044
1/8/2014	2014	8011	3946
1/9/2014	2014	7744	3990
1/10/2014	2014	7913	5262
1/11/2014	2014	9408	21095

1/12/2014	2014	1524	3441
1/13/2014	2014	11219	5097
1/14/2014	2014	9009	4123
1/15/2014	2014	8399	4249
1/16/2014	2014	8119	4268
1/17/2014	2014	9215	5325
1/18/2014	2014	379	2586
1/19/2014	2014	120	1070
1/20/2014	2014	350	3141
1/21/2014	2014	10846	4429
1/22/2014	2014	9122	4177
1/23/2014	2014	8194	4011
1/24/2014	2014	8466	4447
1/25/2014	2014	317	1800
1/26/2014	2014	249	1222
1/27/2014	2014	9841	4172
1/28/2014	2014	8365	3451
1/29/2014	2014	7436	3198
1/30/2014	2014	8012	3630
1/31/2014	2014	9039	4826
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2/2/2014	2014	103	936
2/3/2014	2014	10869	5238
2/4/2014	2014	8741	4289
2/5/2014	2014	7814	3628
2/6/2014	2014	9159	4653
2/7/2014	2014	8559	5125
2/8/2014	2014	439	3878
2/9/2014	2014	185	1711
2/10/2014	2014	10304	5841
2/11/2014	2014	7784	4390
2/12/2014	2014	9115	7635
2/13/2014	2014	7618	4219
2/14/2014	2014	8174	5274
2/15/2014	2014	1605	4377
2/16/2014	2014	1352	3780
2/17/2014	2014	808	4910
2/18/2014	2014	12130	5630
2/19/2014	2014	9420	4728
2/20/2014	2014	8604	4740
2/21/2014	2014	7881	4810
2/22/2014	2014	262	2298
2/23/2014	2014	1265	3163
2/24/2014	2014	11074	7160
2/25/2014	2014	8580	4565
2/26/2014	2014	7607	3986
2/27/2014	2014	7598	3971

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3/2/2014	2014	582	2168
3/3/2014	2014	9742	4726
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3/6/2014	2014	7600	4747
3/7/2014	2014	7439	4460
3/8/2014	2014	318	2945
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3/10/2014	2014	8647	4904
3/11/2014	2014	6605	3625
3/12/2014	2014	6738	3621
3/13/2014	2014	7153	4038
3/14/2014	2014	7232	4788
3/15/2014	2014	235	2054
3/16/2014	2014	211	1611
3/17/2014	2014	8423	4273
3/18/2014	2014	7195	3636
3/19/2014	2014	7166	3848
3/20/2014	2014	6884	3917
3/21/2014	2014	6841	4203
3/22/2014	2014	324	2018
3/23/2014	2014	120	1222
3/24/2014	2014	7965	3784
3/25/2014	2014	7436	4071
3/26/2014	2014	6898	3707
3/27/2014	2014	6765	3474
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3/29/2014	2014	264	2010
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3/31/2014	2014	8693	3978
4/1/2014	2014	7740	4101
4/2/2014	2014	6987	3549
4/3/2014	2014	6959	4084
4/4/2014	2014	6866	4196
4/5/2014	2014	249	2009
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4/7/2014	2014	8217	3981
4/8/2014	2014	6836	3352
4/9/2014	2014	6928	3523
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4/21/2014	2014	7638	4057
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4/24/2014	2014	6529	3637
4/25/2014	2014	6938	4330
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4/27/2014	2014	440	1734
4/28/2014	2014	7978	3524
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5/7/2014	2014	6432	3186
5/8/2014	2014	6406	3439
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5/20/2014	2014	6298	3441
5/21/2014	2014	6202	3456
5/22/2014	2014	6109	3422
5/23/2014	2014	6623	4242
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5/28/2014	2014	7027	3762
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6/7/2014	2014	406	1969
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6/11/2014	2014	5950	3103
6/12/2014	2014	6030	3353
6/13/2014	2014	6696	4347
6/14/2014	2014	381	1890
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6/16/2014	2014	7761	3904
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7/25/2014	2014	5820	3003
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8/17/2014	2014	189	1187
8/18/2014	2014	6710	3596
8/19/2014	2014	5722	3005
8/20/2014	2014	5217	2987
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8/22/2014	2014	5262	3223
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8/27/2014	2014	5257	2642
8/28/2014	2014	5353	2589
8/29/2014	2014	5836	3629
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9/7/2014	2014	416	3560
9/8/2014	2014	7391	2436
9/9/2014	2014	6382	2553
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9/11/2014	2014	5964	4567
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9/15/2014	2014	7029	4538
9/16/2014	2014	5878	4079
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9/26/2014	2014	6259	4754
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10/18/2014	2014	568	2837
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10/28/2014	2014	7419	4603
10/29/2014	2014	6021	3164
10/30/2014	2014	6125	3873
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11/3/2014	2014	8930	6351
11/4/2014	2014	6734	4966
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11/7/2014	2014	6243	4832
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1/28/2015	2015	6424	1728
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2/25/2015	2015	6619	5687
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5/22/2015	2015	6410	7058
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7/24/2015	2015	5931	7587
7/25/2015	2015	330	3238
7/26/2015	2015	193	1868
7/27/2015	2015	7783	5804
7/28/2015	2015	5713	4235
7/29/2015	2015	5655	4152

