

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. 461****PUBLIC COUNSEL DATA REQUEST NO. 461:****Re: Rebuttal Testimony of Ms. Catherine Koch (Exh. CAK-4T) and Customer Outage Notification.**

Please refer to the rebuttal testimony of Ms. Catherine Koch:

Exh. CAK-4T at 22:20-23:5:

For example, for the time period January through May 2017, 74.21% of reported outages were through customer self-service systems including the online and web/mobile services and Interactive Voice Response (“IVR”) systems, which indicates how easy PSE has made it to provide the required reporting. In comparison to May 2015, only 64.7% of reported outages were through self-service systems.

Exh. CAK-4T at 23:17-21:

The awareness efforts are making an impact. For example, in May 2015, only 2.71% of outages were reported using the web/mobile tools with 61.99% reported via IVR. Since raising awareness efforts implemented in 2016, in May 2017, 22.27% of outages were reported using the web/mobile tools with only 49.79% reported via IVR.

Exh. CAK-4T at 24:3-14:

In December 2016, PSE introduced the OMS feature that provides proactive alerts to customers when PSE is aware a customer is out of power. Customers must subscribe to receive these notifications through their myPSE account profile. Currently, there are about 500,000 email and 350,000 text subscriptions to PSE’s OMS notification system. This equates to 30-50% of PSE’s electric customers. When PSE does its post-event review of outages, if the outage qualifies under the guarantee, this program recognizes the customer for having reported the outage if they received an alert from PSE acknowledging they were out. These customers, and those that report the outage, automatically receive the \$50 credit on their next bill. Until PSE has all contact information and can depend on the meter data via a strong AMI system, deviating from the requirement for customers to report their outage is not appropriate.

Exh. CAK-4T at 24:17-32:

The duration of the outage starts when an outage is created in OMS, which occurs when information is received from SCADA, AMR, or when a customer reports the outage. It is true that when the customer call is the first awareness that an outage has occurred, the calculation starts from that time. If the customer calls or PSE proactively alerts the customer after an outage is created in OMS, the time of the call or alert does not affect the calculated duration.

With regard to all the methodologies that Ms. Koch describes in her Rebuttal Testimony, excerpted above, to encourage and enable customers to report an outage, do any of these methodologies specifically inform customers about the linkage between reporting an outage and being eligible for a service guarantee payment? If so, please document the manner in which each outage reporting methodology (IVR, web, text) specifically informs customers of this linkage and provide copies.

Response:

Puget Sound Energy (“PSE”) has provided details of its customer awareness and information campaign in PSE's Response to Public Counsel Data Request No. 025. This information describes the need to report an outage or request the credit in order to receive a service guarantee credit associated with an eligible event. For example, PSE's website says the following for the 24-hour power outage restoration guarantee and similarly for the 120-hour power outage restoration guarantee:

You may be eligible for a \$50 credit if your power is out for longer than 24 hours, barring a major storm or other event. Conditions apply and you must either report your outage to PSE or request the credit within seven (7) calendar days following restoration.

The linkage between reporting an outage and being eligible for a service guarantee payment is clear in these communications.

Once customers are using the specific outage reporting tool to report the outage or receive an outage alert from PSE, there is no need to restate this requirement as they will receive the credit if the conditions are met. For customers that are viewing the outage map, there are prominent buttons to select “report an electrical outage.”