

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. 463

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Re: Rebuttal Testimony of Ms. Catherine Koch (Exh. CAK-4T) and Customer Service Guarantee.

Has the Company measured the customer awareness of the need to report an outage via any of the tools made available by the Company to qualify for the Service Guarantee? If so, please provide the results of such survey(s) or measurement efforts. If not, would the Company agree to conduct such a survey on an annual basis to track customer awareness?

Response:

No. Puget Sound Energy (“PSE”) has not measured the customer awareness of the need to report an outage via any of the tools made available by PSE to qualify for the Service Guarantee. PSE would need to review the cost and effort to do this in a meaningful way before making any commitment to conduct such a survey. Additionally, the data demonstrating increased usage should not be dismissed because there is not a specific survey in place.