7/30/2015	2015	5572	4276
7/31/2015	2015	6297	7623
8/1/2015	2015	261	3202
8/2/2015	2015	202	2027
8/3/2015	2015	7954	7412
8/4/2015	2015	5978	5409
8/5/2015	2015	6631	6508
8/6/2015	2015	5806	5396
8/7/2015	2015	6224	6903
8/8/2015	2015	309	2882
8/9/2015	2015	172	2030
8/10/2015	2015	7611	6970
8/11/2015	2015	6612	6139
8/12/2015	2015	5861	5573
8/13/2015	2015	6192	6520
8/14/2015	2015	8048	10671
8/15/2015	2015	446	3387
8/16/2015	2015	406	2894
8/17/2015	2015	8011	7235
8/18/2015	2015	6427	5765
8/19/2015	2015	5852	5191
8/20/2015	2015	5348	6229
8/21/2015	2015	6119	6488
8/22/2015	2015	229	2430
8/23/2015	2015	353	2543
8/24/2015	2015	7851	5962
8/25/2015	2015	6624	5586
8/26/2015	2015	5939	5222
8/27/2015	2015	5710	4510
8/28/2015	2015	6104	5847
8/29/2015	2015	18880	52323
8/30/2015	2015	9399	27650
8/31/2015	2015	11538	11724
9/1/2015	2015	7786	7833
9/2/2015	2015	6367	5197
9/3/2015	2015	3873	4662
9/4/2015	2015	6918	6811
9/5/2015	2015	298	2672
9/6/2015	2015	373	2374
9/7/2015	2015	495	3110
9/8/2015	2015	8460	6140
9/9/2015	2015	6801	5028
9/10/2015	2015	6160	5642
9/11/2015	2015	5977	6951
9/12/2015	2015	205	2832
9/13/2015	2015	488	2807
9/14/2015	2015	7636	5479

9/15/2015	2015	6879	4755
9/16/2015	2015	6148	5916
9/17/2015	2015	5568	5038
9/18/2015	2015	6184	4416
9/19/2015	2015	236	1454
9/20/2015	2015	830	2362
9/21/2015	2015	8361	6449
9/22/2015	2015	6850	5847
9/23/2015	2015	6742	5662
9/24/2015	2015	5581	4859
9/25/2015	2015	6395	6402
9/26/2015	2015	242	2587
9/27/2015	2015	469	3133
9/28/2015	2015	8378	5906
9/29/2015	2015	6761	4688
9/30/2015	2015	6957	5634
10/1/2015	2015	7066	5250
10/2/2015	2015	7027	7527
10/3/2015	2015	284	3051
10/4/2015	2015	208	2306
10/5/2015	2015	8672	6829
10/6/2015	2015	7165	6047
10/7/2015	2015	6864	5495
10/8/2015	2015	6502	5530
10/9/2015	2015	6740	7284
10/10/2015	2015	2691	11421
10/11/2015	2015	274	2223
10/12/2015	2015	6378	5111
10/13/2015	2015	5681	5248
10/14/2015	2015	6511	5299
10/15/2015	2015	6279	6385
10/16/2015	2015	6131	6826
10/17/2015	2015	271	2802
10/18/2015	2015	245	2051
10/19/2015	2015	7955	6596
10/20/2015	2015	6352	5795
10/21/2015	2015	5842	5548
10/22/2015	2015	5140	4947
10/23/2015	2015	6374	6773
10/24/2015	2015	277	2621
10/25/2015	2015	242	2006
10/26/2015	2015	7754	6490
10/27/2015	2015	6254	5034
10/28/2015	2015	5883	4953
10/29/2015	2015	5747	4496
10/30/2015	2015	7753	8852
10/31/2015	2015	1475	6029

11/1/2015	2015	431	2889
11/2/2015	2015	8704	7447
11/3/2015	2015	7264	7091
11/4/2015	2015	6834	5505
11/5/2015	2015	6498	8398
11/6/2015	2015	5890	8398
11/7/2015	2015	259	8398
11/8/2015	2015	201	8398
11/9/2015	2015	7575	8398
11/10/2015	2015	6242	5737
11/11/2015	2015	4281	4390
11/12/2015	2015	6218	6247
11/13/2015	2015	6258	8472
11/14/2015	2015	641	4296
11/15/2015	2015	473	3007
11/16/2015	2015	7473	6395
11/17/2015	2015	19801	47216
11/18/2015	2015	14076	26691
11/19/2015	2015	6854	8196
11/20/2015	2015	5918	7020
11/21/2015	2015	553	3236
11/22/2015	2015	709	3592
11/23/2015	2015	7441	6038
11/24/2015	2015	11298	19286
11/25/2015	2015	6968	11307
11/26/2015	2015	310	1581
11/27/2015	2015	484	4370
11/28/2015	2015	439	2845
11/29/2015	2015	559	2752
11/30/2015	2015	6728	4343
12/1/2015	2015	9323	9279
12/2/2015	2015	7056	6697
12/3/2015	2015	6915	9786
12/4/2015	2015	5809	6960
12/5/2015	2015	337	3148
12/6/2015	2015	1171	4716
12/7/2015	2015	8440	8399
12/8/2015	2015	6349	6543
12/9/2015	2015	12498	23756
12/10/2015	2015	8198	10851
12/11/2015	2015	5945	6932
12/12/2015	2015	913	4836
12/13/2015	2015	425	2904
12/14/2015	2015	7950	7486
12/15/2015	2015	7629	7047
12/16/2015	2015	6075	5813
12/17/2015	2015	5876	5734

