

**EXH. GJZ-4
DOCKETS UE-170033/UG-170034
2017 PSE GENERAL RATE CASE
WITNESS: GREG J. ZELLER**

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY,

Respondent.

**Docket UE-170033
Docket UG-170034**

**FIRST EXHIBIT (NONCONFIDENTIAL) TO THE
PREFILED REBUTTAL TESTIMONY OF**

GREG J. ZELLER

ON BEHALF OF PUGET SOUND ENERGY

AUGUST 9, 2017

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

Dockets UE-170033 and UG-170034 (*Consolidated*)

WUTC v. Puget Sound Energy

**RESPONSE OF PUBLIC COUNSEL TO PUGET SOUND ENERGY
DATA REQUEST NO. 7**

Request No: 7
Directed to: Barbara Alexander
Date Received: July 7, 2017
Date Produced: July 14, 2017
Prepared by: Barbara Alexander
Witnesses: Barbara Alexander

DATA REQUEST NO. 7:

On page four, lines 14-17, of the Direct Testimony of Barbara R. Alexander, Exh. BRA-1T, Ms. Alexander states PSE has not met the required standard of answering 75 percent of customer calls within 30 seconds “in several years.” Please explain Ms. Alexander’s opinion regarding which years, since 1997, constitute “several.”

RESPONSE:

The years in which PSE failed to meet the standard constitute “several years” in that this occurred on more than one occasion since 1997. See Table 2 on page nine of Exhibit No. BRA-1T.