Docket Nos. UE-072300 and UG-072301

Puget Sound Energy

2016 Semi-Annual Service Quality Program Filing

**Attachment A - Service Quality Performance**

**Exhibit A - Preliminary Monthly SQI Performance Results**

**EXHIBIT A - PRELIMINARY MONTHLY PSE SERVICE QUALITY PROGRAM PERFORMANCE**

**(Final performance is calculated on an annual basis)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Category of Service** | **SQI #** | **Description** | **Annual Benchmark/Target** | **Jan 2016** | **Feb 2016** | **Mar 2016** | **Apr 2016** | **May 2016** | **Jun 2016** |
| Customer Satisfaction | 6 | Telephone Center Transactions Customer Satisfaction | 90% satisfied (rating of 5 or higher on a 7-point scale) | 95% | 93% | 93% | 91% | 93% | 93% |
| 8 | Field Service Operations Transactions Customer Satisfaction | 90% satisfied (rating of 5 or higher on a 7-point scale) | 95% | 95% | 95% | 98% | 94% | 97% |
| 2 | WUTC Complaint Ratio | 0.40 complaints per 1000 customers, including all complaints filed with WUTC | 0.012 | 0.017 | 0.014 | 0.021 | 0.019 | 0.024 |
| Customer Services | 5 | Customer Access Center Answering Performance | 75% of calls answered by a live representative within 30 seconds of request to speak with live operator | 78% | 72% | 82% | 87% | 88% | 81% |
| Operations Services | 4 | SAIFI | 1.30 interruptions per year per customer | 0.950 | 0.067 | 0.082 | 0.049 | 0.070 | 0.107 |
| 3 | SAIDI | 155 minutes per customer per year | 11 | 9 | 18 | 6 | 8 | 13 |
| 11 | Electric Safety Response Time | Average of 55 minutes from customer call to arrival of field technician | 55 | 54 | 55 | 52 | 51 | 57 |
| 7 | Gas Safety Response Time | Average of 55 minutes from customer call to arrival of field technician | 31 | 29 | 30 | 29 | 30 | 34 |
| 10 | Kept Appointments | 92% of appointments kept | 100% | 100% | 99% | 100% | 99% | 100% |

**EXHIBIT A - PRELIMINARY MONTHLY PSE SERVICE QUALITY PROGRAM PERFORMANCE**

**ATTACHMENT A**

|  |  |  |
| --- | --- | --- |
| PSE_Logo_Color_Small

|  |
| --- |
|  |

 | **SQI NO. 11 SUPPLEMENTAL REPORTING MAJOR EVENT AND LOCALIZED EMERGENCY EVENT DAYS AFFECTED LOCAL AREAS ONLY** |
|  |  |  |  |  |  |  |  |  |  |  |
| **Date** | **Type of Event** | **Local Area** | **Duration (Days)** | **No. of Customers Affected** | **No. of Customers in Area** | **% of Customers Affected** | **No. of Outage Events** | **Resource Utilization(for the event, EFR Count only)** | **>5% Customer Affected? (Yes/No)** | **Comments** |
| 3/10/2016 | Wind | North | 4 |  134,324  |  199,376  | 67.4% | 615 | 14 (of 14) | Yes | 14 EFRs Event Duty |
| 3/10/2016 | Wind | Central North | 4 |  100,906  |  309,627  | 32.6% | 211 | 18 (of 18) | Yes | 18 EFRs Event Duty |
| 3/10/2016 | Wind | Central South | 4 |  24,887  |  239,988  | 10.4% | 88 | 11 (of 11) | Yes | 11 EFRs Event Duty |
| 3/10/2016 | Wind | South | 4 |  32,202  |  246,585  | 13.1% | 112 | 15 (of 15) | Yes | 15 EFRs Event Duty |
| 3/10/2016 | Wind | West | 4 |  113,016  |  126,911  | 89.1% | 325 | 12 (of 12) | Yes | 12 EFRs Event Duty |
| 3/13/2016 | Wind | North | 3 |  47,116  |  199,376  | 23.6% | 245 | 14 (of 14) | Yes | 14 EFRs Event Duty |
| 3/13/2016 | Wind | Central North | 3 |  92,788  |  309,627  | 30.0% | 217 | 18 (of 18) | Yes | 18 EFRs Event Duty |
| 3/13/2016 | Wind | Central South | 3 |  23,649  |  239,988  | 9.9% | 89 | 11 (of 11) | Yes | 11 EFRs Event Duty |
| 3/13/2016 | Wind | South | 3 |  39,248  |  246,585  | 15.9% | 104 | 15 (of 15) | Yes | 15 EFRs Event Duty |
| 3/13/2016 | Wind | West | 3 |  78,388  |  126,911  | 61.8% | 290 | 12 (of 12) | Yes | 12 EFRs Event Duty |

