

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. 003

THE ENERGY PROJECT DATA REQUEST NO. 003:

In response to Energy Project Data Request 1 (b), PSE stated: "The Integrated Voice Response 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." In response to Energy Project Data Request No. 1 (c), PSE provided as Attachment A a call flow document describing how payment arrangement calls are handled.

- a. Please provide a call flow document for each of the other types of calls listed in Energy Project Data Request No. 1 describing how that type of call is handled.
- b. Please describe with specificity how and at what point in the call a customer with one of these call types is routed to a PSE customer representative.

Response:

- a. The Integrated Voice Response ("IVR") is attributed with a simple design to deliver discernible options specifically for the core call types that make up the majority of PSE's incoming calls. There are not specific call flows for the call types requested in The Energy Project Data Request No. 001, except for Payment Arrangements, which was previously provided. Please see Attachment A to PSE's Response to The Energy Project Data Request No. 003, which contains PSE's IVR technical document for the IVR call flow information.
- b. Please see Attachment B to PSE's Response to The Energy Project Data Request No. 003, IVR Exit State, which outlines at which points a customer is routed to a PSE customer service representative.

**ATTACHMENT A to PSE's Response to
THE ENERGY PROJECT
Data Request No. 003**

Legend	LocationCode
	750

Environment	Type	Number
Prod	PSE	888-225-5773
Test	PSE Main	425-424-6812
Test	CCS	425-424-6813
Test	Leased	425-424-6814
Test	Energy Advisors	425-424-6815

Get CTI info from ICM

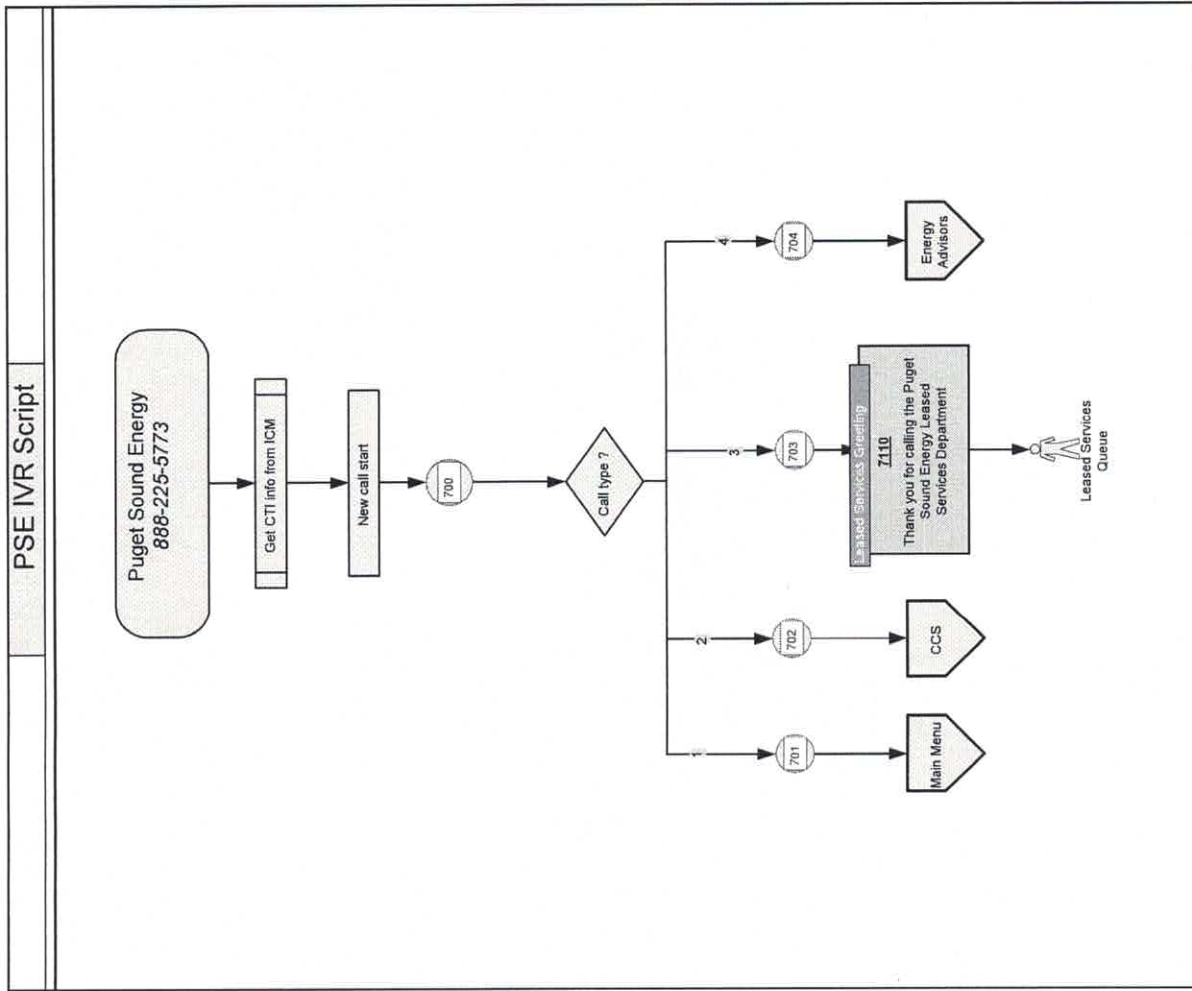
```

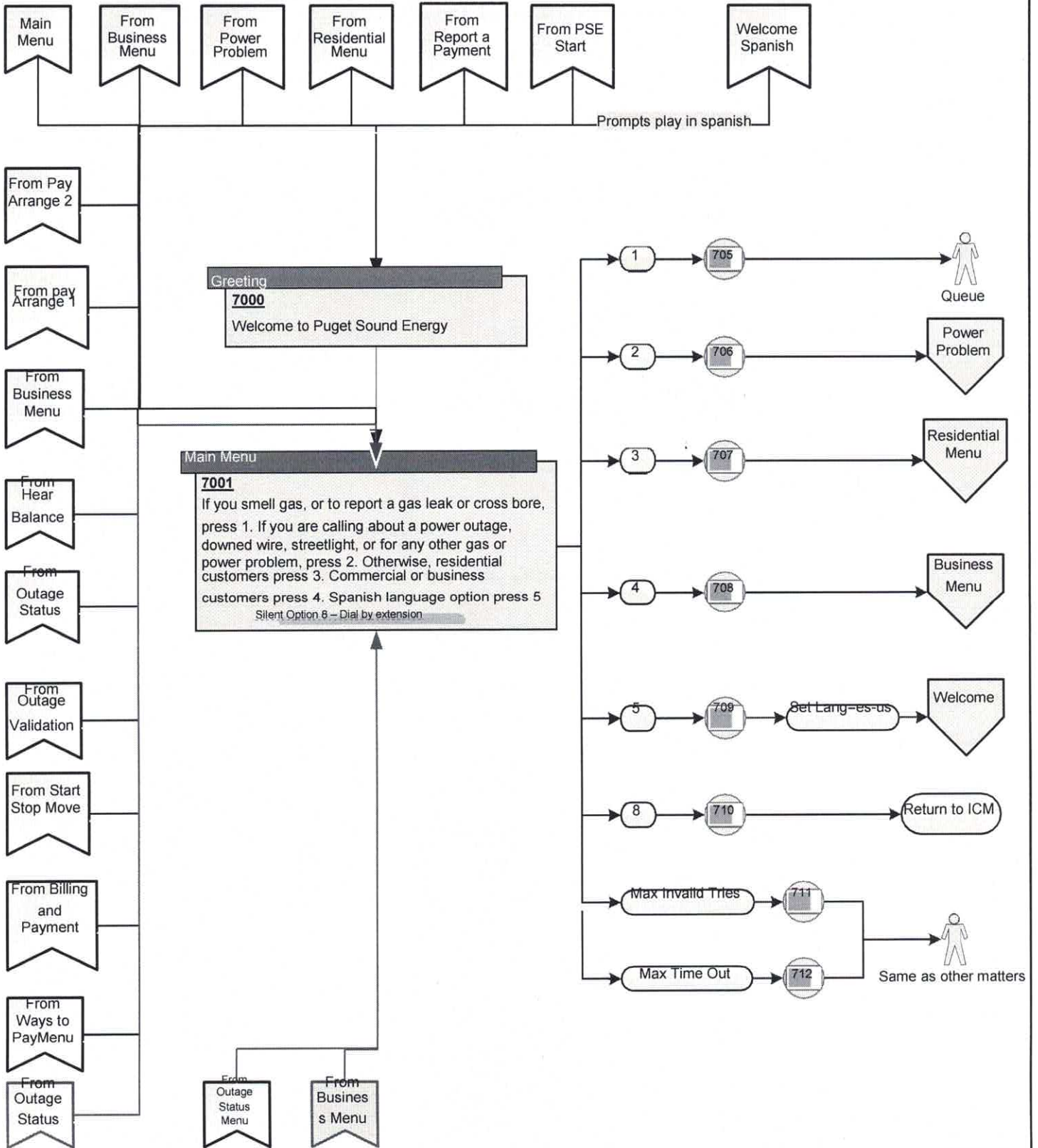
input from ICM routing script (ECC variables) to VXML Server
user.microapp.media_server="http://media-server/Audio"
user.microapp.locale="en-us"
user.microapp.app_media_lib="."
user.microapp.UseVXMLParams="N"
user.microapp.ToExVXML[0]="application=psemain"
user.microapp.ToExVXML[1]="concatenate('callID=', Call.user.media.id)"
user.microapp.ToExVXML[2]="concatenate('ani=', Call.CallingLineID, '&dnis=', Call.DialedNumberString)"
user.microapp.ToExVXML[3]="concatenate('calltype=', <call_type>, '&ccs=', <ccs>, '&ea=', <ea>, '&ls=', <ls>)"
    
```