12/18/2015	2015	5891	7059
12/19/2015	2015	336	3229
12/20/2015	2015	250	2230
12/21/2015	2015	7444	7053
12/22/2015	2015	5778	6043
12/23/2015	2015	4992	5607
12/24/2015	2015	2986	4413
12/25/2015	2015	226	1255
12/26/2015	2015	365	2695
12/27/2015	2015	443	2964
12/28/2015	2015	7940	7356
12/29/2015	2015	6122	5746
12/30/2015	2015	6366	6026
12/31/2015	2015	5606	7164
1/1/2016	2016	434	3284
1/2/2016	2016	394	3608
1/3/2016	2016	310	2925
1/4/2016	2016	10270	10178
1/5/2016	2016	8026	8193
1/6/2016	2016	7482	6931
1/7/2016	2016	6507	7070
1/8/2016	2016	6367	7755
1/9/2016	2016	293	3455
1/10/2016	2016	227	2507
1/11/2016	2016	9771	8719
1/12/2016	2016	7104	6933
1/13/2016	2016	6918	6374
1/14/2016	2016	6882	6928
1/15/2016	2016	7640	9137
1/16/2016	2016	315	3543
1/17/2016	2016	255	2371
1/18/2016	2016	507	5878
1/19/2016	2016	9446	6729
1/20/2016	2016	7561	7882
1/21/2016	2016	7107	7585
1/22/2016	2016	7045	8418
1/23/2016	2016	291	3190
1/24/2016	2016	154	2430
1/25/2016	2016	9278	8300
1/26/2016	2016	7451	6282
1/27/2016	2016	6650	6135
1/28/2016	2016	7195	6158
1/29/2016	2016	7646	8165
1/30/2016	2016	690	4392
1/31/2016	2016	261	2774
2/1/2016	2016	10307	8109
2/2/2016	2016	7722	6950

2/3/2016	2016	7436	7452
2/4/2016	2016	6695	6178
2/5/2016	2016	7681	8839
2/6/2016	2016	400	3766
2/7/2016	2016	126	2122
2/8/2016	2016	8398	7665
2/9/2016	2016	6433	6405
2/10/2016	2016	6677	8724
2/11/2016	2016	6700	7730
2/12/2016	2016	6611	9254
2/13/2016	2016	364	4055
2/14/2016	2016	285	2575
2/15/2016	2016	563	6808
2/16/2016	2016	9064	7524
2/17/2016	2016	7026	7352
2/18/2016	2016	6632	7311
2/19/2016	2016	7048	9399
2/20/2016	2016	341	3656
2/21/2016	2016	285	2949
2/22/2016	2016	8460	8368
2/23/2016	2016	6698	6404
2/24/2016	2016	6474	6601
2/25/2016	2016	6010	6278
2/26/2016	2016	6288	6990
2/27/2016	2016	409	3633
2/28/2016	2016	299	2811
2/29/2016	2016	8935	8008
3/1/2016	2016	12347	22989
3/2/2016	2016	7699	10575
3/3/2016	2016	6059	7471
3/4/2016	2016	6599	8273
3/5/2016	2016	275	3684
3/6/2016	2016	361	3213
3/7/2016	2016	8383	8197
3/8/2016	2016	6073	6474
3/9/2016	2016	6064	6575
3/10/2016	2016	12286	20727
3/11/2016	2016	6925	9421
3/12/2016	2016	581	4075
3/13/2016	2016	9317	39448
3/14/2016	2016	11106	16696
3/15/2016	2016	6467	7472
3/16/2016	2016	6451	6463
3/17/2016	2016	6225	6734
3/18/2016	2016	6630	7759
3/19/2016	2016	250	3233
3/20/2016	2016	214	2304

