

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**Dockets UE-170033 and UG-170034  
Puget Sound Energy  
2017 General Rate Case**

**THE ENERGY PROJECT DATA REQUEST NO. 001**

**THE ENERGY PROJECT DATA REQUEST NO. 001:**

**Re: Direct Testimony of Greg J. Zeller, Exhibit No. GJZ-1TP.**

Please provide the information requested below for the following types of PSE customer calls:

1. Customer concerns/inquiries regarding residential services deposit requirements;
2. Customer concerns/inquiries regarding refusal of service, including prior obligation issues;
3. Customer concerns/inquiries regarding disconnection of service;
4. Customer concerns/inquiries regarding medical emergencies;
5. Customer concerns/inquiries regarding reconnecting service after disconnection;
6. Customer concerns/inquiries regarding payment arrangements;
7. Customer concerns/inquiries regarding the winter low-income payment program;
8. Customer concerns/inquiries regarding bill assistance, including HELP or LIHEAP; and
9. Customer concerns/inquiries regarding low-income weatherization programs.

**Information Requested:**

- a. Please state whether PSE's Integrated Voice Response (IVR) System can independently handle the type of call.
- b. Please state whether the IVR system is currently used in whole or in part for the type of calls.
- c. For each type of call handled in whole or in part by the IVR system, please provide a detailed description of how the call is processed by the system, including any scripts, manuals, including any information used internally, or provided to the customer during the call.
- d. Please state with specificity at what point during any call involving IVR listed in a prior response the customer is provided the opportunity to speak to a live customer representative.
- e. Please state the number of calls received by PSE for each of the types listed.

- f. Please provide a breakdown for each call type of the number of calls handled by a live customer representative and the number handled by the IVR system.
- g. For each of the call types, please state PSE's plans for future use of the IVR system and/or for live customer service representatives to handle customer calls. Please provide any business plans, studies, analysis, or any other documents describing or discussing PSE's plans.

**Response:**

- a. From the list of calls provided in The Energy Project Data Request No. 001, Puget Sound Energy's ("PSE") Integrated Voice Response ("IVR") system can independently handle the payment arrangement call type. All other call types listed in The Energy Project Data Request No. 001 are routed through the IVR to be handled by PSE customer representatives. The type of IVR self-service transactions are discussed in Section IV. "Evolving Channels of Communications" of the Prefiled Direct Testimony of Greg J. Zeller, Exhibit No. \_\_\_(GJZ-1T).
- b. The IVR system is currently used, in part, for the payment arrangement call type. All other call types listed in The Energy Project Data Request No. 001 are routed through the IVR to be handled by PSE customer representatives.
- c. Please see page 18 of Attachment A to PSE's Response to the Energy Project Data Request No. 001 for the call flow document containing information on how the payment arrangement call type is handled.
- d. A customer utilizing the payment arrangement option through the IVR can choose to be transferred to a PSE customer representative at any point in the call.
- e. The number of calls received by PSE for Payment Arrangements is as follows:

<b>Payment Arrangement Calls</b>		
<b>Year</b>	<b>2015</b>	<b>2016</b>
<b>Total Calls</b>	265,282	228,470

For all other call types identified in The Energy Project Data Request No. 001, PSE does not keep detailed data.

- f. The breakdown for the payment arrangement call type of the number of calls handled by a live PSE customer representative and the number handled by the IVR system is as follows:

