

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. 459

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Re: Data in Ms. Barbara Alexander's Direct Testimony (Exh. BRA-1T).

Does Mr. Zeller accept the performance data presented in Ms. Alexander's Direct Testimony (Exh. BRA-1T) in the tables and figures cited below? If not, please explain any error in this presentation of data.

- a. Table 4: 2013 Call Answering Metrics at 13
- b. Table 5: 2014 Call Answering Metrics at 14
- c. Table 6: 2015 Call Answering Metrics at 15
- d. Table 7: 2016 Call Answering Metrics at 16
- e. Figure 1: PSE Call Center Abandonment Rate at 19

Response:

Mr. Zeller accepts the customer call results for 2013-2016 presented in Tables 4-7 of the Direct Testimony of Barbara R. Alexander, Exhibit BRA-1T, as this is the data Puget Sound Energy ("PSE") provided in PSE's Response to Public Counsel's Data Request Nos. 028 and No. 363. However, Mr. Zeller does not agree with Ms. Alexander's statements about these call results.