

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. 458

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Re: Rebuttal Testimony of Mr. Greg Zeller (Exh. GJZ-3T) and Proposed SQI Changes.

Please identify the estimated change in costs that PSE will incur or could incur if its proposed methodology for calculating the call performance standard is adopted and Ms. Alexander's proposed changes are not adopted. In your response, identify the level of staffing and associated costs to meet the current 75 percent/30-second annual standard and the changes to staffing levels and incurred costs that would occur under PSE's proposed methodology for calculating this performance standard.

Response:

Puget Sound Energy ("PSE") does not have a plan to change its Customer Care Center funding and staffing levels if PSE's proposed methodology for calculating customer contact and call performance is adopted and Ms. Alexander's proposed changes are not accepted. As stated in the Prefiled Direct Testimony of Greg J. Zeller, Exhibit GJZ-1T, PSE's proposed Service Quality Index No. 5 – Customer Access Center Answering Performance ("SQI No. 5") methodology is a more accurate reflection of current customer expectations and recognizes that today, customers have many different pathways for contacting PSE. When the original SQI No. 5 measurement was designed in 1997, the technology did not exist to provide customers with a self-serve option via Integrated Voice Response.