

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. 362****PUBLIC COUNSEL DATA REQUEST NO. 362:****Re: Puget Sound Energy's Response to Public Counsel Data Request No. 025.**

With respect to the above mentioned response to Public Counsel's data request, please respond to the following:

- a. The IVR scripts provided in response to Public Counsel Data Request No. 025 concerning the Customer Service and Restoration Guarantees do not include any information on the IVR script about the 24-hour restoration guarantee. Please provide the scripts or other notifications about this guarantee or explain why this information is not included in the IVR script when a customer is reporting an outage.
- b. If the customer does not report the outage initially, but seeks to obtain the \$50 credit for either the 24-hour outage or the 120-hour outage guarantees by specifically asking for the payment within seven calendar days after restoration of service, please explain what steps are taken by the Company to determine if the customer is eligible for the guarantee payment.
 - i. In your response, confirm that the Company is able to detect that an outage has occurred by date/time at the customer's location without the requirement that the customer report the outage. If this is not the case, explain how the Company determines whether the guarantee payment should be made.
- c. Please confirm that the customer will automatically (without any further communication by the customer) be provided with the \$50 credit when the customer initially reports the outage at or about the time of its occurrence to PSE for both the 24-hour outage guarantee or the 120-hour outage guarantee and assuming that the disqualifying criteria of the credit payment are met.
- d. Please provide the notices or other communications issued to customers who:
(1) are provided the missed appointment and/or restoration guarantee credits;
and (2) request the credit but who are determined to be ineligible, stating the reason for the disqualification.

- e. Please identify the number of Non-AMR meters by customer class that are required to report their outage to receive a restoration guarantee and include the manner in which such customers are informed of this criterion.

Response:

- a. The 24-Hour Restoration Service Guarantee under Puget Sound Energy's ("PSE") electric Schedule 131, Restoration Service Guarantee ("Schedule 131"), is available to all eligible customers who experienced an outage longer than 24 hours not during a Major Event Day, which is defined in Section 11 of Schedule 131. The IVR script in Attachment A to PSE's Response to Public Counsel Data Request No. 025 is used when PSE's Emergency Operations Center is open in response to a severe outage event; therefore, the IVR script does not include messaging about the 24-Hour Restoration Service Guarantee when the 24-Hour Restoration Service Guarantee is suspended.

Since November 2016, prior to the effective date of the 24-Hour Restoration Service Guarantee on January 1, 2017, PSE has included the 24-Hour Restoration Service Guarantee information in its service guarantee promotion messaging. This new service guarantee has been posted along with other service guarantees on PSE's website as shown in Attachment A of PSE's Response to Public Counsel Data Request No. 025, which also includes the news clips from the local media about PSE's 24-Hour Restoration Service Guarantee.

- b. After receiving a customer request for a 24-Hour Restoration Service Guarantee credit post restoration, PSE will review the customer's outage information and check against the existing records of the outages that have been confirmed to be longer than 24 hours without the exceptions identified in Section 10 of Schedule 131. If the customer's outage is in the existing list of confirmed outages, the customer's account will receive the 24-Hour Restoration Service Guarantee credit. If the customer's outage is not part of initial list, PSE will conduct additional customer outage analysis by reviewing the records in PSE's Outage Management System ("OMS"), any relevant SCADA activity in the Energy Management System, and any meter signals recorded in the Meter Data Warehouse to determine the customer eligibility and inform the customer accordingly.

PSE is not able to detect every outage that has occurred without input from customers. Customer reporting of outages is critical for PSE to confirm the accuracy of records in PSE's OMS, to assess the scale of an outage's impact, and plan restoration efforts accordingly.

- c. PSE automatically provides an eligible Schedule 131 customer with a \$50 bill credit for the 24-hour outage guarantee or the 120-hour outage guarantee without any further communication by the customer.
- d. For an electric or natural gas Schedules 130, Customer Service Guarantee, missed appointment, a customer does not need to request a review of their appointment. PSE automatically reviews all missed electric and natural gas Schedules 130 appointments and applies a \$50 bill credit to the eligible customer account. The automatic credit process is also applicable for the Schedule 131 guarantees, if customers already reported their outage or received a push notice from PSE's outage notification service. There is no further communication to customers except when the bill credit shows up in the customer's invoice.

For an electric customer who requests a 24-Hour or 120-Hour Restoration Service Guarantee credit post restoration and is found to be ineligible, PSE informs the customer individually over the phone.

- e. PSE currently has about 1,000 residential and 300 non-residential non-AMR meters out of more than 1.1 million electric meters. However, when an electric outage occurs, all PSE customers, regardless of the type or meter serving them, are required to report their outage to ensure the restoration of their electric service. All customers receive the same Restoration Service Guarantee messaging as shown in Attachment A of PSE's Response to Public Counsel Data Request No. 025. PSE also ran a television advertisement promoting its free myPSE outage app, which allows customers with an AMR or a non-AMR meter to track and report power outages, check status and get estimated restoration times.