calltype from ToExVXML

Set loccode for each call Type

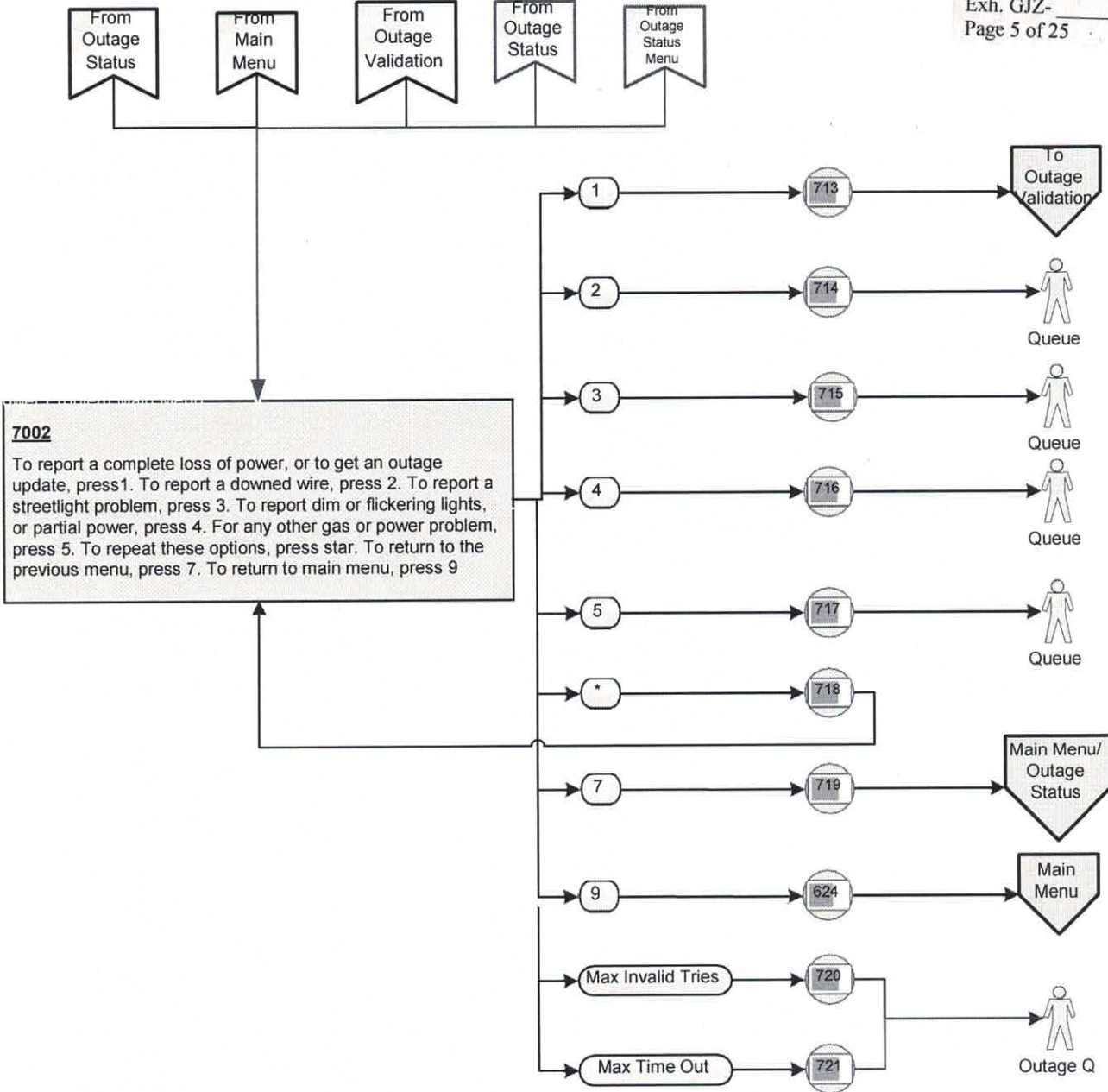
Call Type Value	Call Type	Location Code
1	Standard	701
2	CCS	702
3	Leased	703
4	Advisor	704





Power Problem

Dockets UE-170033/UG-170034
 Exh. GJZ-
 Page 5 of 25



Application: PSE Main

Customer: Puget Sound Energy

Engineer: Santhosh Avunuri

Page: 3 of 20

10/07/2016

Version 7.12h

Residential Menu

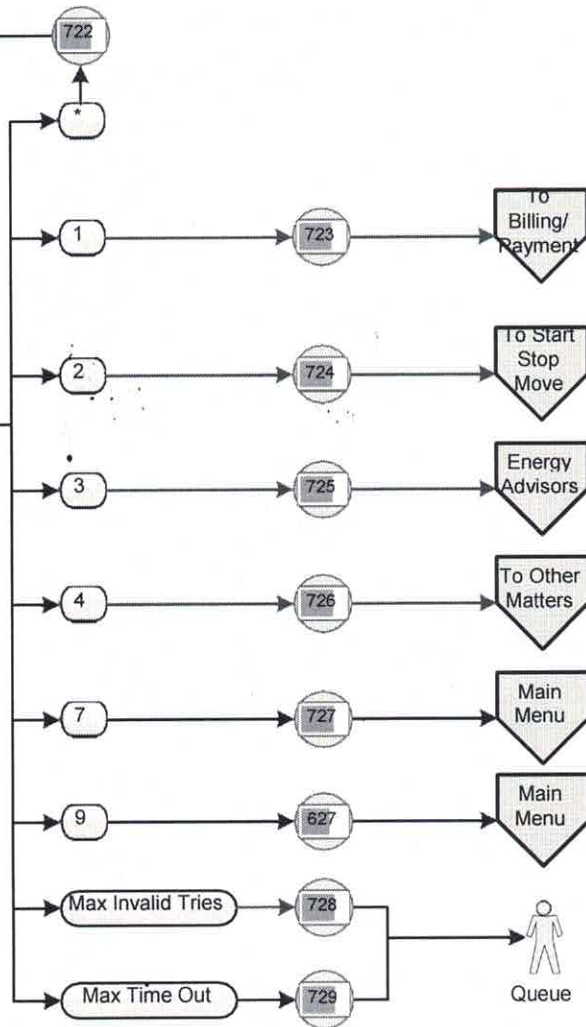
Dockets UE-170033/UG-170034
Exh. GJZ- _____
Page 6 of 25

From
Main
Menu

Residential Main Menu

7034

For billing and payment matters, press 1. To start, stop, or move service, or for new construction, press 2. For our energy efficiency products, services, and incentives, press 3. For Web help, or for all other matters, press 4. To repeat these options, press *. To return to the previous menu, press 7. To return to the main menu, press 9



Application: PSE Main

Customer: Puget Sound Energy

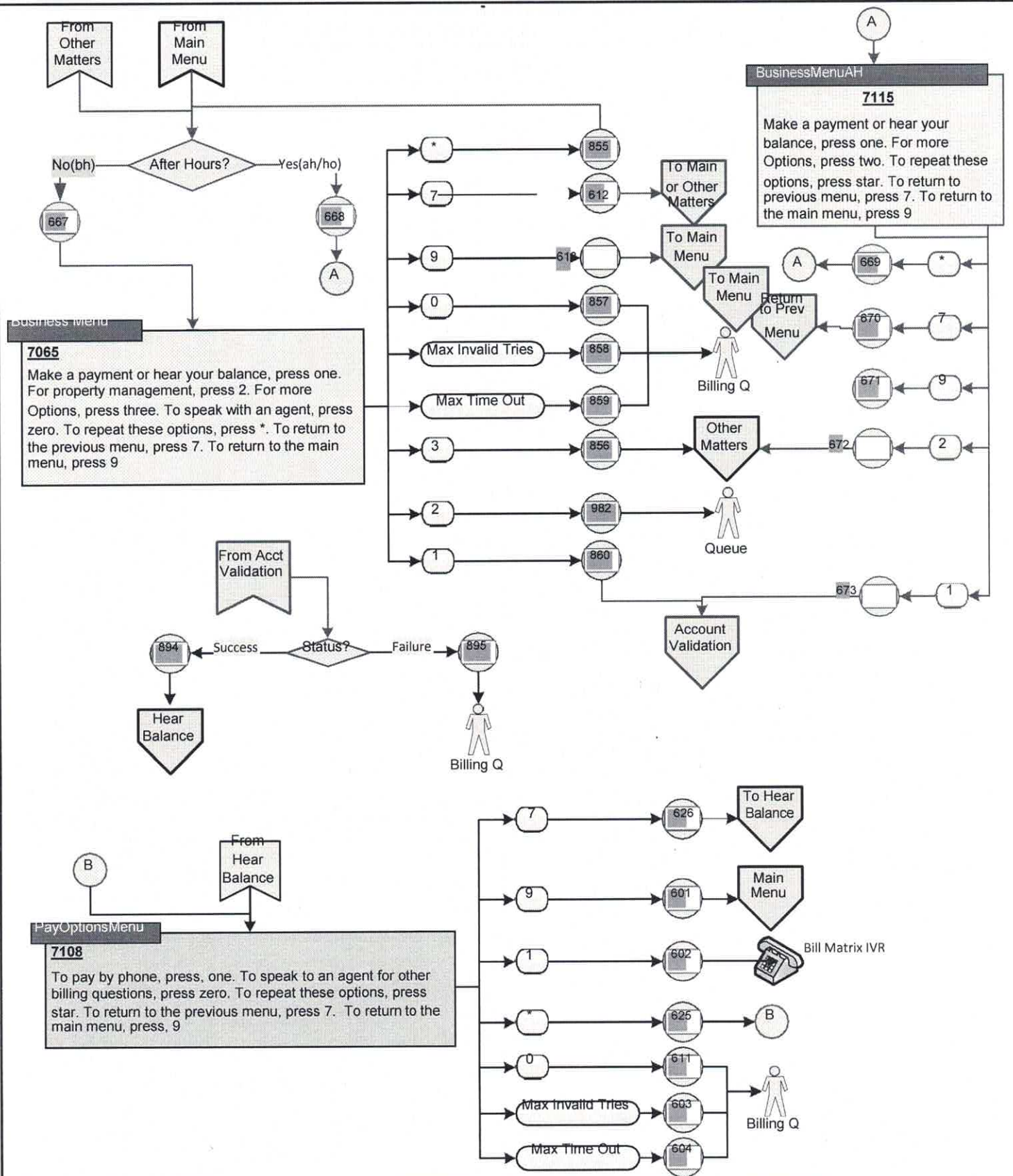
Engineer: Santhosh Avunuri

Page: 4 of 20

10/07/2016

Version 7.12h

Business Menu



7065
 Make a payment or hear your balance, press one. For property management, press 2. For more Options, press three. To speak with an agent, press zero. To repeat these options, press *. To return to the previous menu, press 7. To return to the main menu, press 9

BusinessMenuAH
7115
 Make a payment or hear your balance, press one. For more Options, press two. To repeat these options, press star. To return to previous menu, press 7. To return to the main menu, press 9

PayOptionsMenu
7108
 To pay by phone, press, one. To speak to an agent for other billing questions, press zero. To repeat these options, press star. To return to the previous menu, press 7. To return to the main menu, press, 9



