

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. 013****PUBLIC COUNSEL DATA REQUEST NO. 013:****Re: Direct Testimony of Greg J. Zeller, Exhibit No. GJZ-1T.**

Please identify the location and types of customers (by customer class) or types of customer calls for each call center operated by or used by the Company for calls from Washington customers.

Response:

Customer Care Center employees in Bothell and Overflow employees located in Portland are contacted through Puget Sound Energy's 1-888-225-5773 phone line and handle calls from all classes of customers:

- Residential
- Commercial
- Industrial

The categories of calls are as follows:

- Start/stop service
- Electric outages
- Gas emergencies
- Billing
- Payments
- Gas equipment repair requests
- Account Information
- Energy Assistance

Call categories transferred to other departments

- Leased Services
- Energy Advisors
- Construction Services