

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. 363

PUBLIC COUNSEL DATA REQUEST NO. 363:

Re: Puget Sound Energy's Response to Public Counsel Data Request No. 028.

With respect to PSE's responses to the above mentioned data request, please respond to the following:

- a. Please calculate or provide calculations for the percentage of customer calls that were abandoned each month for 2013 through 2016 and identify the criteria for determining that a call has been abandoned.
- b. Does the Company have information on how long the average customer who abandons their call waits prior to such action? If so, provide this information for each month for 2013 through 2016.

Response:

Please see Attachment A to Puget Sound Energy's Response to Public Counsel Data Request No. 363 for Abandonment Rate Data in response to subparts (a) and (b), above.

An "Abandoned Call" is defined as a call offered to the Call Center after the customer selects to speak to a representative where the customer then ends the call prior to speaking to a Customer Service Representative.

ATTACHMENT A to PSE's Response to PUBLIC COUNSEL Data Request No. 363

Abandonment Rate Data				
Date	Total_Abandon	Total_Incoming Calls	avg_Wait_Time (For Abandoned Calls	Abandonment Rate
Jan-13	7,939	209090	0:00:26	3.80%
Feb-13	8,603	187253	0:00:32	4.59%
Mar-13	7,682	187171	0:00:32	4.10%
Apr-13	54,786	238810	0:03:45	22.94%
May-13	14,571	188897	0:02:13	7.71%
Jun-13	21,997	192646	0:02:26	11.42%
Jul-13	73,626	249669	0:01:55	29.49%
Aug-13	15,525	185614	0:01:29	8.36%
Sep-13	23,253	188670	0:01:41	12.32%
Oct-13	9,608	188681	0:00:42	5.09%
Nov-13	15,384	177484	0:01:24	8.67%
Dec-13	10,958	174096	0:00:47	6.29%
Jan-14	14,894	210551	0:00:43	7.07%
Feb-14	11,462	184994	0:00:38	6.20%
Mar-14	9,153	169617	0:00:18	5.40%
Apr-14	9,431	165197	0:00:21	5.71%
May-14	8,870	152123	0:00:20	5.83%
Jun-14	9,768	152295	0:00:36	6.41%
Jul-14	10,221	148072	0:00:23	6.90%
Aug-14	10,911	133339	0:00:29	8.18%
Sep-14	12,172	144345	0:00:40	8.43%
Oct-14	17,038	179389	0:01:31	9.50%
Nov-14	13,986	155680	0:00:25	8.98%
Dec-14	10,298	166238	0:00:23	6.19%
Jan-15	10,084	157429	0:00:29	6.41%
Feb-15	8,212	142659	0:00:20	5.76%
Mar-15	9,250	165545	0:00:23	5.59%
Apr-15	11,558	174786	0:00:48	6.61%
May-15	13,963	147479	0:01:00	9.47%
Jun-15	16,112	150861	0:02:15	10.68%
Jul-15	25,259	155673	0:04:26	16.23%
Aug-15	43,366	188178	0:04:26	23.05%
Sep-15	7,467	147782	0:01:43	5.05%
Oct-15	2,959	153779	0:00:57	1.92%
Nov-15	7,938	171340	0:03:22	4.63%
Dec-15	4,000	158075	0:01:52	2.53%
Jan-16	5,200	153179	0:01:14	3.39%
Feb-16	6,459	153585	0:01:23	4.21%
Mar-16	9,294	185782	0:01:00	5.00%
Apr-16	2,814	144278	0:00:40	1.95%
May-16	2,735	137797	0:00:41	1.98%
Jun-16	4,424	155570	0:01:09	2.84%
Jul-16	3,479	130600	0:00:50	2.66%
Aug-16	4,997	144953	0:01:11	3.45%
Sep-16	7,250	136848	0:02:29	5.30%
Oct-16	8,982	148290	0:01:55	6.06%
Nov-16	14,361	141470	0:02:36	10.15%
Dec-16	10,630	142407	0:02:06	7.46%
Jan-17	21,565	168245	0:03:19	12.82%
Feb-17	28,484	185224	0:04:01	15.38%
Mar-17	9,096	164367	0:01:40	5.53%