3/21/2016	2016	8141	8012
3/22/2016	2016	6374	6716
3/23/2016	2016	6248	6723
3/24/2016	2016	5860	6257
3/25/2016	2016	6009	7241
3/26/2016	2016	336	3096
3/27/2016	2016	211	1922
3/28/2016	2016	7805	7147
3/29/2016	2016	6389	5797
3/30/2016	2016	5818	5082
3/31/2016	2016	6449	6066
4/1/2016	2016	6999	8752
4/2/2016	2016	251	3436
4/3/2016	2016	215	2644
4/4/2016	2016	8630	8593
4/5/2016	2016	6765	7276
4/6/2016	2016	5999	5893
4/7/2016	2016	5394	5731
4/8/2016	2016	6178	7029
4/9/2016	2016	261	2861
4/10/2016	2016	118	2345
4/11/2016	2016	8027	7572
4/12/2016	2016	6391	6636
4/13/2016	2016	6092	6002
4/14/2016	2016	6154	6247
4/15/2016	2016	6701	8239
4/16/2016	2016	231	3134
4/17/2016	2016	148	2283
4/18/2016	2016	8353	8057
4/19/2016	2016	6462	6192
4/20/2016	2016	6047	6219
4/21/2016	2016	6017	5977
4/22/2016	2016	6429	7188
4/23/2016	2016	249	3345
4/24/2016	2016	248	2695
4/25/2016	2016	8479	7300
4/26/2016	2016	6626	6443
4/27/2016	2016	6005	5499
4/28/2016	2016	5871	5575
4/29/2016	2016	6854	7989
4/30/2016	2016	212	3042
5/1/2016	2016	303	2767
5/2/2016	2016	8578	7910
5/3/2016	2016	6515	7531
5/4/2016	2016	5769	6051
5/5/2016	2016	5472	6167
5/6/2016	2016	6043	7463

5/7/2016	2016	339	3068
5/8/2016	2016	220	1907
5/9/2016	2016	7889	7561
5/10/2016	2016	6227	6669
5/11/2016	2016	5579	5877
5/12/2016	2016	5595	6572
5/13/2016	2016	5922	7397
5/14/2016	2016	261	3307
5/15/2016	2016	159	2645
5/16/2016	2016	8050	6842
5/17/2016	2016	5944	5974
5/18/2016	2016	5606	5990
5/19/2016	2016	5453	5973
5/20/2016	2016	5956	7982
5/21/2016	2016	218	3280
5/22/2016	2016	161	2560
5/23/2016	2016	7771	7282
5/24/2016	2016	6187	5855
5/25/2016	2016	5610	5804
5/26/2016	2016	5254	5314
5/27/2016	2016	5866	6105
5/28/2016	2016	337	2835
5/29/2016	2016	235	1727
5/30/2016	2016	157	2140
5/31/2016	2016	8329	6495
6/1/2016	2016	7427	7260
6/2/2016	2016	6469	5820
6/3/2016	2016	6503	8046
6/4/2016	2016	364	3574
6/5/2016	2016	228	2283
6/6/2016	2016	8474	8334
6/7/2016	2016	7064	6668
6/8/2016	2016	6266	5866
6/9/2016	2016	6033	6844
6/10/2016	2016	6132	7818
6/11/2016	2016	285	3332
6/12/2016	2016	147	2557
6/13/2016	2016	8478	7516
6/14/2016	2016	6283	5669
6/15/2016	2016	6691	6700
6/16/2016	2016	6405	6993
6/17/2016	2016	6466	7284
6/18/2016	2016	414	3793
6/19/2016	2016	239	2426
6/20/2016	2016	8192	7714
6/21/2016	2016	7145	6651
6/22/2016	2016	6722	6150

6/23/2016	2016	6201	4586
6/24/2016	2016	6154	5784
6/25/2016	2016	295	2518
6/26/2016	2016	130	1253
6/27/2016	2016	7834	5050
6/28/2016	2016	6725	3976
6/29/2016	2016	6220	3680
6/30/2016	2016	7140	5086
7/1/2016	2016	7373	7383
7/2/2016	2016	262	2454
7/3/2016	2016	132	1294
7/4/2016	2016	156	1296
7/5/2016	2016	8057	5639
7/6/2016	2016	7063	5147
7/7/2016	2016	6424	4995
7/8/2016	2016	6384	6291
7/9/2016	2016	231	2348
7/10/2016	2016	187	1406
7/11/2016	2016	7758	5673
7/12/2016	2016	5500	4319
7/13/2016	2016	5555	4135
7/14/2016	2016	5424	4482
7/15/2016	2016	5691	6165
7/16/2016	2016	198	2273
7/17/2016	2016	157	1585
7/18/2016	2016	7495	5054
7/19/2016	2016	5900	4331
7/20/2016	2016	5613	4571
7/21/2016	2016	5499	4786
7/22/2016	2016	5733	5704
7/23/2016	2016	334	2447
7/24/2016	2016	160	1404
7/25/2016	2016	7311	5089
7/26/2016	2016	6154	4435
7/27/2016	2016	5724	4235
7/28/2016	2016	5530	3826
7/29/2016	2016	5900	5142
7/30/2016	2016	366	2220
7/31/2016	2016	222	1545
8/1/2016	2016	8316	6092
8/2/2016	2016	6509	4823
8/3/2016	2016	6184	5268
8/4/2016	2016	5836	4799
8/5/2016	2016	5731	5684
8/6/2016	2016	178	2153
8/7/2016	2016	244	1341
8/8/2016	2016	7622	5563

