

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

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

WUTC STAFF DATA REQUEST NO. 468

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RE: Call measurements and IVR transaction measurements

PSE proposes to include IVR self-service success transactions in the SQI NO. 5 calculation.

- a. Is the IVR self-service transaction equal to one phone call? If no, can one phone call result in multiple IVR self-service transactions?
- b. Would PSE's proposed change to the SQI NO. 5 calculation, per Greg Zeller's testimony, Exh. GJZ-1T, include those multiple IVR self-service transactions?

Response:

- a. Yes, an Interactive Voice Response ("IVR") self-service transaction is equal to one phone call and the customer can complete multiple IVR transactions.
- b. The customer can complete multiple IVR self-service transactions with a single phone call, and the proposed change includes all of the completed self-service transactions in the SQI-05 calculation.