

**BEFORE THE WASHINGTON
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

Complainant,

v.

PUGET SOUND ENERGY

Respondent.

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**

EXHIBIT ACC-10

Puget Sound Energy Response to Public Counsel Data Request No. 155
with Attachment A

July 28, 2022

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Dockets UE-220066 & UG-220067
Puget Sound Energy
2022 General Rate Case**

PUBLIC COUNSEL DATA REQUEST NO. 155:

**RE: Performance Measures and Incentive Mechanisms, Lowry Exh. MNL-1T at 23,
Table 2.**

Please update Table 2 (Proposed PSE Scorecard) in Exhibit MNL-1T for 2021 actual results.

Response:

Attached as Attachment A to Puget Sound Energy's Response to Public Counsel Data Request No. 155, please find the requested information.

ILLUSTRATIVE PBR SCORECARD								
Current SQI Metrics								
Category	Metric	2016 Actual	2017 Actual	2018 Actual	2019 Actual	2020 Actual	2021 Actual	2023 Target
Customer Satisfaction	Complaints per 1,000 Customers to the WUTC	0.18	0.2	0.16	0.16	0.1	0.1	Less than 0.4
	Customer Access Center Transactions Customer Satisfaction	93%	93%	94%	92%	94%	95%	At least 90%
	Field Service Operations Transactions Customer Satisfaction	95%	94%	95%	95%	96%	96%	At least 90%
Customer Service	Calls Answered by a Live Representative Within 60 Seconds of Request*	82%	82%	81%	81%	84%	82%	At least 80%
	Percent of Appointments Kept	100%	100%	100%	100%	99%	99%	At least 92%
Gas Safety	Average Gas Safety Response Time	31 minutes	32 minutes	30 minutes	32 minutes	32 minutes	32 minutes	No more than 55 minutes
Electric Safety	Average Electric Safety Response Time	55 minutes	55 minutes	52 minutes	54 minutes	51 minutes	65 minutes	No more than 55 minutes
Electric Reliability	SAIFI All Outages Current Year (SAIFI _{TOTAL})	1.70 interruptions	1.80 interruptions	1.52 interruptions	1.57 interruptions	1.70 interruptions	2.27 interruptions	No Target
	SAIFI Excluding IEEE-Defined Major Events Adjusted to Exclude Catastrophic Days (New SAIFI _{SQI-4})	1.00 interruptions	1.12 interruptions	0.99 interruptions	0.98 interruptions	1.04 interruptions	1.26 interruptions	1.2 interruptions
	SAIDI All Outages Current Year (SAIDI _{TOTAL})	391 minutes	477 minutes	434 minutes	550 minutes	414 minutes	849 minutes	No Target
	SAIDI Excluding IEEE-Defined Major Events Adjusted to Exclude Catastrophic Days (SAIDI _{SQI-3})	148 minutes	175 minutes	145 minutes	136 minutes	165 minutes	207 minutes	155 minutes
New SQI Metrics								
Metric	2016 Actual	2017 Actual	2018 Actual	2019 Actual	2020 Actual	2021 Actual	2023 Target	
SAIFI for HIC and VP, All Outages, Single Year	1.12	1.31	1.13	1.18	1.35	1.83	No Target	
SAIFI for HIC and VP Excluding IEEE-Defined Major Events (Adjusted to Exclude Catastrophic Days)	0.75	0.88	0.77	0.74	0.84	1.00	No Target	
SAIDI for HIC and VP, All Outages, Single Year	249	331	351	427	340	696	No Target	
SAIDI for HIC and VP Excluding IEEE-Defined Major Events (Adjusted to Exclude Catastrophic Days)	105	143	116	111	141	175	No Target	
Demand-Side Management								
Metric	2016 Actual	2017 Actual	2018 Actual	2019 Actual	2020 Actual	2021 Actual	2023 Target	
Peak Load Management Savings (MW)	N/A	N/A	N/A	N/A	N/A	N/A	5	
Peak Load Management Savings (MW) Attributable to Residential Customers	N/A	N/A	N/A	N/A	N/A	N/A	No Target	
Annual Energy Efficiency Savings - Electric (MWh)	314,526	318,316	299,918	237,925	221,001	169,810	239,026	
Annual Energy Efficiency Savings - Gas (Therms)	4,480,141	3,613,600	3,771,307	3,228,159	4,102,810	2,364,471	3,572,307	
Number of Customers Participating in Gas and Electric Energy Efficiency Programs (Including Low-Income Programs) Who are from Highly Impacted Communities and Vulnerable Populations	20,830	30,510	26,851	21,539	13,228	19,261	No Target	
Electric Vehicles								
Metric	2016 Actual	2017 Actual	2018 Actual	2019 Actual	2020 Actual	2021 Actual	2023 Target	
Number of Light-Duty Electric Vehicles in Service Territory	NA	NA	NA	NA	NA	NA	No Target	
Number of EV Chargers Used in Managed Load Programs or TOU Rates (Single-Family Residential)	NA	NA	NA	NA	NA	NA	5,000	
Number of EV Chargers Used in Managed Load Programs or TOU Rates (Fleet)	NA	NA	NA	NA	NA	NA	47	
Number of Public Charging Ports Serving HIC and VP	NA	NA	NA	NA	NA	NA	No Target	
Greenhouse Gas Emissions								
Metric	2016 Actual	2017 Actual	2018 Actual	2019 Actual	2020 Actual	2021 Actual	2023 Target	
CO2 Emissions from Company-Owned Electric Operations	6,515,902	6,217,840	6,080,674	7,406,110	4,793,992	NA	No Target	
Advanced Metering Infrastructure								
Metric	2016 Actual	2017 Actual	2018 Actual	2019 Actual	2020 Actual	2021 Actual	2023 Target	
AMI Bill Read Success Rate - Electric	NA	NA	NA	99.68%	99.76%	99.87%	No Target	
AMI Bill Read Success Rate - Gas	NA	NA	NA	99.40%	99.43%	99.38%	No Target	
Remote Switch Success Rate	NA	NA	NA	NA	99.41%	92.46%	No Target	
Reduced Energy Consumption from Voltage Reductions (kWh)	3,319,625	0	2,127,882	343,748	3,931,329	NA	6,000,000	
Additional Equity Metrics								
Metric	2016 Actual	2017 Actual	2018 Actual	2019 Actual	2020 Actual	2021 Actual	2023 Target	
Number of Low-Income Customers Receiving Bill Assistance (Gas and Electric)	34,770	34,422	31,200	27,889	26,239	24,055	No Target	
Share of Bill Assistance Customers who are in Highly Impacted Communities and Vulnerable Populations	68.9%	69.1%	69.6%	69.0%	68.7%	68.1%	No Target	

Values of "NA" indicate that historical data are not readily available. "No target" indicates that no target has been established for that metric in that year.