8/9/2016	2016	5464	4107
8/10/2016	2016	5432	4543
8/11/2016	2016	5173	4278
8/12/2016	2016	5114	5418
8/13/2016	2016	202	2268
8/14/2016	2016	127	1556
8/15/2016	2016	7120	6033
8/16/2016	2016	5782	4672
8/17/2016	2016	5346	4489
8/18/2016	2016	5189	4156
8/19/2016	2016	5756	5546
8/20/2016	2016	238	2231
8/21/2016	2016	192	1572
8/22/2016	2016	7230	5273
8/23/2016	2016	6261	4566
8/24/2016	2016	5597	3998
8/25/2016	2016	5652	4272
8/26/2016	2016	5471	4725
8/27/2016	2016	263	1965
8/28/2016	2016	161	1273
8/29/2016	2016	7149	4111
8/30/2016	2016	6112	3526
8/31/2016	2016	6679	4268
9/1/2016	2016	7087	5786
9/2/2016	2016	6429	6479
9/3/2016	2016	206	2271
9/4/2016	2016	180	1313
9/5/2016	2016	184	1962
9/6/2016	2016	8337	5315
9/7/2016	2016	6711	4658
9/8/2016	2016	6017	4619
9/9/2016	2016	5700	6159
9/10/2016	2016	1193	3991
9/11/2016	2016	208	1353
9/12/2016	2016	7192	4866
9/13/2016	2016	5689	3994
9/14/2016	2016	5460	4191
9/15/2016	2016	5503	4705
9/16/2016	2016	5679	5955
9/17/2016	2016	726	3830
9/18/2016	2016	160	1386
9/19/2016	2016	6846	4874
9/20/2016	2016	6399	5002
9/21/2016	2016	5461	4720
9/22/2016	2016	5884	4652
9/23/2016	2016	5998	5490
9/24/2016	2016	211	2293

9/25/2016	2016	270	1484
9/26/2016	2016	6764	4931
9/27/2016	2016	5963	4372
9/28/2016	2016	5548	3729
9/29/2016	2016	5640	3782
9/30/2016	2016	6268	6029

ATTACHMENT D to PSE's Response to PUBLIC COUNSEL Data Request No. 027



Reducing calls through self-service

Monday, 31st of August 2015, 12:34:50 PM

Q1callsmyPSE (radio) - Do you have a myPSE online account which allows you to do the following on PSE's website?pay bills onlineview/print your billview your er

Choice	Frequency	Percent	Standard Error
Yes	759	57.98%	2.67%
No	550	42.02%	2.67%
Totals	1309	100.00%	
Min	1	Max	2
Mean	1	Min	1
Standard Deviation			
Sample	0	Populace	0

Q3callsPrefchangenam (radio) - {Change the address or name on your account} Preferred channels

Choice	Frequency	Percent	Standard Error
PSE website	871	66.54%	2.56%
PSE smartphone app	83	6.34%	1.32%
PSE automated phone system	17	1.30%	0.61%
PSE rep on phone	257	19.63%	2.15%
Emailing PSE	59	4.51%	1.12%
Online chat with PSE rep	11	0.84%	0.49%
PSE social media	0	0.00%	0.00%
Regional PSE office	11	0.84%	0.49%
Totals	1309	100.00%	
Min	1	Max	8
Mean	2	Min	7
Standard Deviation			
Sample	2	Populace	2

87.5

Q3callsPrefviewusage (radio) - {View your electric/gas usage} Preferred channels

Choice	Frequency	Percent	Standard Error
PSE website	1002	76.55%	2.30%
PSE smartphone app	155	11.84%	1.75%
PSE automated phone system	19	1.45%	0.65%
PSE rep on phone	74	5.65%	1.25%
Emailing PSE	45	3.44%	0.99%

Online chat with PSE rep	5	0.38%	0.33%
PSE social media	0	0.00%	0.00%
Regional PSE office	9	0.69%	0.45%
Totals	1309	100.00%	

Min	1	Max	8
Mean	2	Min	7

Standard Deviation			
Sample	1	Populace	1

Q3callsPrefreportout (radio) - {Report a power outage} Preferred channels

Answered	1309	No response	0
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Choice	Frequency	Percent	Standard Error
PSE website	327	24.98%	2.35%
PSE smartphone app	302	23.07%	2.28%
PSE automated phone system	186	14.21%	1.89%
PSE rep on phone	441	33.69%	2.56%
Emailing PSE	26	1.99%	0.76%
Online chat with PSE rep	13	0.99%	0.54%
PSE social media	6	0.46%	0.37%
Regional PSE office	8	0.61%	0.42%
Totals	1309	100.00%	

Min	1	Max	8
Mean	3	Min	7

Standard Deviation			
Sample	1	Populace	1

Q3callsPrefcheckout (radio) - {Check on the status of a power outage} Preferred channels

Answered	1309	No response	0
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Choice	Frequency	Percent	Standard Error
PSE website	496	37.89%	2.63%
PSE smartphone app	311	23.76%	2.31%
PSE automated phone system	192	14.67%	1.92%
PSE rep on phone	269	20.55%	2.19%
Emailing PSE	16	1.22%	0.60%
Online chat with PSE rep	10	0.76%	0.47%
PSE social media	11	0.84%	0.49%
Regional PSE office	4	0.31%	0.30%
Totals	1309	100.00%	

Min	1	Max	8
Mean	2	Min	7

Standard Deviation			
Sample	1	Populace	1

Q3callsPrefConstruction (radio) - {Get information about your construction/fuel conversion project (such as adding natural gas service)} Preferred channels