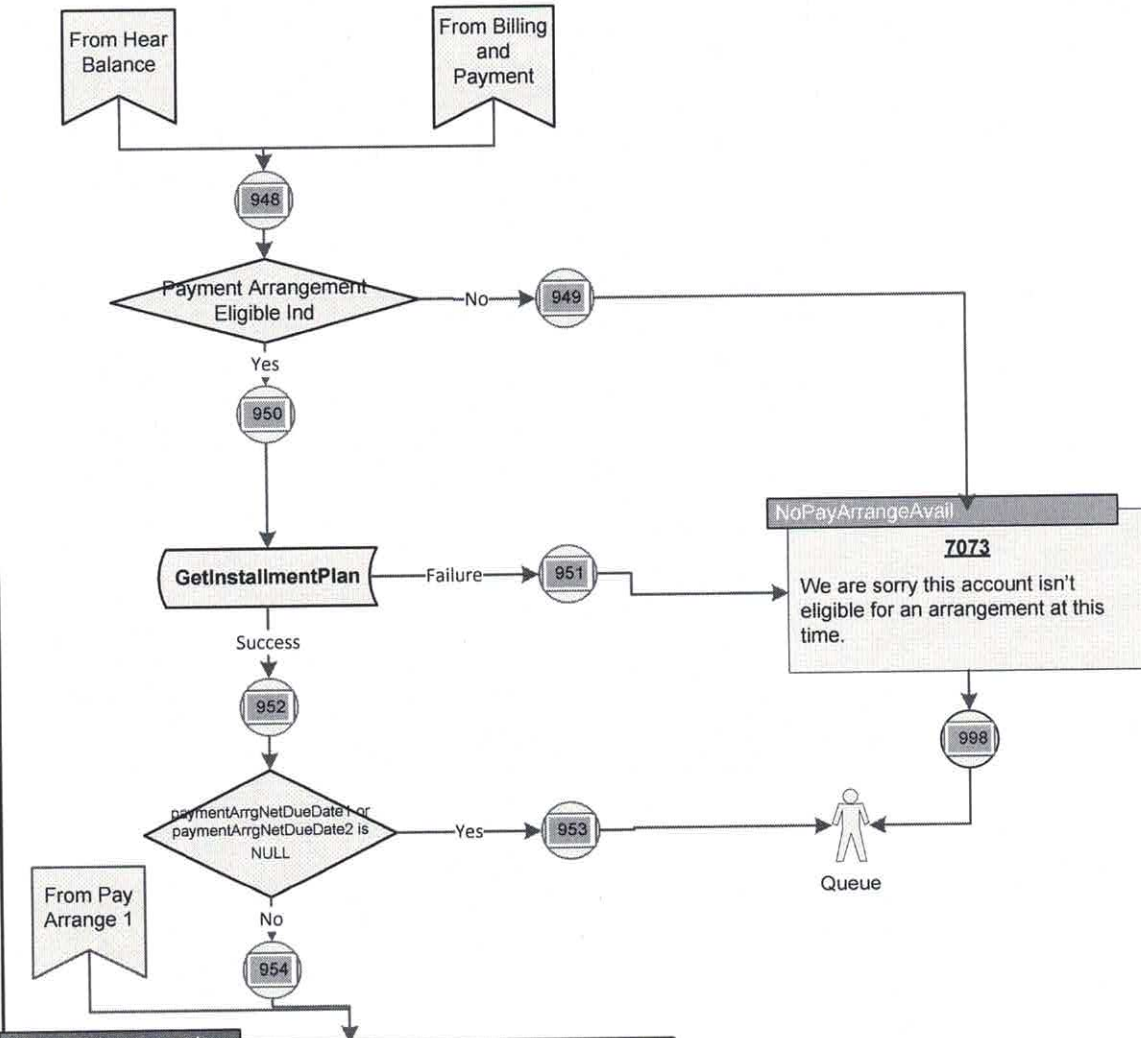
<b>Payment Arrangement Calls</b>		
<b>Year</b>	<b>2015</b>	<b>2016</b>
<b>IVR Handled</b>	61,667	56,122
<b>Customer Representative Handled</b>	203,615	172,348
<b>Total Calls</b>	265,282	228,470

For all other call types identified in The Energy Project Data Request No. 001, PSE does not keep detailed data.

- g. PSE does not have specific detailed plans available for the type of calls identified in The Energy Project Data Request No. 001. Reference the Prefiled Direct Testimony of David E. Mills, Exhibit No. \_\_\_\_ (DEM-1T), in the section titled "PSE Has Begun Implementation of the 'Get to Zero' Initiative Designed to Anticipate Customer Needs and Provide Solutions to Address Those Needs," for more information on the objectives and scope of the Get to Zero program.

**ATTACHMENT A to PSE's Response to  
THE ENERGY PROJECT Data Request  
No. 001**

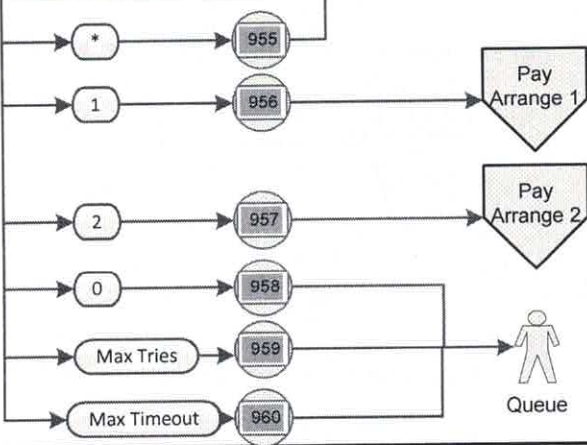
# Payment Arrangements



**Payment Arrangements**

**7070** To extend the due date of your total balance by 10 business days, press, one. To pay half of your total balance within 5 business days and the remaining amount on or before  press, two.

**7071** To speak to an agent, press zero



Application: PSE Main

Customer: Puget Sound Energy

Engineer: Santhosh Avunuri

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