Application: PSE Main

Customer: Puget Sound Energy

Engineer: Santhosh Avunuri

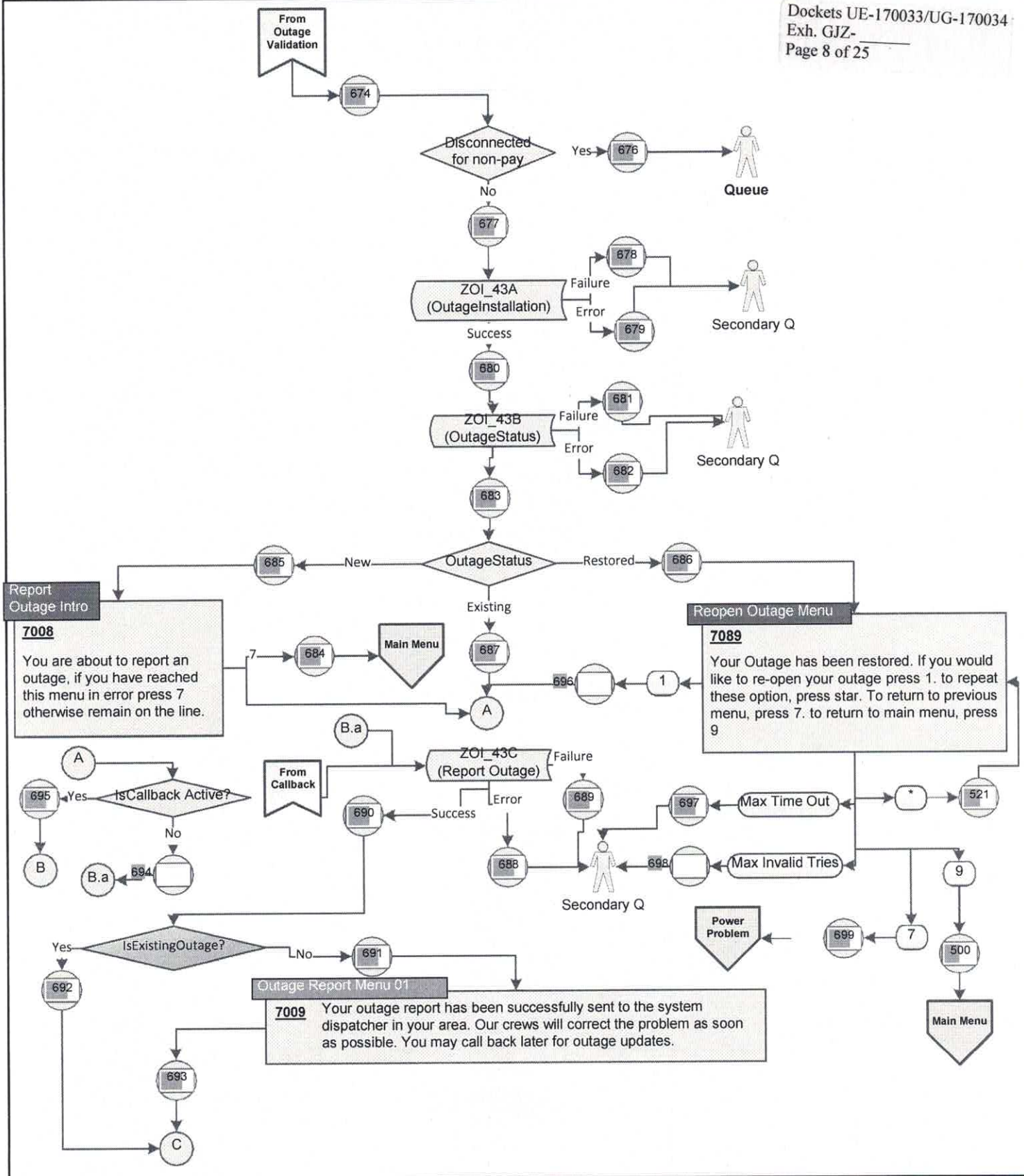
Page: 5 of 20

10/07/2016

Version 7.12h

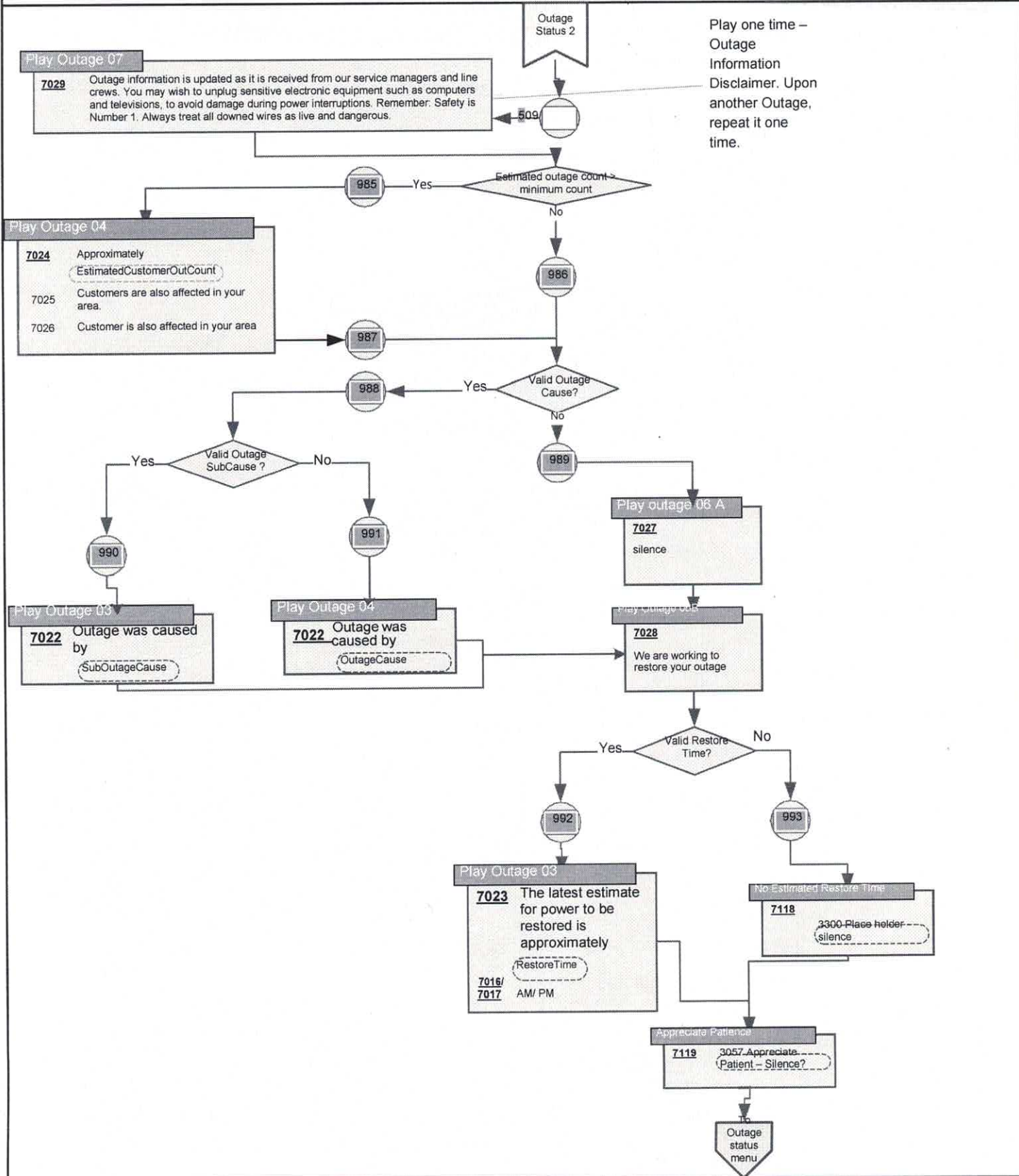
Outage Status

Dockets UE-170033/UG-170034
Exh. GJZ-
Page 8 of 25



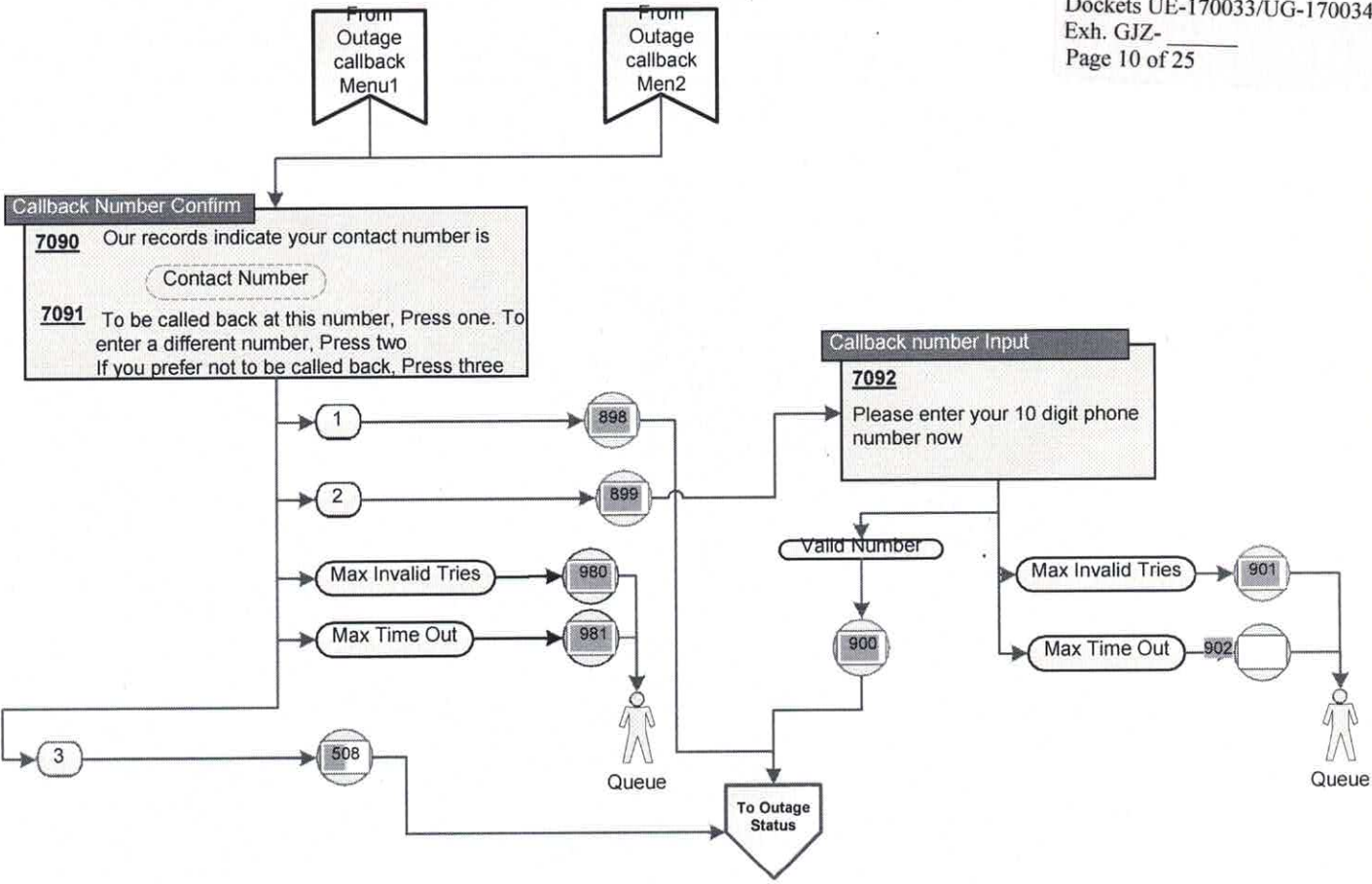
Outage Status 2

Play one time –
 Outage
 Information
 Disclaimer. Upon
 another Outage,
 repeat it one
 time.