Answered	1309	No response	0
Choice	Frequency	Percent	Standard Error
PSE website	687	52.48%	2.71%
PSE smartphone app	74	5.65%	1.25%
PSE automated phone system	14	1.07%	0.56%
PSE rep on phone	415	31.70%	2.52%
Emailing PSE	69	5.27%	1.21%
Online chat with PSE rep	29	2.22%	0.80%
PSE social media	3	0.23%	0.26%
Regional PSE office	18	1.38%	0.63%
Totals	1309	100.00%	
Min	1	Max	8
Mean	2	Min	7
Standard Deviation			
Sample	2	Populace	2

Q3callsPrefChkRebate (radio) - {Check the status of a rebate application} Preferred channels

Answered	1309	No response	0
Choice	Frequency	Percent	Standard Error
PSE website	891	68.07%	2.53%
PSE smartphone app	109	8.33%	1.50%
PSE automated phone system	19	1.45%	0.65%
PSE rep on phone	183	13.98%	1.88%
Emailing PSE	79	6.04%	1.29%
Online chat with PSE rep	20	1.53%	0.66%
PSE social media	1	0.08%	0.15%
Regional PSE office	7	0.53%	0.40%
Totals	1309	100.00%	
Min	1	Max	8
Mean	2	Min	7
Standard Deviation			
Sample	1	Populace	1

Q3callsPrefviewbal (radio) - {View your account balance} Preferred channels

Answered	1309	No response	0
Choice	Frequency	Percent	Standard Error
PSE website	989	75.55%	2.33%
PSE smartphone app	151	11.54%	1.73%
PSE automated phone system	29	2.22%	0.80%
PSE rep on phone	70	5.35%	1.22%
Emailing PSE	58	4.43%	1.11%
Online chat with PSE rep	6	0.46%	0.37%
PSE social media	0	0.00%	0.00%
Regional PSE office	6	0.46%	0.37%
Totals	1309	100.00%	
Min	1	Max	8

Mean	2	Min	7
Standard Deviation			
Sample	1	Populace	1

Q3callsPrefconfirmpmt (radio) - {Confirm your payment has been made} Preferred channels

Answered	1309	No response	0
Choice	Frequency	Percent	Standard Error
PSE website	889	67.91%	2.53%
PSE smartphone app	144	11.00%	1.70%
PSE automated phone system	47	3.59%	1.01%
PSE rep on phone	134	10.24%	1.64%
Emailing PSE	76	5.81%	1.27%
Online chat with PSE rep	9	0.69%	0.45%
PSE social media	0	0.00%	0.00%
Regional PSE office	10	0.76%	0.47%
Totals	1309	100.00%	
Min	1	Max	8
Mean	2	Min	7
Standard Deviation			
Sample	1	Populace	1

Q3callsPrefreportpmt (radio) - {Report a payment} Preferred channels

Answered	1309	No response	0
Choice	Frequency	Percent	Standard Error
PSE website	819	62.57%	2.62%
PSE smartphone app	131	10.01%	1.63%
PSE automated phone system	35	2.67%	0.87%
PSE rep on phone	219	16.73%	2.02%
Emailing PSE	77	5.88%	1.27%
Online chat with PSE rep	14	1.07%	0.56%
PSE social media	0	0.00%	0.00%
Regional PSE office	14	1.07%	0.56%
Totals	1309	100.00%	
Min	1	Max	8
Mean	2	Min	7
Standard Deviation			
Sample	2	Populace	2

Q3callsPrefPmtarrange (radio) - {Make payment arrangements} Preferred channels

Answered	1309	No response	0
Choice	Frequency	Percent	Standard Error
PSE website	728	55.61%	2.69%
PSE smartphone app	99	7.56%	1.43%
PSE automated phone system	26	1.99%	0.76%

PSE rep on phone	357	27.27%	2.41%
Emailing PSE	49	3.74%	1.03%
Online chat with PSE rep	29	2.22%	0.80%
PSE social media	0	0.00%	0.00%
Regional PSE office	21	1.60%	0.68%
Totals	1309	100.00%	

Min	1	Max	8
Mean	2	Min	7

Standard Deviation			
Sample	2	Populace	2

Q4callsAlertdue (checkbox) - {Bill due notification} Alerts

Answered	1309	No response	0
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Choice	Frequency	Percent	Standard Error
Email	936	71.50%	2.45%
Text message	138	10.54%	1.66%
Don't want this notification	279	21.31%	2.22%
Totals	1353	103.36%	

Q4callsAlertpayconfirm (checkbox) - {Bill payment confirmation} Alerts

Answered	1309	No response	0
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Choice	Frequency	Percent	Standard Error
Email	855	65.32%	2.58%
Text message	141	10.77%	1.68%
Don't want this notification	347	26.51%	2.39%
Totals	1343	102.60%	

Q4callsAlertnopmt (checkbox) - {No payment received notification} Alerts

Answered	1309	No response	0
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Choice	Frequency	Percent	Standard Error
Email	995	76.01%	2.31%
Text message	257	19.63%	2.15%
Don't want this notification	143	10.92%	1.69%
Totals	1395	106.57%	