EFR—Electric First Responder, PTO—Paid Time Off, STD—Short-Term Disability, SP—Service Provider**EXHIBIT A - PRELIMINARY MONTHLY PSE SERVICE QUALITY PROGRAM PERFORMANCE**

**ATTACHMENT BNote**

|  |  |  |
| --- | --- | --- |
| PSE_Logo_Color_Small

|  |
| --- |
|  |

 | **SQI NO. 11 SUPPLEMENTAL REPORTING LOCALIZED EMERGENCY EVENT DAYS NON-AFFECTED LOCAL AREAS ONLY** |
|  |  |  |  |  |  |  |  |  |  |  |
| **Date** | **Type of Event** | **Local Area** | **Duration(Days)** | **No. of Customers Affected** | **No. of Customers in Area** | **% of Customers Affected** | **No. of Outage Events** | **Resource Utilization** | **>5% Customer Affected? (Yes/No)** | **Comments** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |   |
|  |  |  |  |  |  |  |  |  |  |   |
|  |  |  |  |  |  |  |  |  |  |   |
|   |   |   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |   |   |

Note: There is no non-affected local area for the two Localized Emergency Events occurred in March 2016. All areas were affected by the two events.

Docket Nos. UE-072300 and UG-072301

Puget Sound Energy

2016 Semi-Annual Service Quality Program Filing

**Attachment A - Service Quality Performance**

Exhibit B - Missed Appointments and Service Guarantee Performance

**Definition of the categories**

Canceled—Appointments canceled by either customers or PSE

Excused—Appointments missed due to customer reasons or due to Major Events

Manual Kept—Adjusted missed appointments resulting from review by the PSE personnel

Missed Approved—Appointments missed due to PSE reasons and customers are paid the $50 Customer Service Guarantee payment

Missed Open—Appointments not yet reviewed by PSE for the $50 Service Guarantee payment

Customer Service Guarantee Payment—The total for the $50 Customer Service Guarantee payments made to customers for each missed approved appointment

System Kept—Appointments in which PSE arrived at the customer site as promised

Total Appointments (Excludes Canceled and Excused)—The total of Total Missed and Total Kept

Total Kept—The total number of Manual Kept and System Kept

Total Missed—The total number of Missed Approved, Missed Denied, and Missed Open

**Attachment A - Service Quality Performance**

**EXHIBIT B - Preliminary Missed Appointments and Service Guarantee Performance**

**Table 1 - Summary Missed Appointments**

**As of June 30, 2016**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **6 Months All Service Type:** | **January** | **2016** |  **-**  | **June** | **2016** |  |  |  |
|   | Total Appts (Exclude Canceled) | Missed Approved | Missed Open | Total Missed | Manual Kept | System Kept | Total Kept | Service Guarantee Payment | Percent Kept | Excused |
| **Electric** |  |  |  |  |  |  |  |  |  |  |
| Permanent Service | 4,060 | 82 | 1 | 83 | 204 | 3,773 | 3,977 | $4,100 | 98% | 0 |
| Reconnection | 24,047 | 5 | 52 | 57 | 37 | 23,953 | 23,990 | $250 | 100% | 7 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Sub-total** | 28,107 | 87 | 53 | 140 | 241 | 27,726 | 27,967 | $4,350 | 100% | 7 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Gas** |  |  |  |  |  |  |  |  |  |  |
| Diagnostic | 8,902 | 9 | 1 | 10 | 328 | 8,564 | 8,892 | $450 | 100% | 0 |
| Permanent Service | 4,711 | 58 | 32 | 90 | 87 | 4,534 | 4,621 | $2,900 | 98% | 0 |
| Reconnection | 8,047 | 11 | 1 | 12 | 90 | 7,945 | 8,035 | $550 | 100% | 0 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Sub-total** | 21,660 | 78 | 34 | 112 | 505 | 21,043 | 21,548 | $3,900 | 99% | 0 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Grand Total** | 49,767 | 165 | 87 | 252 | 746 | 48,769 | 49,515 | $8,250 | 99% | 7 |

