

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

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

PUBLIC COUNSEL DATA REQUEST NO. 460

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Re: Direct Testimony of Mr. David Mills (DEM-1T) and Get to Zero Initiative.

Please refer to the Direct Testimony of Mr. David Mills (Exh. DEM-1T) at 24:14-17, which states: "PSE estimates that near-term 'Get to Zero' initiative efforts focused on meaningful business process and technology tweaks will reduce call volume by as much as 300,000 calls by the end of 2017, with similar results in future years."

Does the Company's proposed, above-mentioned metric to measure the Get to Zero Initiative by reducing 300,000 calls annually to the call center reflect any internal analysis of the impact of this call volume on call center performance? Please explain the implications of this proposed result on the call center performance in terms of customer wait times and call abandonment rates under both the current and the Company's proposed SQI measurement methodology.

Response:

The estimated call reduction stated in the Prefiled Direct Testimony of David E. Mills, Exhibit DEM-1T, on page 24, lines 14-17, was established in late 2016 prior to the Get to Zero ("GTZ") initiative planning phase. As explained in Puget Sound Energy's ("PSE") Response to Public Counsel Data Request No. 444, PSE is currently evaluating the trajectory of the benefits realization for the GTZ initiative. PSE has not conducted an analysis of the impact call volume reduction has on the call center performance.