Q4callsAlertoutage (checkbox) - {Outage alerts} Alerts

Answered	1309	No response	0
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Choice	Frequency	Percent	Standard Error
Email	658	50.27%	2.71%
Text message	626	47.82%	2.71%
Don't want this notification	121	9.24%	1.57%
Totals	1405	107.33%	

Q4callsAlertoutupdate (checkbox) - {Outage updates} Alerts

Answered	1309	No response	0
Choice	Frequency	Percent	Standard Error
Email	645	49.27%	2.71%
Text message	621	47.44%	2.71%
Don't want this notification	121	9.24%	1.57%
Totals	1387	105.96%	

Q4callsAlertschedoutage (checkbox) - {Scheduled electric outages} Alerts

Answered	1309	No response	0
Choice	Frequency	Percent	Standard Error
Email	947	72.35%	2.42%
Text message	391	29.87%	2.48%
Don't want this notification	64	4.89%	1.17%
Totals	1402	107.10%	

Q4callsAlertweather (checkbox) - {Severe weather alerts} Alerts

Answered	1309	No response	0
Choice	Frequency	Percent	Standard Error
Email	568	43.39%	2.68%
Text message	501	38.27%	2.63%
Don't want this notification	315	24.06%	2.32%
Totals	1384	105.73%	

Q4callsAlertacctchn (checkbox) - {Confirmation of a change to your account} Alerts

Answered	1309	No response	0
Choice	Frequency	Percent	Standard Error
Email	1104	84.34%	1.97%
Text message	158	12.07%	1.76%
Don't want this notification	88	6.72%	1.36%
Totals	1350	103.13%	

Q4callsAlertrebateapp (checkbox) - {Rebate application status updates} Alerts

Answered	1309	No response	0
Choice	Frequency	Percent	Standard Error
Email	993	75.86%	2.32%
Text message	100	7.64%	1.44%
Don't want this notification	232	17.72%	2.07%
Totals	1325	101.22%	

Q4callsAlerthighusage (checkbox) - {High usage alerts} Alerts

Answered	1309	No response	0
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Choice	Frequency	Percent	Standard Error
Email	802	61.27%	2.64%
Text message	283	21.62%	2.23%
Don't want this notification	280	21.39%	2.22%
Totals	1365	104.28%	

Q2callsCallReasons (checkbox) - In the past two years, have you called PSE to do any of the following?

Choice	Frequency	Percent	Standard Error
Get your account balance	67	5.12%	1.19%
Pay your bill	103	7.87%	1.46%
Confirm your payment has been m	61	4.66%	1.14%
Report a payment	6	0.46%	0.37%
Make payment arrangements	57	4.35%	1.11%
Start or stop service with PSE	123	9.40%	1.58%
Change the address or name on th	93	7.10%	1.39%
Get your electric/gas usage	46	3.51%	1.00%
Check the status of a rebate applic	37	2.83%	0.90%
Start or get information about your	22	1.68%	0.70%
Report a power outage	330	25.21%	2.35%
Check on the status of a power out	392	29.95%	2.48%
None of the above	637	48.66%	2.71%
Totals	1974	150.80%	

Q3callsPrefstartstop (radio) - {Start of stop service with PSE} Preferred channels

Choice	Frequency	Percent	Standard Error
PSE website	618	47.21%	2.70%
PSE smartphone app	66	5.04%	1.19%
PSE automated phone system	24	1.83%	0.73%
PSE rep on phone	522	39.88%	2.65%
Emailing PSE	39	2.98%	0.92%
Online chat with PSE rep	21	1.60%	0.68%
PSE social media	0	0.00%	0.00%
Regional PSE office	19	1.45%	0.65%
Totals	1309	100.00%	

Min	1	Max	8
Mean	3	Min	7

Standard Deviation	Sample	Populace
	2	2

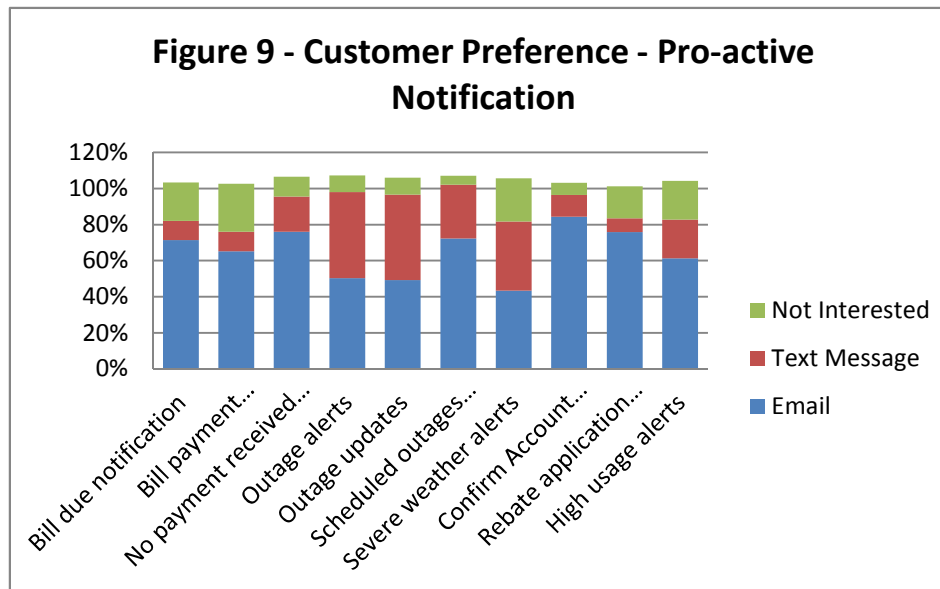
Q4callsAlerthighusagf (checkbox) - {Updates on your construction project (for example, adding natural gas)} Alerts