**EXHIBIT B - Preliminary Missed Appointments and Service Guarantee Performance**

**Table 2 - Monthly Missed Appointments**

**as Of june 30, 2016**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Month | **Fuel** | **TypeNote** | **Total Appts (Exclude Canceled and Excused)** | **Missed Approved** | **Missed Denied** | **Missed Open** | **Total Missed** | **Manual Kept** | **System Kept** | **Total Kept** | **Canceled** | **Excused** | **Service Guarantee Payment** |
| Jan-16 | Electric | Permanent Service | 589 | 4 | 0 | 0 | 4 | 9 | 576 | 585 | 0 | 0 | $200 |
| Jan-16 | Electric | Reconnection | 3,879 | 0 | 0 | 6 | 6 | 8 | 3,865 | 3,873 | 0 | 0 | $0 |
| Jan-16 | Gas | Diagnostic | 2,475 | 3 | 0 | 0 | 3 | 90 | 2,382 | 2,472 | 0 | 0 | $150 |
| Jan-16 | Gas | Permanent Service | 715 | 20 | 0 | 1 | 21 | 18 | 676 | 694 | 0 | 0 | $1,000 |
| Jan-16 | Gas | Reconnection | 1,278 | 1 | 0 | 0 | 1 | 17 | 1,260 | 1,277 | 0 | 0 | $50 |
| *Jan-16 Total* |  |  | *8,936* | *28* | *0* | *7* | *35* | *142* | *8,759* | *8,901* | *0* | *0* | *$1,400* |
| Feb-16 | Electric | Permanent Service | 800 | 4 | 0 | 0 | 4 | 147 | 649 | 796 | 0 | 0 | $200 |
| Feb-16 | Electric | Reconnection | 4,727 | 0 | 0 | 14 | 14 | 4 | 4,709 | 4,713 | 0 | 0 | $0 |
| Feb-16 | Gas | Diagnostic | 1,749 | 1 | 0 | 0 | 1 | 56 | 1,692 | 1,748 | 0 | 0 | $50 |
| Feb-16 | Gas | Permanent Service | 832 | 6 | 0 | 3 | 9 | 26 | 797 | 823 | 0 | 0 | $300 |
| Feb-16 | Gas | Reconnection | 1,493 | 1 | 0 | 0 | 1 | 9 | 1,483 | 1,492 | 0 | 0 | $50 |
| *Feb-16 Total* |  |  | *9,601* | *12* | *0* | *17* | *29* | *242* | *9,330* | *9,572* | *0* | *0* | *$600* |
| Mar-16 | Electric | Permanent Service | 720 | 57 | 0 | 0 | 57 | 23 | 640 | 663 | 0 | 0 | $2,850 |
| Mar-16 | Electric | Reconnection | 3,820 | 3 | 0 | 8 | 11 | 2 | 3,807 | 3,809 | 0 | 7 | $150 |
| Mar-16 | Gas | Diagnostic | 1,975 | 2 | 0 | 0 | 2 | 84 | 1,889 | 1,973 | 0 | 0 | $100 |
| Mar-16 | Gas | Permanent Service | 895 | 8 | 0 | 6 | 14 | 19 | 862 | 881 | 0 | 0 | $400 |
| Mar-16 | Gas | Reconnection | 1,173 | 2 | 0 | 0 | 2 | 12 | 1,159 | 1,171 | 0 | 0 | $100 |
