

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. 462****PUBLIC COUNSEL DATA REQUEST NO. 462:****Re: Rebuttal Testimony of Ms. Catherine Koch (Exh. CAK-4T) and Customer Outage Notification.**

Please refer to the Rebuttal Testimony of Ms. Koch (Exh. CAK-4T) at 23:19-21, which states: "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."

With regard to the impact of the Company's customer communications about the service guarantee program referenced above, please provide evidence to support Ms. Koch's statement that these educational messages provided in discovery and summarized by Ms. Alexander in her Direct Testimony (Exh. BRA-1T at 28:18-30:2) are responsible for the increase in customer use of the web/mobile tools as opposed to other activities of the Company to promote the use of these tools.

Response:

It is reasonable to conclude that Puget Sound Energy's ("PSE") increased customer communication regarding the service guarantee, outage tools, and its continual improvements in its tools have contributed to these marked improvements. Catherine Koch's statement is recognizing the difference in use of these tools since awareness efforts were implemented, but she does not suggest that the increased use of web/mobile tools is solely due to awareness efforts by PSE. Improved tool use and outage reporting is the desired result, and customer communications contribute to this result.