

**BEFORE THE WASHINGTON  
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

Complainant,

v.

PUGET SOUND ENERGY

Respondent.

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DOCKETS UE-220066, UG-220067, and UG-210918 (*Consolidated*)

**ANDREA C. CRANE  
ON BEHALF OF THE  
WASHINGTON STATE OFFICE OF THE ATTORNEY GENERAL  
PUBLIC COUNSEL UNIT**

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**EXHIBIT ACC-9**

Puget Sound Energy Response to The Energy Project Data Request No. 9

**July 28, 2022**

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION****Dockets UE-220066 & UG-220067  
Puget Sound Energy  
2022 General Rate Case****THE ENERGY PROJECT DATA REQUEST NO. 009:**

**Subject: Performance Measures and Incentive Mechanisms**  
**Re: Direct Testimony of Mark Newton Lowry (Non-Confidential), Exh. MNL-1T, p. 23, table 2.**

Please explain how the Company selected the 2023 target for each of the metrics included in the table (excluding those without a target). Please provide supporting documentation, including Excel spreadsheets that are live, unlocked and with all formulas intact. If the target was developed as part of a previous proceeding, please provide all supporting documentation from that proceeding as well.

**Response:**

As outlined in Table 2 of Exhibit MNL-1T, targets have been proposed for the service quality indexes (“SQIs”) and annual energy efficiency savings for electric and gas, peak load management savings, reduced energy consumption from voltage reductions, and the number of electric vehicle (“EV”) chargers used in managed load programs or time-of-use (“TOU”) rates for single-family residential and fleet customers. Additional information regarding the development of each is provided as follows:

**SQIs**

The targets for Puget Sound Energy’s (“PSE”) SQIs were established in various proceedings dating back to 1997. Except for System Average Interruption Frequency Index (“SAIFI”), PSE has proposed to maintain these targets during the proposed multi-year rate plan term.

All the current SQI targets were the outcome of settlements that were subsequently approved by the Commission. The docket number and order number where each of the SQI targets was approved are provided in the table below.

<b>SQI Metric</b>	<b>Reference</b>
Complaints per 1,000 Customers to the WUTC	UE-072300 and UG-072301, Order 12
Customer Access Center Transactions Customer Satisfaction	UE-011570 and UG-011571, Twelfth Supplemental Order

<b>SQI Metric</b>	<b>Reference</b>
Field Service Operations Transactions Customer Satisfaction	UE-011570 and UG-011571, Twelfth Supplemental Order
Calls Answered by a Live Representative Within 60 Seconds of Request	UE-170033 and UG-170034, Order 8
Percent of Appointments Kept	UE-960195 and UE-951270, 22 <sup>nd</sup> Supplemental Order and UE-072300 and UG-072301, Order 12
Average Gas Safety Response Time	UE-951270 and UE-960195, Fourteenth Supplemental Order
Average Electric Safety Response Time	UE-011570 and UG-011571, Twelfth Supplemental Order
System Average Interruption Frequency Index ("SAIDI") Excluding IEEE-Defined Major Events Adjusted to Exclude Catastrophic Days (SAIDISQI-3)	UE-072300 and UG-072301, Order 29

Supporting calculations for PSE's proposed SAIFI target are provided in PSE's Response to Public Counsel Data Request No. 159.

### **Annual Energy Efficiency Savings (Electric and Gas)**

PSE's 2022-2023 targets for biennial gas and electric energy efficiency savings were approved by the Commission in Dockets UE-210822 and UG-210823. The biennial targets incorporate initial annual targets that add up to the biennium, which are the values included in the scorecard. Attached as Attachment A to PSE's Response to TEP Data Request No. 009, please find the supporting documentation for the current 2023 energy efficiency savings targets. As 2023 is the second year of the biennium, these targets are subject to change through Annual Conservation Plan filings.

### **Reduced Energy Consumption from Voltage Reduction**

The target for the metric reduced energy consumption from voltage reduction was approved in the Commission's decision in Docket UE-210822. This metric is part of PSE's energy efficiency efforts and is related to the annual energy efficiency savings metrics discussed above. The assumptions underlying the target for reduced energy consumption from voltage reduction are discussed in PSE's Response to Public Counsel Data Request No. 152, part b.

### **Peak Load Management Savings**

The annual targets for peak load management (a/k/a demand response) savings are the same as the targets that PSE proposed in Table 2-7 of its Clean Energy Implementation Plan ("CEIP")<sup>1</sup>, which is provided as Exh. JJJ-3. Attached as Attachment B to PSE's Response to TEP Data Request No. 009, please find the calculations supporting these targets that were provided in Appendix E-2 of the CEIP, which is provided in this case

<sup>1</sup> <https://www.utc.wa.gov/casedocket/2021/210795/docsets>

as Exh. JJJ-3, Appendices A-L. The targets for demand response are the year over year increase in demand response MW savings outlined in row 112 of the tab titled “2. Demand Response” within Attachment B. PSE is proposing a target for demand response of 23.7 MW by 2025, exclusive of critical peak pricing and time of use programs.

These targets were initially developed in PSE’s 2021 Integrated Resource Plan (“IRP”) process and reflect those demand response programs that were found to be cost-effective. The assumptions underlying the cost and potential MW savings from the demand response programs considered in the integrated resource planning process were outlined on pages 51-71 of the Cadmus Group’s Conservation Potential Assessment and Demand Response Assessment.<sup>2</sup>

### **Number of EV Chargers Used in Managed Load Programs or TOU Rates**

The targets for these metrics are discussed in the PSE’s Response to Public Counsel Data Request No. 141.

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<sup>2</sup> The Cadmus Group’s report can be accessed at:

[https://oohpseir.blob.core.windows.net/media/Default/Reports/2021/Final/Appendix/16.%20IRP21\\_AppE\\_033021\\_FileUpdate%20with%20report.pdf](https://oohpseir.blob.core.windows.net/media/Default/Reports/2021/Final/Appendix/16.%20IRP21_AppE_033021_FileUpdate%20with%20report.pdf).