Callback

Dockets UE-170033/UG-170034
Exh. GJZ-_____
Page 10 of 25



Application: PSE Main

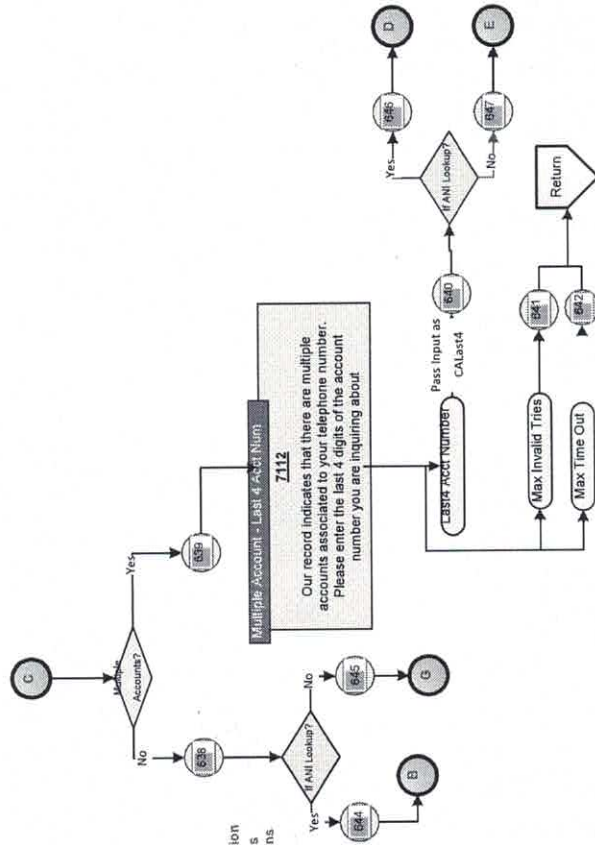
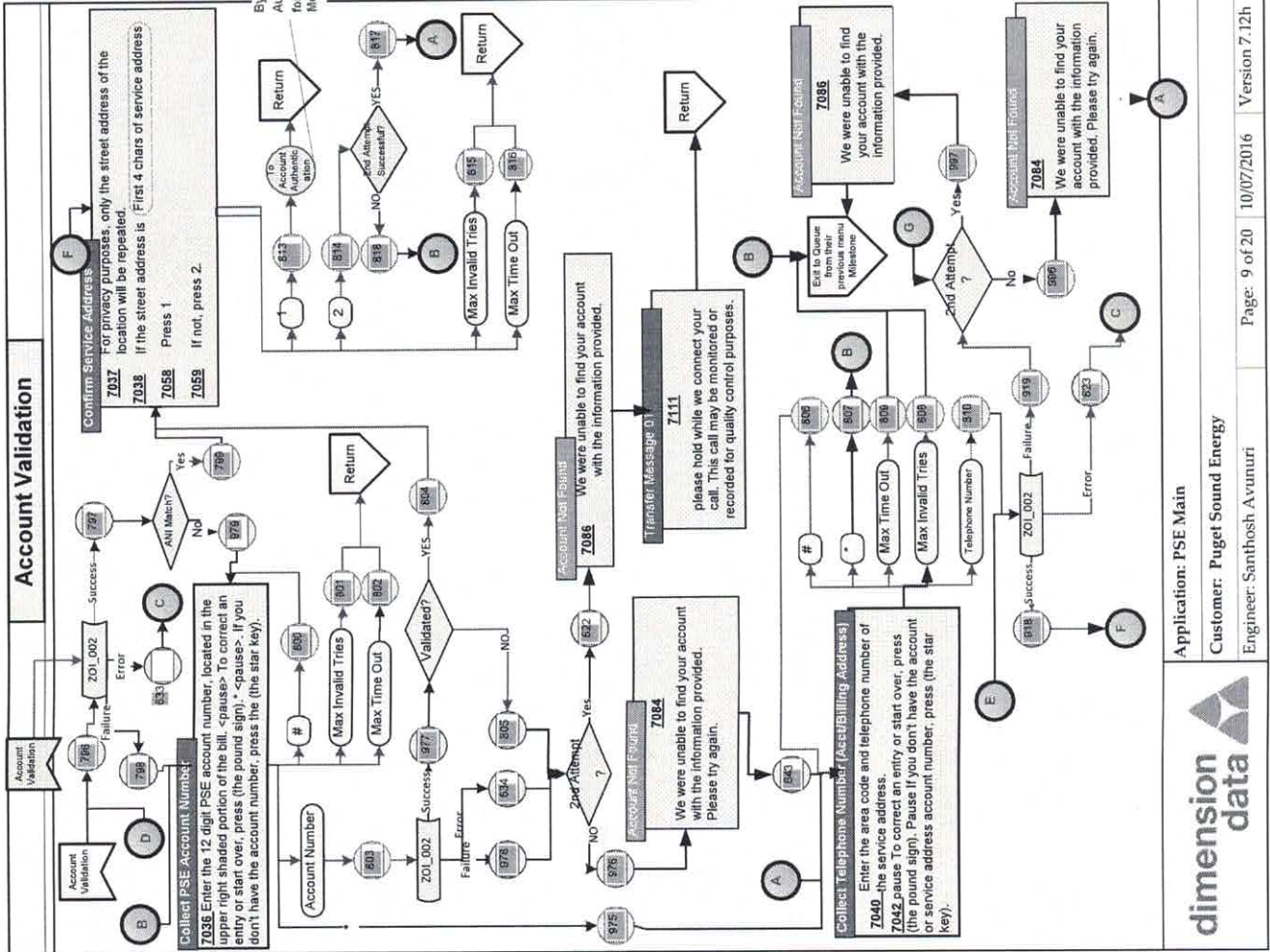
Customer: Puget Sound Energy

