

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. 028

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

With regard to the call center answering metrics, please provide the monthly raw data in Excel format that was used to calculate the annual call center answering performance in the SQI from January 2013 to date, updating this information during the pendency of this proceeding.

Response:

Attached as Attachment A to Puget Sound Energy's ("PSE") Response to Public Counsel Data Request No. 028, please find the call center answering metrics monthly raw data in MS Excel format from January 2013-December 2016. PSE will update this response with the additional data quarterly during the pendency of the proceeding.

**ATTACHMENT A to PSE's Response to
PUBLIC COUNSEL Data Request No. 028**

2013-2016 Call Answering Metrics

	2013				
Month	Sum of Incoming Calls	Sum of Abandoned 30 sec	Sum of Offered Calls	Sum of Handled Calls	Service Level
1	209090	5825	203265	154080	75.80
2	187253	6013	181240	131300	72.45
3	187171	5519	181652	140228	77.20
4	238810	17876	220934	86939	39.35
5	188897	8514	180383	129279	71.67
6	192646	10640	182006	93480	51.36
7	249669	54974	194695	88390	45.40
8	185614	9194	176420	109521	62.08
9	188670	12527	176143	96799	54.95
10	188681	7329	181352	150209	82.83
11	177484	11243	166241	131890	79.34
12	174096	7935	166161	125768	75.69
Grand Total	2368081	157589	2210492	1437883	65.68

	2014				
Month	Sum of Incoming Calls	Sum of Abandoned 30 sec	Sum of Offered Calls	Sum of Handled Calls	Service Level
1	210551	10990	199561	145734	73.03
2	184994	9113	175881	131779	74.93
3	169617	7833	161784	125799	77.76
4	165197	8015	157182	121737	77.45
5	152123	7495	144628	113456	78.45
6	152295	7630	144665	105233	72.74
7	148072	8647	139425	104835	75.19
8	133339	8670	124669	79577	63.83
9	144345	8878	135467	88633	65.43
10	179389	13055	166334	132344	79.57
11	155680	11971	143709	122444	85.20
12	166238	8764	157474	135006	85.73
Grand Total	1961840	111061	1850779	1406577	75.78

	2015				
Month	Sum of Incoming Calls	Sum of Abandoned 30 sec	Sum of Offered Calls	Sum of Handled Calls	Service Level
1	157,429	8,528	148,901	120,992	81.26
2	142,659	7,081	135,578	112,124	82.70
3	165,545	7,797	157,748	129,756	82.26
4	174,786	8,348	166,438	116,229	69.83
5	147,479	8,959	138,520	81,595	58.90
6	150,861	7,636	143,225	76,747	53.58
7	155,673	6,123	149,550	47,458	31.73
8	188,178	15,081	173,097	68,132	39.36
9	147,782	3,364	144,418	103,295	71.53
10	153,779	1,742	152,037	134,358	88.37
11	171,340	13,960	157,380	135,524	86.11
12	158,075	2,421	155,654	140,761	90.43
Grand Total	1,913,586	91,040	1,822,546	1,266,971	69.67

	2016				
Month	Sum of Incoming Calls	Sum of Abandoned 30 sec	Sum of Offered Calls	Sum of Handled Calls	Service Level
1	153179	2702	150477	116725	78%
2	153585	3218	150367	108235	72%
3	185782	5830	179952	147531	82%
4	144278	1872	142406	123539	87%
5	137797	1792	136005	119481	88%
6	155570	2444	153126	124296	81%
7	130600	2107	128493	103655	81%
8	144953	2623	142330	109230	77%
9	136848	2935	133913	96985	72%
10	148290	3889	144401	103848	72%
11	141470	5174	136296	83181	61%
12	142407	4673	137734	95831	70%
Grand Total	1774759	39259	1735500	1332537	77%