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. 361

PUBLIC COUNSEL DATA REQUEST NO. 361:

Re: Puget Sound Energy's Response to Public Counsel Data Request No. 023.

Please explain the Company's explanation for why there has been a significant drop in the number of customers provided the Missed Appointment Service Guarantee in recent years (2007-Present). In your response identify the steps undertaken by the Company to ensure that more appointments are not missed.

Response:

There has been a significant drop in the number of customers receiving a credit under the Missed Appointment Service Guarantee because Puget Sound Energy ("PSE") has taken steps to decrease the number of missed appointments. The implementation of PSE's Mobile Workforce Project ("MWP") in 2006-2008 is the key driver for the improved performance of Service Quality Index No. 10, Kept Appointments, and to help ensure that appointments are kept. The MWP digitalized the field communication, dispatching, and documentation of task status to an electronic process. The MWP enables field service personnel to connect to other PSE systems and allows continuous communication among dispatchers, customer care center agents, and field service personnel. The constant update of job and personnel status allows PSE to make necessary adjustments in operations and resources to meet customer expectations efficiently.

Along with the technology enhancement of MWP, the following list highlights some of the efforts that PSE has taken to improve its business processes regarding appointments:
1. Improving tracking and documentation of missed appointments and reviewing reasons for missed appointments.
2. Making sure field personnel and dispatchers were prioritizing AM and PM appointments correctly.
3. Improving communication between field personnel and dispatchers to reschedule or reassign appointments to other field personnel when appointments were likely to be missed.

4. Prioritizing reconnects after non-payment over other types of reconnections.