| *Mar-16 Total* |  |  | *8,583* | *72* | *0* | *14* | *86* | *140* | *8,357* | *8,497* | *0* | *7* | *$3,600* |
| Apr-16 | Electric | Permanent Service | 657 | 11 | 0 | 0 | 11 | 9 | 637 | 646 | 0 | 0 | $550 |
| Apr-16 | Electric | Reconnection | 4,285 | 1 | 0 | 10 | 11 | 2 | 4,272 | 4,274 | 0 | 0 | $50 |
| Apr-16 | Gas | Diagnostic | 977 | 1 | 0 | 0 | 1 | 46 | 930 | 976 | 0 | 0 | $50 |
| Apr-16 | Gas | Permanent Service | 754 | 8 | 0 | 0 | 8 | 7 | 739 | 746 | 0 | 0 | $400 |
| Apr-16 | Gas | Reconnection | 947 | 0 | 0 | 1 | 1 | 10 | 936 | 946 | 0 | 0 | $0 |
| *Apr-16 Total* |  |  | *7,620* | *21* | *0* | *11* | *32* | *74* | *7,514* | *7,588* | *0* | *0* | *$1,050* |
| Month | **Fuel** | **TypeNote** | **Total Appts (Exclude Canceled and Excused)** | **Missed Approved** | **Missed Denied** | **Missed Open** | **Total Missed** | **Manual Kept** | **System Kept** | **Total Kept** | **Canceled** | **Excused** | **Service Guarantee Payment** |
| May-16 | Electric | Permanent Service | 659 | 3 | 0 | 0 | 3 | 8 | 648 | 656 | 0 | 0 | $150 |
| May-16 | Electric | Reconnection | 3,056 | 0 | 0 | 7 | 7 | 7 | 3,042 | 3,049 | 0 | 0 | $0 |
| May-16 | Gas | Diagnostic | 805 | 2 | 0 | 1 | 3 | 29 | 773 | 802 | 0 | 0 | $100 |
| May-16 | Gas | Permanent Service | 733 | 14 | 0 | 7 | 21 | 11 | 701 | 712 | 0 | 0 | $700 |
| May-16 | Gas | Reconnection | 1,548 | 5 | 0 | 0 | 5 | 14 | 1,529 | 1,543 | 0 | 0 | $250 |
| *May-16 Total* |  |  | *6,801* | *24* | *0* | *15* | *39* | *69* | *6,693* | *6,762* | *0* | *0* | *$1,200* |
| Jun-16 | Electric | Permanent Service | 635 | 3 | 0 | 1 | 4 | 8 | 623 | 631 | 0 | 0 | $150 |
| Jun-16 | Electric | Reconnection | 4,280 | 1 | 0 | 7 | 8 | 14 | 4,258 | 4,272 | 0 | 0 | $50 |
| Jun-16 | Gas | Diagnostic | 921 | 0 | 0 | 0 | 0 | 23 | 898 | 921 | 0 | 0 | $0 |
| Jun-16 | Gas | Permanent Service | 782 | 2 | 0 | 15 | 17 | 6 | 759 | 765 | 0 | 0 | $100 |
| Jun-16 | Gas | Reconnection | 1,608 | 2 | 0 | 0 | 2 | 28 | 1,578 | 1,606 | 0 | 0 | $100 |
| *Jun-16 Total* |  |  | *8,226* | *8* | *0* | *23* | *31* | *79* | *8,116* | *8,195* | *0* | *0* | *$400* |
| Grand Total |   |   | 49,767 | 165 | 0 | 87 | 252 | 746 | 48,769 | 49,515 | 0 | 7 | $8,250 |