Engineer: Santhosh Avunuri

Page: 8 of 20

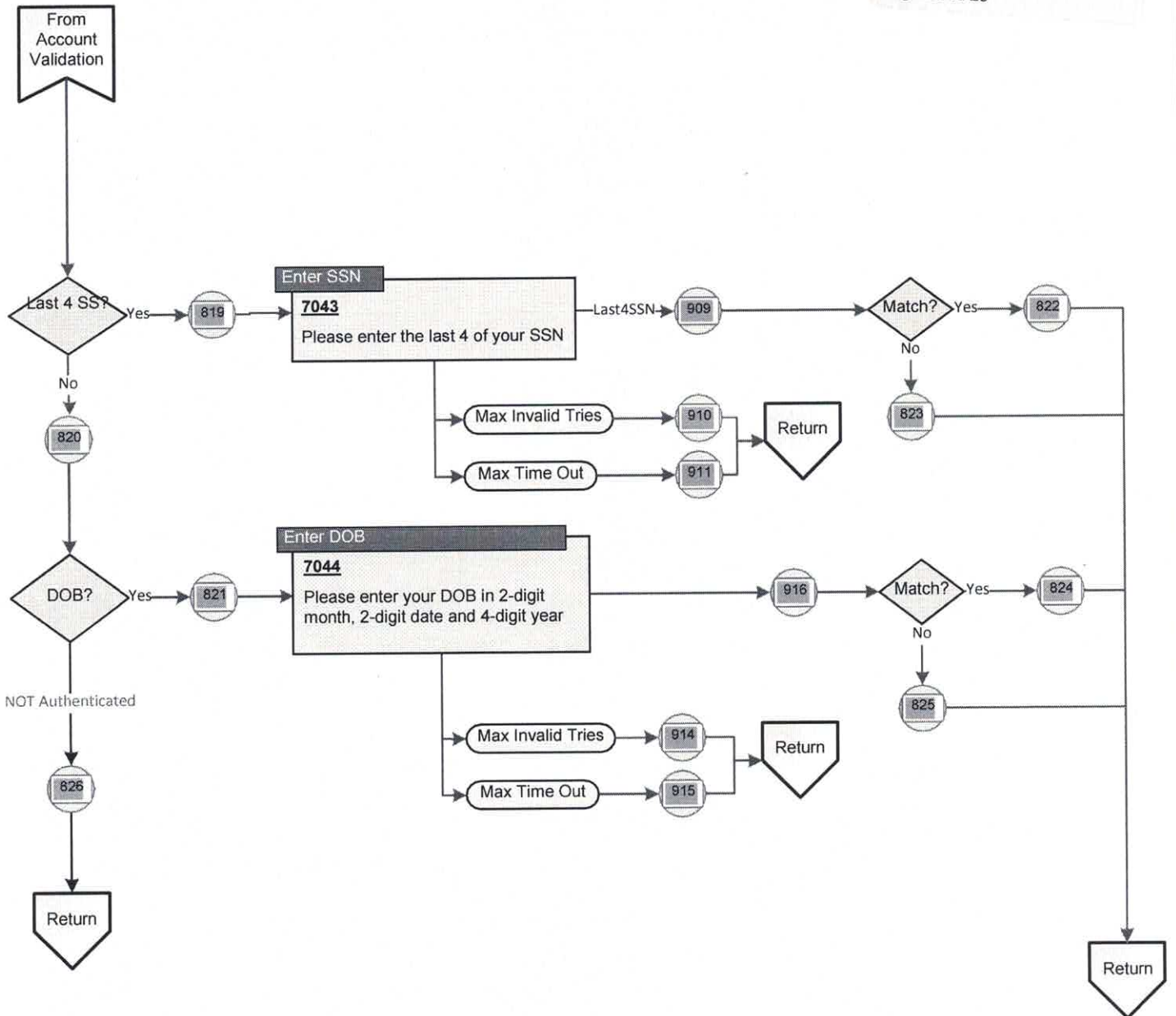
10/07/2016

Version 7.12h



Account Authentication

Dockets UE-170033/UG-170034
 Exh. GJZ-
 Page 12 of 25



Application: PSE Main

Customer: Puget Sound Energy

Engineer: Santhosh Avunuri

Page: 10 of 20

10/07/2016

Version 7.12h

Start Stop Move

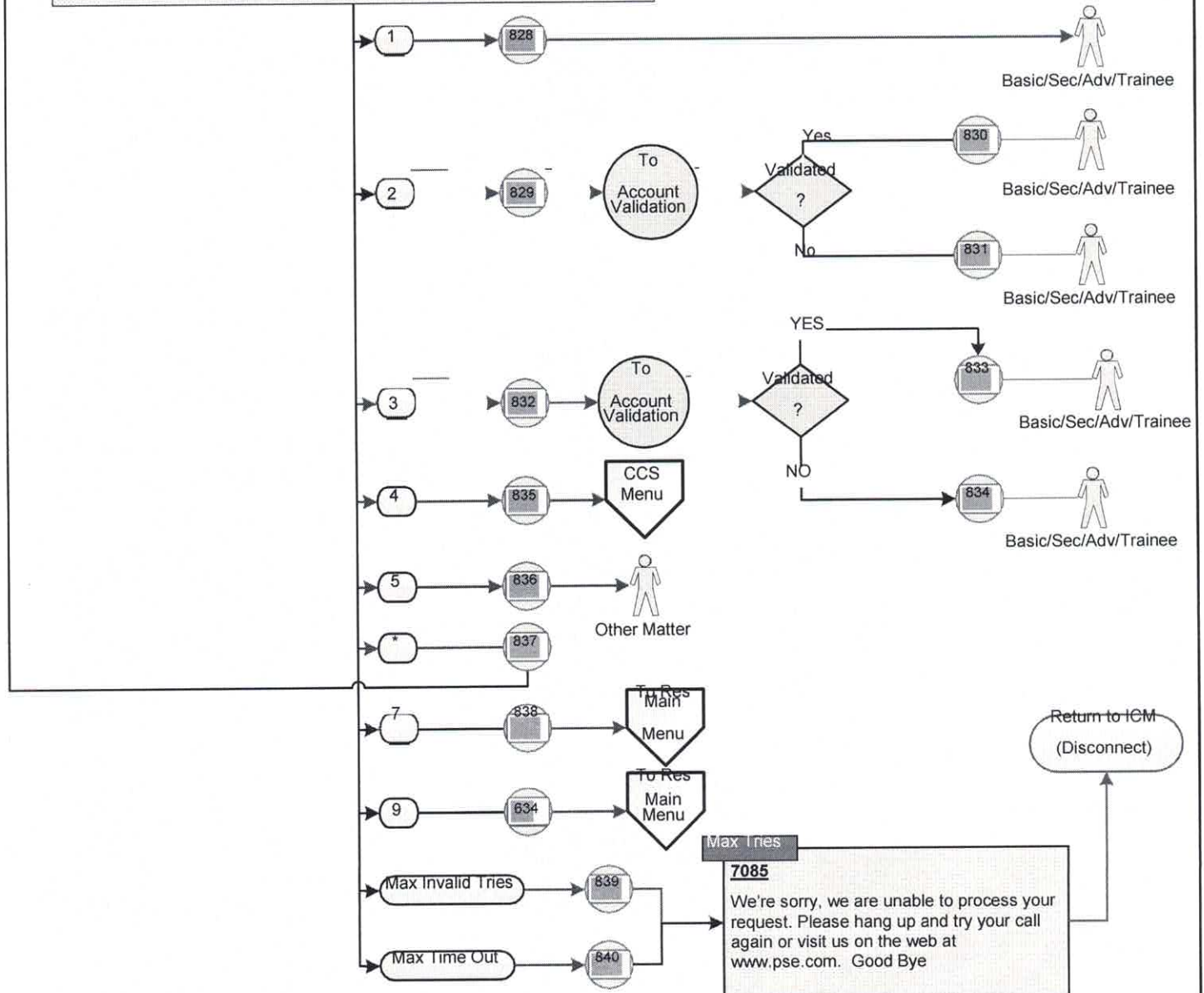
Dockets UE-170033/UG-170034
 Exh. GJZ-
 Page 13 of 25

From Residential Menu

Start, Stop, Move, Menu.

7045

To start new service, press 1. To stop or discontinue service, press 2. To move existing service to a new address, press 3. For new construction, press 4. For all other service requests, press 5. To repeat these options, press *. <slight pause>. To return to the previous menu, press 7. to return to main menu, press 9



Application: PSE Main

Customer: Puget Sound Energy

Engineer: Santhosh Avunuri

Page: 11 of 20

10/07/2016

Version 7.12h

Other Matters

Dockets UE-170033/UG-170034
Exh. GJZ-_____
Page 14 of 25

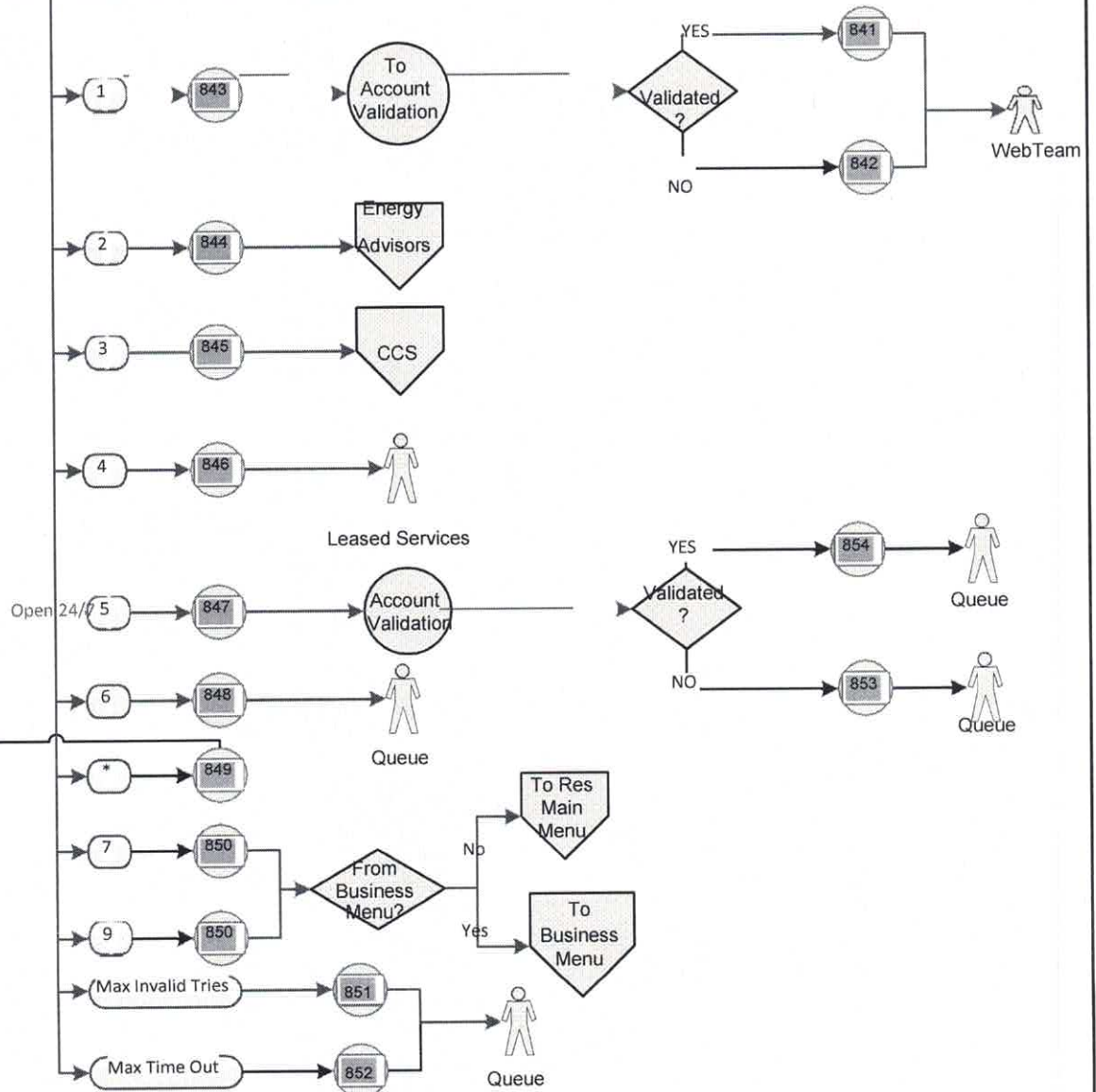
From Business Menu

From Residential Menu

All Other Matters Menu.

7047

For Web site help, press 1. For energy-efficiency products, services, and programs, press 2. For installation of new gas or electric service, press 3. For leased equipment, press 4. For service or repair of gas appliances, press 5. To speak with an agent, press 6. To repeat these options, press *. slight pause To return to the previous menu, press 7. To return to main menu, press 9



