

**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-13**

Puget Sound Energy Response to Public Counsel Data Request No. 157

**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. 157:**

**RE: Performance Measures and Incentive Mechanisms, Koch Exh. CAK-1T at 49:8–18.**

Regarding the statements in Koch’s Exhibit CAK-1T, that PSE is not proposing to change any measures or benchmarks for current SQIs relating to Operations for:

- SQI-2 Number of complaints to the UTC per 1,000 customers per year.
- SQI-7 Time from customer call to arrival of field technicians in response to natural gas emergencies, average.
- SQI-8 Percent of customers satisfied with field services based on survey.
- SQI-10 Percent of service appointments kept.
- SQI-11 Time from customer call to arrival of field technicians in response to electric system emergencies, average.

Please:

- a) Explain why it is not appropriate as part of this proceeding to update the measures or benchmarks for the SQIs listed above.
- b) Provide the 2021 actual results for these SQIs.
- c) Describe what incentive payment, penalties, and dead bands apply to each SQI.
- d) Provide the actual payments received or penalties paid for actual results related to each SQI.

**Response:**

Puget Sound Energy (“PSE”) provides the following response to Public Counsel Data Request No. 157.

- a) Over the past five years, PSE has met all the Service Quality Indices (“SQI”), mentioned in the request except for the recent 2021 experience with SQI-11. Please see PSE’s Response to Public Counsel Data Request No. 118. PSE believes the current targets are appropriate recognizing that the Commission will be developing a policy statement in March 2023 which includes performance measures, as discussed in the Prefiled Direct Testimony of Mark N. Lowry, Exh MNL-1T, page 17, and it would be premature to develop targets without insights from this policy.

- b) Please see Attachment A to PSE's Response to Public Counsel Data Request No. 118 for the requested information.
  
- c) PSE currently does not have any incentive mechanisms with any SQIs. Please see Attachment B to PSE's Response to Public Counsel Data Request No. 118 for a summary which contains the requested information for PSE's existing SQIs.
  
- d) PSE currently does not have any incentive mechanisms with any SQI. Please see Attachment B to PSE's Response to Public Counsel Data Request No. 118 for a summary which contains the requested information for PSE's existing SQIs.