Docket Nos. UE-072300 and UG-072301

Puget Sound Energy

2016 Semi-Annual Service Quality Program Filing

**Attachment A - Service Quality Performance**

Exhibit C - Survey Results of Customer Awareness of the Service Guarantee

Exhibit C - Survey Results of Customer Awareness of the Service GuaranteE

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Jan 2016** | **Feb 2016** | **Mar 2016** | **Apr 2016** | **May 2016** | **Jun 2016** |
| **CFS Survey** |  |  |  |  |  |  |  |
| Q26A. When you called to make the appointment for a service technician to come out, did the customer service representative tell you about PSE $50 Service Guarantee? | Yes | 81 | 60 | 64 | 54 | 50 | 63 |
| No | 126 | 98 | 106 | 128 | 112 | 128 |
| Don’t Know | 42 | 42 | 45 | 47 | 44 | 41 |
| Refused Response | 1 | - | - | - | - | - |
| **Total Customers Surveyed** | **250** | **200** | **215** | **229** | **206** | **232** |
|   |   |  |  |  |  |  |  |
| Q26C. Which of the following best fits your understanding of how the service guarantee works if a scheduled appointment has to be changed by PSE. | You are given the $50 service guarantee if the rescheduled time causes you inconvenience. | 31 | 26 | 26 | 24 | 20 | 31 |
| Whenever PSE changes an appointment, you are given the $50. | 29 | 24 | 28 | 22 | 28 | 35 |
| You have no understanding or expectations about this part of the service guarantee plan. | 152 | 128 | 130 | 160 | 130 | 137 |
| Don't Know | 35 | 19 | 29 | 21 | 26 | 25 |
| Refused Response | 3 | 3 | 2 | 2 | 2 | 4 |
| **Total Customers Surveyed** | **250** | **200** | **215** | **229** | **206** | **232** |
|   |   |  |  |  |  |  |  |
| Q26D. Did your appointment have to be rescheduled or did it occur as planned? | It occurred as planned. | 239 | 182 | 208 | 213 | 189 | 211 |
| It was rescheduled. | 8 | 12 | 4 | 9 | 8 | 14 |
| Technician arrived but was late. | 2 | 3 | - | 1 | 2 | - |
| Don't Know | 1 | 3 | 1 | 5 | 6 | 6 |
| Refused Response | - | - | 2 | 1 | 1 | 1 |
| **Total Customers Surveyed** | **250** | **200** | **215** | **229** | **206** | **232** |
|   |   |  |  |  |  |  |  |
| Q26E. Who initiated rescheduling your appointment? | Myself (Customer Initiated) | 4 | 7 | 1 | 6 | 6 | 11 |
| Puget Sound Energy (PSE) Initiated | 3 | 4 | 3 | 3 | 1 | 3 |
| Don't Know | 1 | 1 | - | - | 1 | - |
| Refused Response | - | - | - | - | - | - |
| **Total Customers Surveyed** | **8** | **12** | **4** | **9** | **8** | **14** |
|   |   |  |  |  |  |  |  |

Docket Nos. UE-072300 and UG-072301

Puget Sound Energy

2016 Semi-Annual Service Quality Program Filing

**Attachment A - Service Quality Performance**

Exhibit D - Preliminary Monthly Service Quality Performance of PSE’s Service Providers

**EXHIBIT D - Preliminary Monthly Service Quality Performance of PSE’s Service Providers**

**(Final performance is calculated on an annual basis)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Category of Service**  | **Index**  | **Service Provider**  | **Annual Benchmark Description**  | **Jan 2016** | **Feb 2016** | **Mar 2016** | **Apr 2016** | **May 2016** | **Jun 2016** |
| Operations Services  | Service Provider New Customer Construction Appointments Kept | Quanta Electric  | At least 92% of appointments kept  | 100% | 99% | 98% | 98% | 99% | 99% |
| Quanta Gas | At least 92% of appointments kept  | 96% | 100% | 99% | 100% | 99% | 100% |
| Service Provider Standards Compliance  | Quanta Electric  | At least 97% compliance with site audit checklist points**Note** | 100% | 99% | 98% | 99% | 97% | 100% |
| Quanta Gas | At least 97% compliance with site audit checklist points**Note** | 100% | 100% | 100% | 100% | 100% | 100% |
| Secondary Safety Response and Restoration Time-Core­Hour | Quanta Electric  | Within 250 minutes from the dispatch time to the restoration of non-emergency outage during core hours |  258  |  224  |  238  |  250  |  247  |  154  |
| Secondary Safety Response and Restoration Time-Non­Core-Hour  | Quanta Electric  | Within 316 minutes from the dispatch time to the restoration of non-emergency outage during non-core hours  |  298  |  269  |  288  |  261  |  271  |  296  |
| Secondary Safety Response Time | Quanta Gas | Within 60 minutes from first response assessment completionto second response arrival |  45  |  47  |  49  |  47  |  47  |  47  |

**Note**: Results shown are rounded to the nearest whole percentage per UTC order. However, these 100% monthly performance results do not reflect that service providers met all the new construction appointments during the reporting period. Numbers of PSE missed appointments, including the new customer construction appointments carried out the service providers are detailed in Exhibit B: Preliminary Missed Appointments and Customer Service Guarantee Performance