

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. 014

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

Please provide the staffing levels of each call center for each month from January 1, 2013, to date, updating this information throughout the pendency of this proceeding. In your response, identify the monthly totals of full time positions authorized, full time positions filled, part time positions authorized and part time positions filled for each month.

Response:

The authorized staffing levels for the call center are completed on annual basis. These authorized levels from January 1, 2013 to date are provided below:

Year	Customer Care* Center Staffing	Overflow**
2013	246.5	115
2014	192	50
2015	253.5	50
2016	223	30
2017	185	30

Puget Sound Energy will update this response with the additional data quarterly during the pendency of the proceeding.

*Customer Care Center Staffing is defined as: Agents, leads, supervisors, management, back office, temporary/seasonal and community office employees under customer care.

**Overflow is defined as: Agents contracted through external source who handle call overflow. Yearly Overflow metrics are comprised of peak agents budgeted for contract yearly.

Attached as Attachment A to Puget Sound Energy's ("PSE") Response to Public Counsel Data Request No. 014 is a list of monthly totals of full time positions filled.