

**BEFORE THE WASHINGTON
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

Complainant,

v.

PUGET SOUND ENERGY

Respondent.

DOCKET NOS. UE-190529 and UG-190530 (*Consolidated*)

SUSAN M. BALDWIN ON BEHALF OF PUBLIC COUNSEL UNIT

EXHIBIT SMB-19

Puget Sound Energy Response to Public Counsel Data Request Nos. 144, Attachment A

November 22, 2019

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Dockets UE-190529 & UG-190530
Puget Sound Energy
2019 General Rate Case**

PUBLIC COUNSEL DATA REQUEST NO. 144:

Re: Response Time for Gas Emergencies and Power Outages; Direct Testimony of Booga K. Gilbertson, Exh. BKG-1T at 8:8-13.

Reference Ms. Gilbertson's testimony, which states (footnotes omitted):

For example, PSE has maintained a response time of 30 minutes or less for natural gas emergencies, which is within the Service Quality Index ("SQI") threshold of 55 minutes. PSE continues to be highly responsive to power outages and electric system emergencies; in 2018 the average time from customer call to arrival of field technician was 51 minutes, which is also within the SQI threshold of 55 minutes.

- a) Please provide in Excel-compatible format, the Company's performance for each of the past five years relative to each SQI threshold.
- b) Does the Company track its response to gas emergencies, power outages, and electric system emergencies in smaller geographically units than its entire Washington service territory (e.g., by district, operating unit, region, or some other area)? If so, please provide this data for the most recent 12 months.
- c) For the most recent 12 months for which data are available, how many natural gas emergency responses were there and of those, how many exceeded 55 minutes?
- d) For the most recent 12 months for which data are available, how many responses to power outages and electric system emergencies were there and of those, how many exceeded 55 minutes?

Response:

Puget Sound Energy ("PSE") provides the following response to Public Council Data Request No. 144:

- a) Attached as Attachment A to PSE's Response to Public Counsel Data Request No. 144 is a MS Excel spreadsheet listing PSE's performance for each of the past five years relative to each Service Quality Index ("SQI") threshold.

- b) Yes. PSE tracks its response to gas emergencies, power outages and electric system emergencies by region for internal analysis purposes. Please see Attachment B to PSE's Response to Public Counsel Data Request No. 144, which includes the most recent 12 months of data for gas emergency response information and consists of the incidents that would be included in the performance calculation of PSE's SQI No. 7, Gas Safety Response Time. Please see Attachment C to PSE's Response to Public Counsel Data Request No. 144, which includes the most recent 12 months of information for electric power outages and emergency response information and consists of the incidents that would be included in the performance calculation of PSE's SQI No. 11, Electric Safety Response Time.
- c) For the most recent 12 months for which data is available and preliminary, which includes September 2018 through August 2019, there were 22,849 natural gas emergency responses that would be included in PSE's SQI No. 7, Gas Safety Response Time performance calculation, and of those, 1,441 exceeded 55 minutes.
- d) For the most recent 12 months for which data is available and preliminary, which includes September 2018 through August 2019, there were 7,101 responses to power outages and electric system emergencies that would be included in the SQI No. 11, Electric Safety Response Time performance calculation, and of those, 2,473 exceeded 55 minutes.

ATTACHMENT A to PSE's Response to PUBLIC COUNSEL Data Request No. 144

1997-2009 SQI 2014-2018 Performance Summary

Performance not meeting its annual benchmark is highlighted in ROSE

Service Quality Index (SQI)			1/2014 - 12/2014		1/2015 - 12/2015		1/2016 - 12/2016		1/2017 - 12/2017		1/2018 - 12/2018	
SQI No.	SQI Name	Description	Benchmark	Result	Benchmark	Result	Benchmark	Result	Benchmark	Result	Benchmark	Result
2	Washington Utilities and Transportation Commission ("WUTC") Complaint Ratio	No. of WUTC Complaints per 1,000 Customers	0.40	0.21	0.40	0.23	0.40	0.18	0.40	0.20	0.40	0.16
3	SAIDI (System Average Interruption Duration Index)	Average minutes per customer per year based upon all outage events (2014-2015) / non-Major-Event outages (2016-current)	320	312	320	366	155	148	155	175	155	145
4	SAIFI (System Average Interruption Frequency Index)	Average No. of interruptions per year per customer based upon non-Major-Event outages	1.30	1.05	1.30	1.11	1.30	1.06	1.30	1.20	1.30	1.02
5	Telephone Center Answering Performance	Percent of calls answered within 30 seconds (2014-2017) / 60 seconds (2018-current) of request to speak with live operator	75%	76%	75%	70%	75%	77%	75%	78%	80%	81%
6	Telephone Center Transactions Customer Satisfaction	Percent of customers satisfied (rating of 5 or higher on 7 point scale)	90%	93%	90%	94%	90%	93%	90%	93%	90%	94%
7	Gas Safety Response Time	Average minutes from customer call to arrival of field technician	55	31	55	29	55	31	55	32	55	30
8	Field Service Operations Transactions Customer Satisfaction	Percent of customers satisfied (rating of 5 or higher on 7 point scale)	90%	96%	90%	96%	90%	95%	90%	94%	90%	95%
10	Kept Appointments	Percent of appointments kept	92%	100%	92%	100%	92%	100%	92%	100%	92%	100%
11	Electric Safety Response Time	Average minutes from customer call to arrival of field technician	55	53	55	54	55	55	55	55	55	52