Application: PSE Main

Customer: Puget Sound Energy

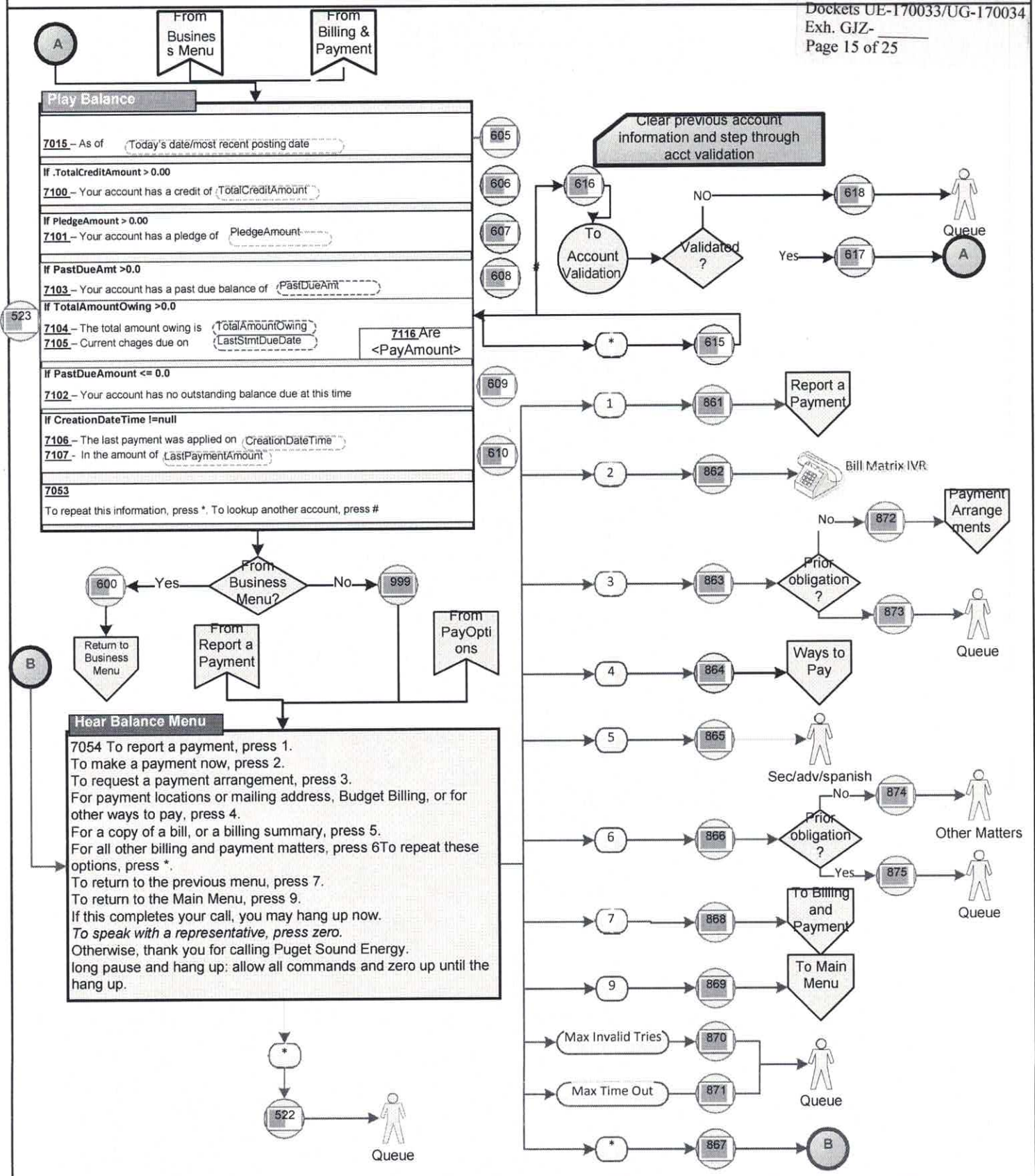
Engineer: Santhosh Avunuri

Page: 12 of 20

10/07/2016

Version 7.12h

Hear Balance



Application: PSE Main

Customer: Puget Sound Energy

Engineer: Santhosh Avunuri

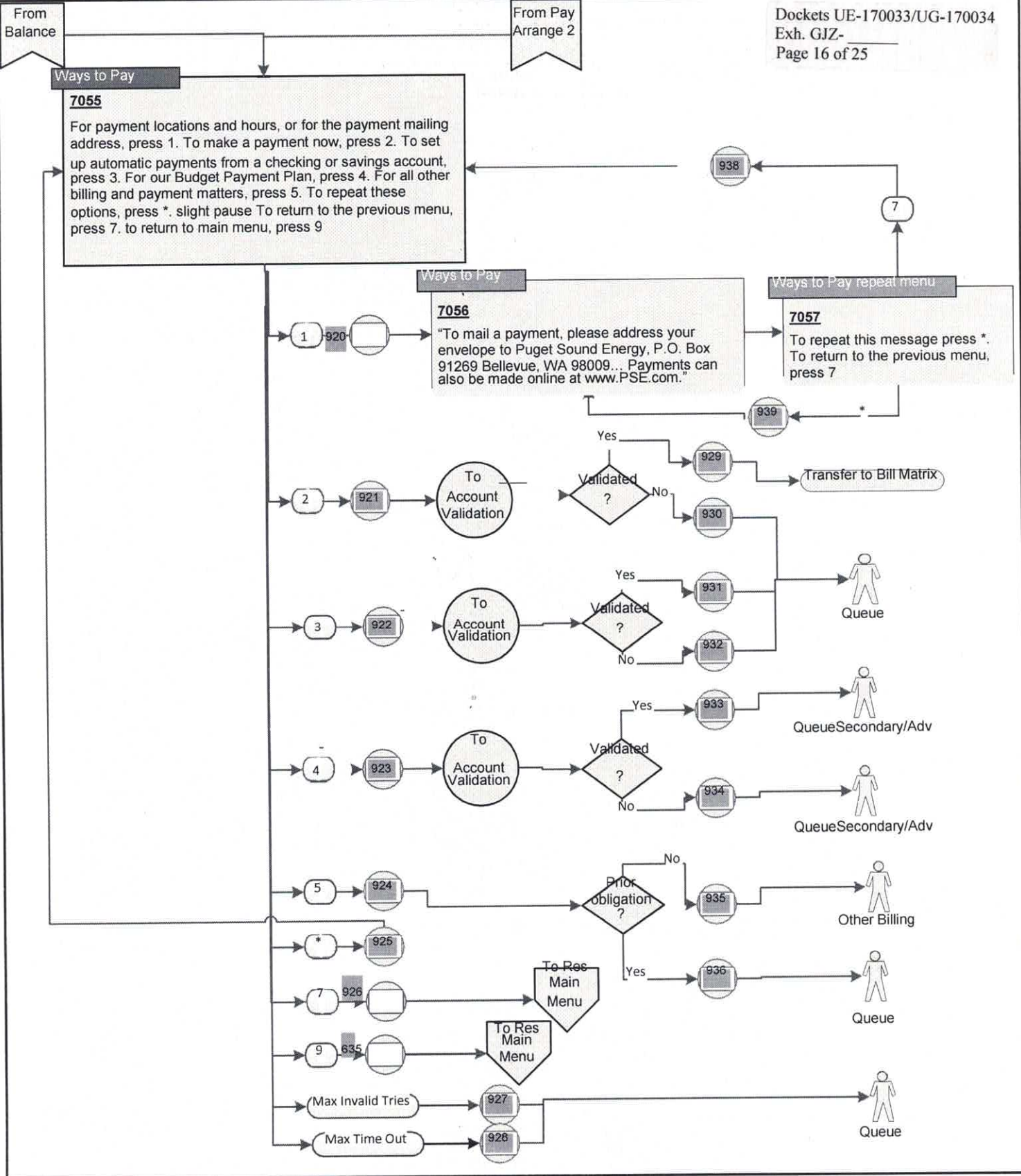
Page: 13 of 20

10/07/2016

Version 7.12h

Ways To Pay

Dockets UE-170033/UG-170034
Exh. GJZ-_____
Page 16 of 25



Application: PSE Main

Customer: Puget Sound Energy

Engineer: Santhosh Avunuri

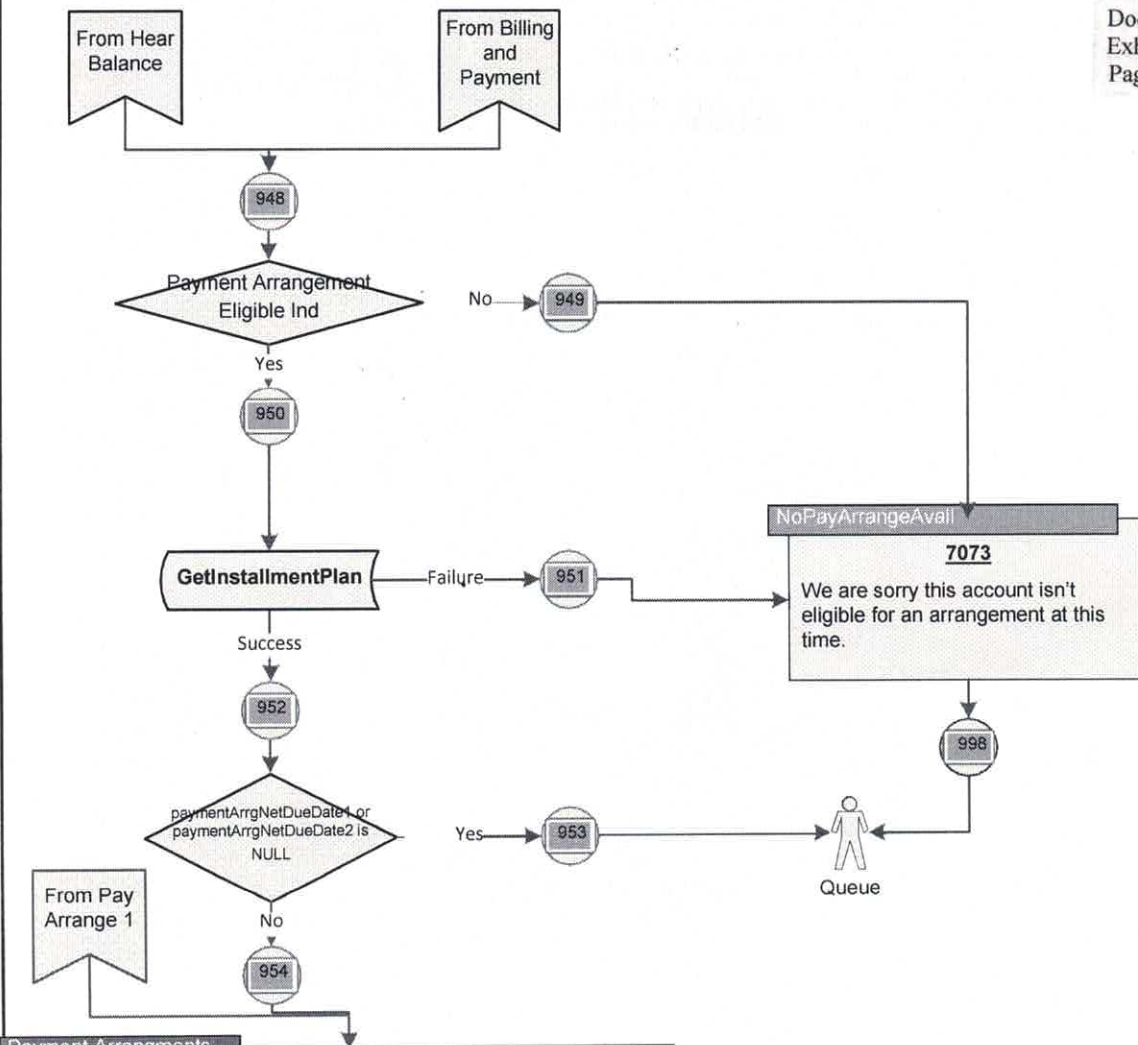
Page: 14 of 20

10/07/2016

Version 7.12h

Payment Arrangments

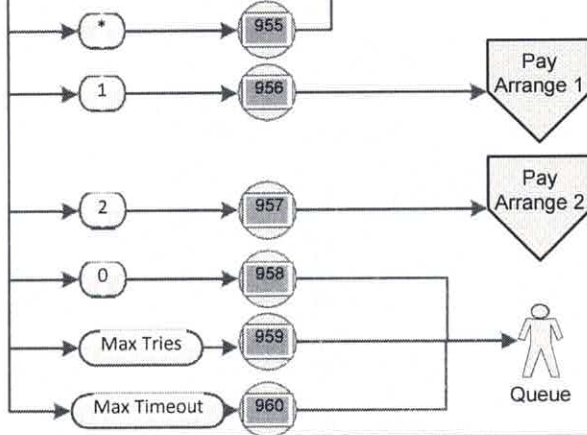
Dockets UE-170033/UG-170034
 Exh. GJZ-
 Page 17 of 25