Choice	Frequency	Percent	Standard Error
Email	934	71.35%	2.45%
Text message	122	9.32%	1.57%

Don't want this notification	284	21.70%	2.23%
Totals	1340	102.37%	

energy usereport outages

All Respondents	Bill due notification	Bill payment confirmation	No payment received notification	Outage alerts	Outage updates	Scheduled outages electric	Severe weather alerts	Confirm Account Change	Rebate application status update	High usage alerts	
Choice	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	
Email	936	855	995	658	645	947	568	1104	993	802	850
Text message	138	141	257	626	621	391	501	158	100	283	322
Don't want this notification	279	347	143	121	121	64	315	88	232	280	199
Totals	1353	1343	1395	1405	1387	1402	1384	1350	1325	1365	1371
Respondents	1309	1309	1309	1309	1309	1309	1309	1309	1309	1309	
Email	72%	65%	76%	50%	49%	72%	43%	84%	76%	61%	65%
Text message	11%	11%	20%	48%	47%	30%	38%	12%	8%	22%	25%
Don't want this notification	21%	27%	11%	9%	9%	5%	24%	7%	18%	21%	15%
Totals	103%	103%	107%	107%	106%	107%	106%	103%	101%	104%	105%



Choice	Address or Name Change	View electric/gas usage	Report a power outage	Power Outage Status	Construction Status about your construction/fuel conversion project (such as adding natural gas service)	Rebate Status of a rebate application	View Account Balance	Confirm your payment has been made	Report a payment	Payment Arrangements	Start of stop service with PSE	Average All	Average Payment	Average Outage	Average Acct Maint	Average Start/Stop	Average Billing						
PSE website	871	1002	327	496	687	891	989	889	819	728	618	756	58%	856	65%	412	31%	871	67%	618	47%	1002	77%
PSE smartphone app	83	155	302	311	74	109	151	144	131	99	66	148	11%	131	10%	307	23%	83	6%	66	5%	155	12%
PSE automated phone system	17	19	186	192	14	19	29	47	35	26	24	55	4%	34	3%	189	14%	17	1%	24	2%	19	1%
PSE rep on phone	257	74	441	269	415	183	70	134	219	357	522	267	20%	195	15%	355	27%	257	20%	522	40%	74	6%
Emailing PSE	59	45	26	16	69	79	58	76	77	49	39	54	4%	65	5%	21	2%	59	5%	39	3%	45	3%
Online chat with PSE rep	11	5	13	10	29	20	6	9	14	29	21	15	1%	15	1%	12	1%	11	1%	21	2%	5	0%
PSE social media	0	0	6	11	3	1	0	0	0	0	0	2	0%	0	0%	9	1%	0	0%	0	0%	0	0%
Regional PSE office	11	9	8	4	18	7	6	10	14	21	19	12	1%	13	1%	6	0%	11	1%	19	1%	9	1%
Totals	1309	1309	1309	1309	1309	1309	1309	1309	1309	1309	1309	1309		1309		1309		1309		1309		1309	
PSE website	67%	77%	25%	38%	52%	68%	76%	68%	63%	56%	47%												
PSE smartphone app	6%	12%	23%	24%	6%	8%	12%	11%	10%	8%	5%												
PSE automated phone system	1%	1%	14%	15%	1%	1%	2%	4%	3%	2%	2%												
PSE rep on phone	20%	6%	34%	21%	32%	14%	5%	10%	17%	27%	40%												
Emailing PSE	5%	3%	2%	1%	5%	6%	4%	6%	6%	4%	3%												
Online chat with PSE rep	1%	0%	1%	1%	2%	2%	0%	1%	1%	2%	2%												
PSE social media	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%												
Regional PSE office	1%	1%	1%	0%	1%	1%	0%	1%	1%	2%	1%												
Totals	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%												
Web or App	73%	88%	48%	62%	58%	76%	87%	79%	73%	63%	52%	904	69%	988	75%	718	55%	954	73%	684	52%	1,157	88%
IVR	1%	1%	14%	15%	1%	1%	2%	4%	3%	2%	2%	55	4%	34	3%	189	14%	17	1%	24	2%	19	1%
Rep	20%	6%	34%	21%	32%	14%	5%	10%	17%	27%	40%	267	20%	195	15%	355	27%	257	20%	522	40%	74	6%
Chat/Email/Social	5%	4%	3%	3%	8%	8%	5%	6%	7%	6%	5%	71	5%	80	6%	41	3%	70	5%	60	5%	50	4%
In person	1%	1%	1%	0%	1%	1%	0%	1%	1%	2%	1%	12	1%	13	1%	6	0%	11	1%	19	1%	9	1%

