

**EXH. GJZ-5
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**

**SECOND 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. 9**

Request No: 9
Directed to: Barbara Alexander
Date Received: July 7, 2017
Date Produced: July 14, 2017
Prepared by: Barbara Alexander
Witnesses: Barbara Alexander

DATA REQUEST NO. 9:

On page 18, lines 9-10, of the Direct Testimony of Barbara R. Alexander, Exh. BRA-1T, please provide the source for Ms. Alexander's claim that PSE eliminates calls abandoned after 30 seconds from the SQI 5 calculation.

RESPONSE:

PSE's Response to Public Counsel Data Request No. 22, Attachment A, is responsive to this request. Specifically, it states: "Excluding customer calls abandoned within 30 seconds of waiting for an operator. The change was agreed to by WUTC staff and Public Counsel via their e-mails to PSE on April 1, 2010."