Payment Arrangments

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

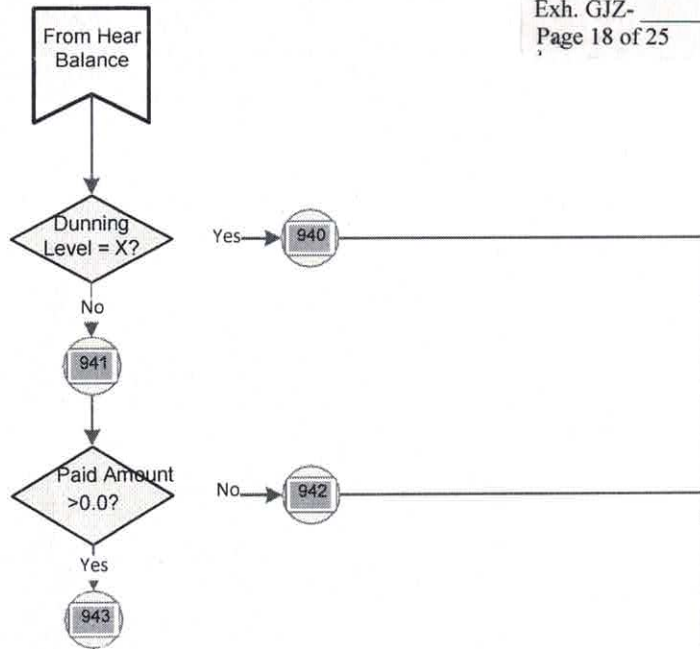
Page: 15 of 20

10/07/2016

Version 7.12h

Report a Payment

Dockets UE-170033/UG-170034
 Exh. GJZ-_____
 Page 18 of 25



Report a Payment Menu

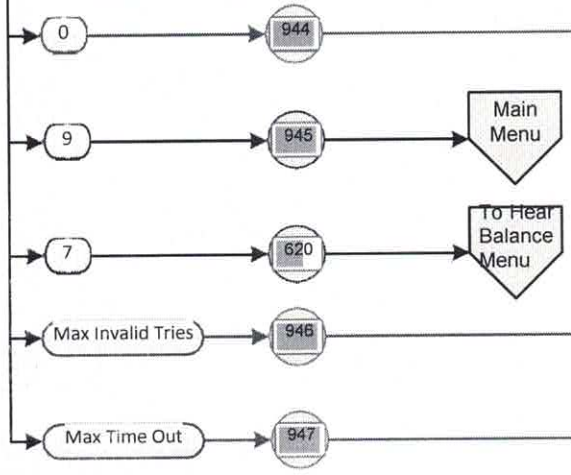
7066 Our records indicate that you have made a payment in the amount of

7067 paid on

7068 Please allow two business days for this payment to post to your account

7069 To repeat these options, press star. To return to previous menu, press 7. To return to the main menu, press, 9. To end this call simply hang up. To speak to an agent, press, zero.

*



Application: PSE Main

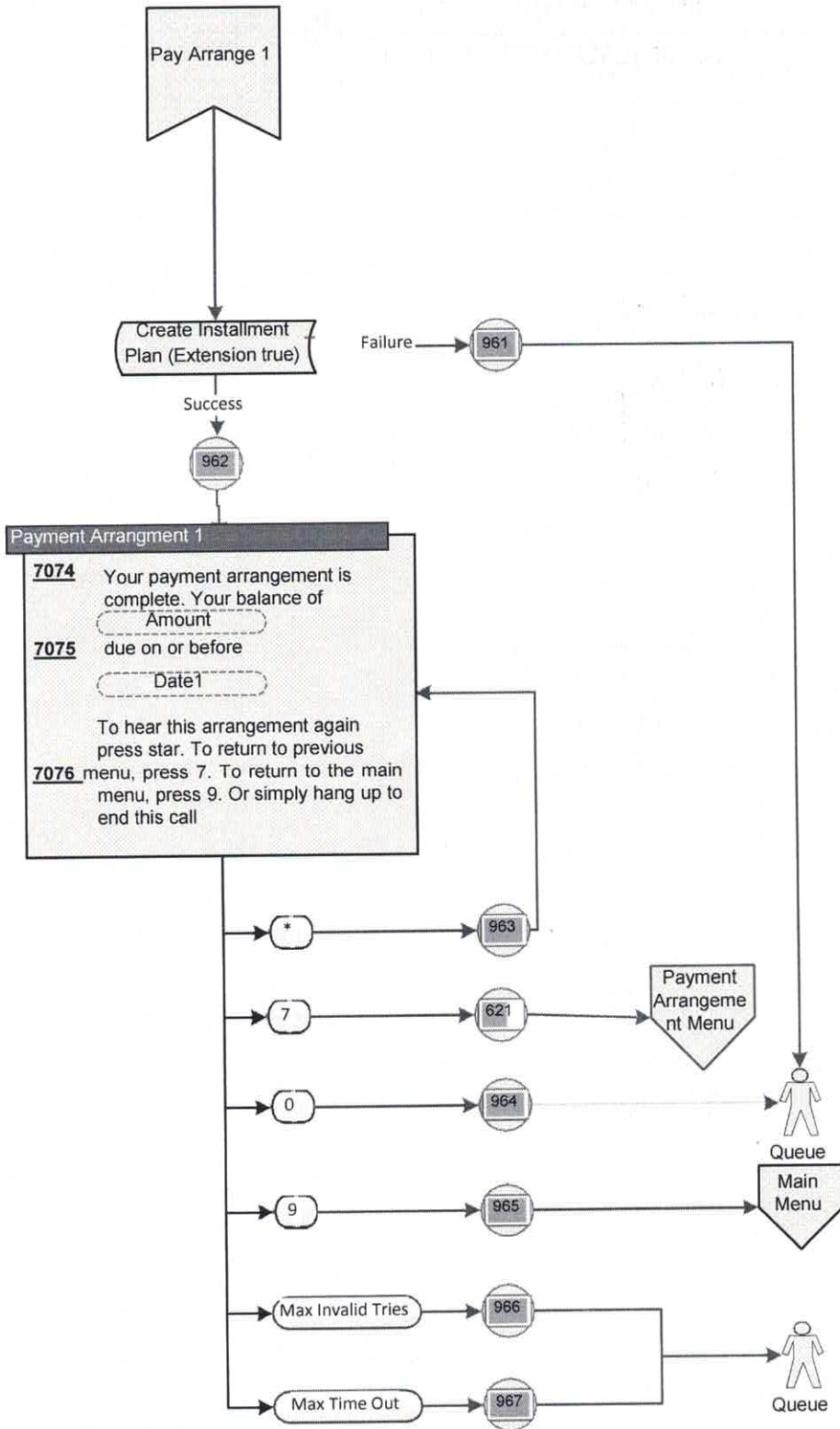
Customer: Puget Sound Energy

Engineer: Santhosh Avunuri

Page: 16 of 20

10/07/2016

Version 7.12h



Pay Arrange
2

Create Installment
Plan (Extension
false)

Fail

968



Queue

Success

969

Payment Arrangement 2

7077 Your payment arrangement is complete
7078 And the remaining balance of
 Pay Arrangement Amount1
7075 due on or before
 paymentArrgNetDueDate1
7078 And the remaining balance of
 Pay Arrangement Amount1
7075 due on or before
 paymentArrgNetDueDate2
7079 To make your first payment now using the
 pay by phone system, press one. To
 repeat your arrangements press star. To
 return to the main menu, press 9. Or
 simply hang up to end this call

*

970

1

971

Ways to
Pay

9

972

Main
Menu

Max Invalid Tries

973

Max Time Out

974



Queue

Billing and Payment

Dockets UE-170033/UG-170034
Exh. GJZ- _____
Page 21 of 25

From Hear Balance

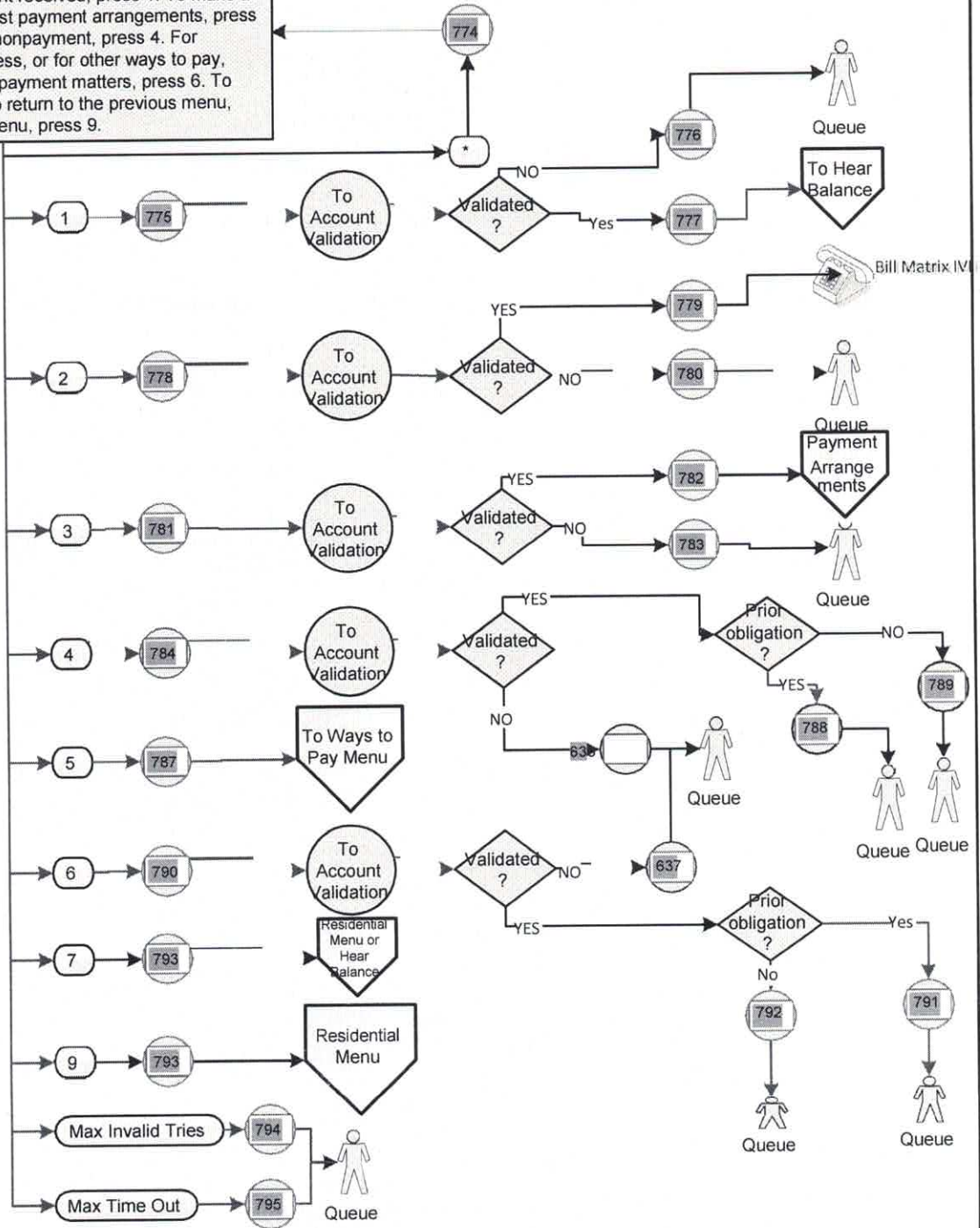
From Residential Menu

From Energy Advisors

Billing and Payment Menu

7035

For balance due and last payment received, press 1. To make a payment now, press 2. To request payment arrangements, press 3. If service was interrupted for nonpayment, press 4. For payment locations, mailing address, or for other ways to pay, press 5. For all other billing and payment matters, press 6. To repeat these options, press *. To return to the previous menu, press 7. To return to the main menu, press 9.



Application: PSE Main

Customer: Puget Sound Energy

Engineer: Santhosh Avunuri

Page: 19 of 20

10/07/2016

Version 7.12h

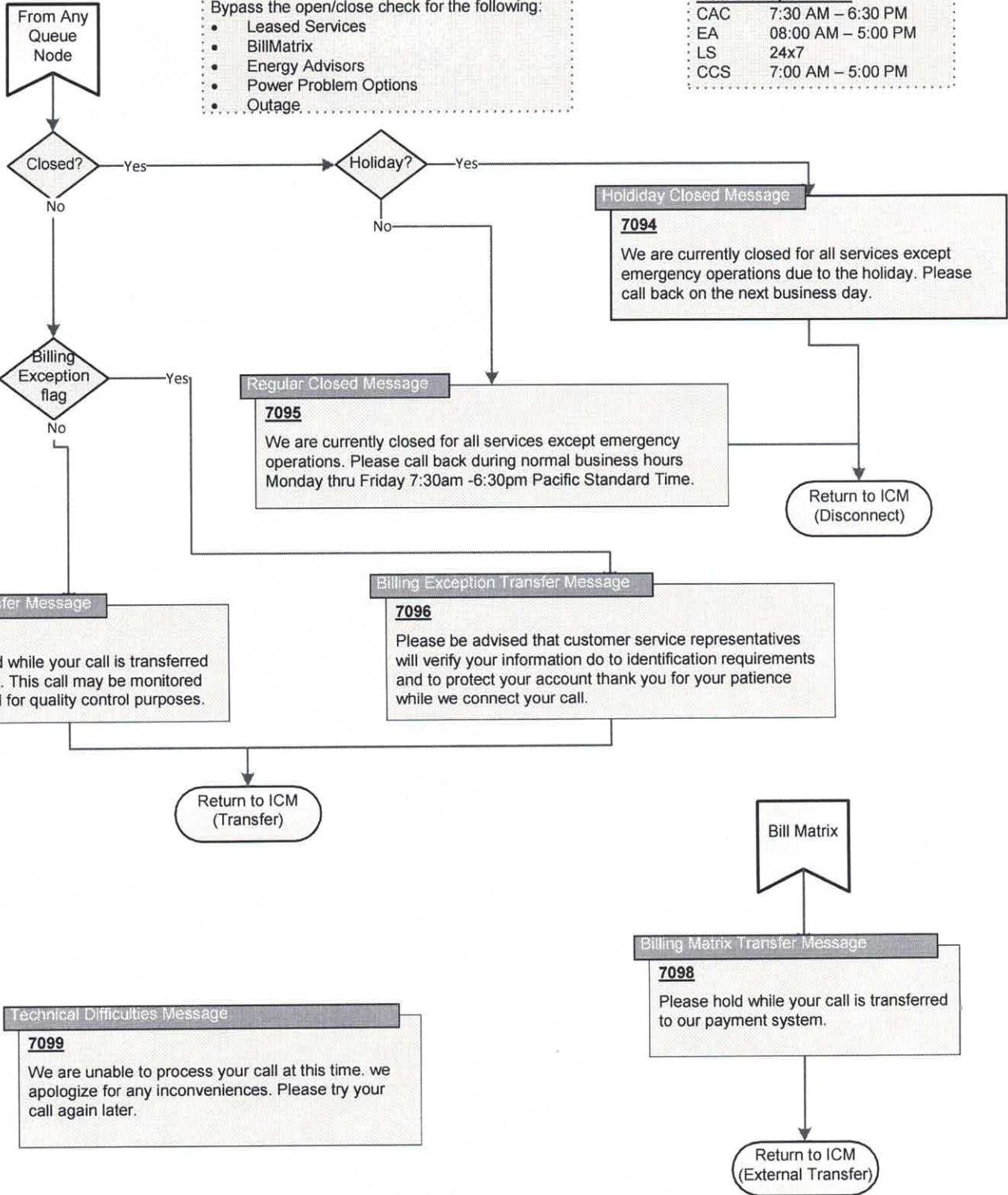
Queue

Bypass the open/close check for the following:

- Leased Services
- BillMatrix
- Energy Advisors
- Power Problem Options
- Outage.

Hours of operation:-

CAC	7:30 AM – 6:30 PM
EA	08:00 AM – 5:00 PM
LS	24x7
CCS	7:00 AM – 5:00 PM



Application: PSE Main

Customer: Puget Sound Energy

Engineer: Santhosh Avunuri

Page: 20 of 20

10/07/2016

Version 7.12h

**ATTACHMENT B to PSE's Response to
THE ENERGY PROJECT
Data Request No. 003**

Menu	Sub Menu	Exit State		
Main Menu	N/A	1 - Gas Emergency Max Invalid Tries		
Power Problem	N/A	2 - Downed Wire 3 - Streetlight Problem 4 - Dim/Flickering/Partial 5 - Other Gas or Power Problem Max Invalid Tries Max Time Out		
Outage Validation	Multiple Account Check	Get Contract Account Fail Max Invalid Tries Max Time Out		
		Collect Outage Location Phone #	# - Don't Have Number Max Invalid Tries Max Time Out No Match Get Contract Account Fail	
			Confirm Service Address	2 - Not Correct Max Invalid Tries Max Time Out
	Collect PSE Account Number (data)			# - Don't Have Account Max Invalid Tries Max Time Out No Account Match Get Contract Account Fail
		Outage Status	N/A	Disconnected for Non Pay Outage Installation WSDL Fail Outage Installation WSDL Error Outage Status WSDL Fail Outage Status WSDL Error
				Report Outage Intro
	Outage Report Menu			
				Play Outage
	Outage Call Back			
			Call Back Number Input	Max Invalid Tries Max Time Out
				Residential Menu
		Business Menu	Business Menu	
Pay Options Menu	0 - Speak with Representative Max Invalid Tries Max Time Out			
	Billing and Payment Menu			N/A
Payment Arrangement				
	Pay Arrange 1		Create Installment Plan Failure 0 - Speak with Representative Max Invalid Tries	

		Max Time Out
	Pay Arrange 2	Create Installment Plan Failure
		Max Invalid Tries
		Max Time Out
Start, Stop, Move	N/A	1 - Start Service
		2 - Stop Service - Validation Success
		2 - Stop Service - Validation Fail
		3 - Transfer Service - Validation Success
		3 - Transfer Service - Validation Fail
		5 - All Other Service Requests
Other Matters	N/A	1 - Web Site Help - Validation Success
		1 - Web Site Help - Validation Fail
		5 - Service or Repair of Gas Appliances - Validation Success
		5 - Service or Repair of Gas Appliances - Validation Fail
		6 - To Speak with an Agent
		Max Invalid Tries
		Max Time Out
Hear Balance	N/A	3 - Payment Arrangement - Prior Obligation Yes
		5 - For a copy of Bill or Billing Summary
		6 - For all other Billing and Payment Matters - disconnect for nonpay(Prior Obligation) Yes
		6 - For all other Billing and Payment Matters - Prior Obligation No
		Max Invalid Tries
		Max Time Out
Report a Payment	N/A	Dunning Level X
		Paid Amount < 0.0
		0 - Speak with Representative
		Max Invalid Tries
		Max Time Out
Ways to Pay	N/A	2 - To Make a Payment - Validation Fail
		3 - Setup AFT - Validation Success
		3 - Setup AFT - Validation Fail
		4 - Budget Payment Plan - Validation Success
		4 - Budget Payment Plan - Validation Fail
		5 - For all other Billing and Payment Matters - Prior Obligation Yes
		5 - For all other Billing and Payment Matters - Prior Obligation No
		Max Invalid Tries
		Max Time Out
CCS	N/A	2 - New Service
		3 - Conversion
		4 - Schedule reconnect, modify gas service
		0 - Speak with Representative
		8 - Silent Option
		Max Invalid Tries
		Max Time Out
EA	N/A	2 - To Speak with Energy Advisor
		2 - To Speak with Energy Advisor - After Hours
		0 - Speak with Representative
		Max Invalid Tries
		Max Time Out
Leased Services	Other Matters	4 - Leased Services