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July 31, 2019

Mark L. Johnson, Executive Director and Secretary
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. SW
P. O. Box 47250
Olympia, Washington 98504-7250

RE: Compliance with SQI #5 Revision
Docket UE-170033; UG-170034

Dear Mr. Johnson:

On December 5, 2017, the Washington Utilities and Transportation Commission (Commission) entered Order 08. Order 08 approved PSE's proposed revision of SQI # 5 from a live representative answering 75 percent of calls within 30 seconds, to a live representative answering 80 percent of calls within 60 seconds. Among other things, Order 08 required PSE (Company) to file evidence demonstrating that the revised SQI #5 Call Center Performance standard has not led to a deterioration in service quality and has not led to poorly targeting cost cutting.¹

On March 29, 2019, PSE filed with the Commission its Service Quality Program and Electric Service Reliability Report, and included the Supplemental SQI # 5 Report as attachment D. The Company reports no deterioration in service quality.

¹ Final Order Rejecting Tariff Sheets; Approving and Adopting Settlement Stipulation; Resolving Contested Issues; and Authorizing and Requiring Compliance Filing, Dockets UE-170033 and UG-170034, Eighth Final Order Accepting Stipulation; paragraph 231 (Dec. 5, 2017).

SQI Results

Customer satisfaction with PSE service is measured through two service quality measures, SQI #6 and SQI #2. SQI #6 measures customer satisfaction with PSE's call center.² Respondents are asked to indicate what (if any) trouble they had reaching a representative. Respondents can then indicate among other things, if they were on hold too long or if the company did not answer the phone promptly. 2018 results are very similar to 2017 results.

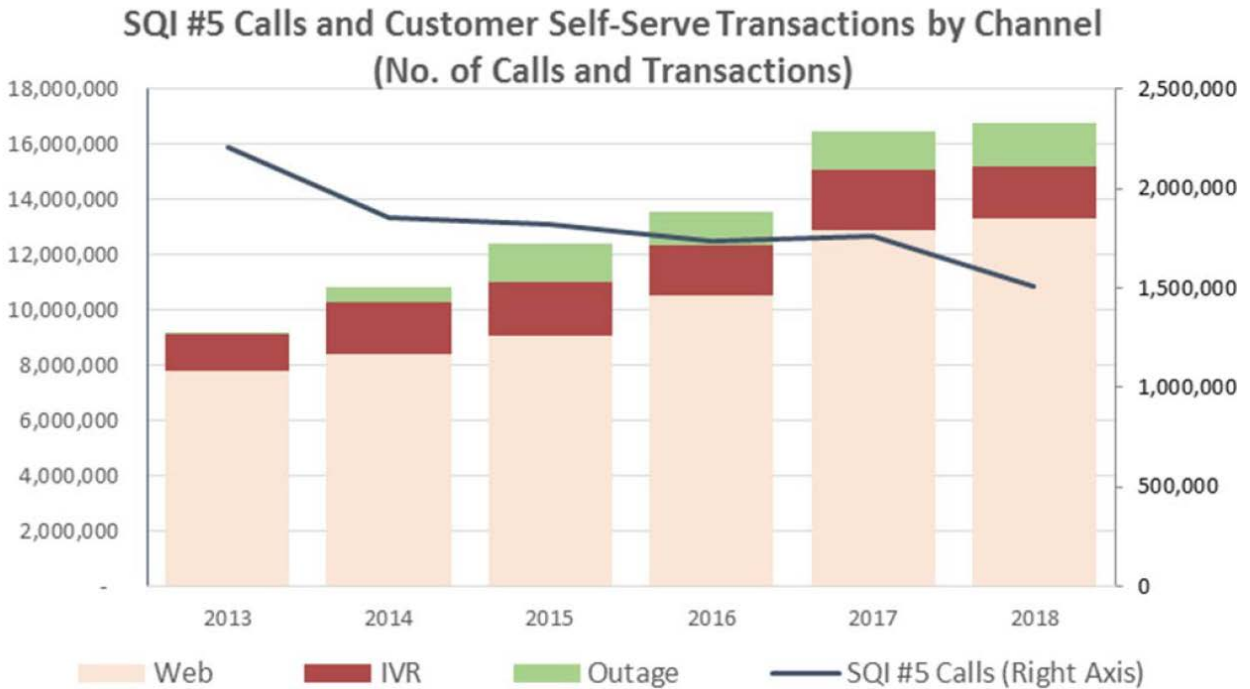
	2017	2018
On hold for too long	2.4%	2.5%
Phone not answered promptly	1.3%	1.2%

SQI #2 measures the ratio of Commission referred complaints. The SQI sets a ratio of no more than 0.40 commission referred complaints per 1,000 customers. PSE reported a ratio of 0.16 for the 2018 reporting period, the lowest ratio since the inception of the SQI in 1997.

Overview of Customer Transactions

For 2018, PSE reports a 15% reduction in the number of calls with a request to speak with a live representative over the prior year. The Company reports more than 16 million completed self-service transactions in 2018. PSE states that in 2018 it added additional capabilities to its IVR, web/mobile outage map, my PSE app, and PSE.com.

² This is measured through an independent survey conducted by EMC Research Inc. Customers are asked how satisfied they are with their phone call to PSE on a range of (7) completely satisfied to (1) not at all satisfied. Responses of 5, 6, and 7 are considered satisfied.



PSE states that the IVR system now handles more than 50% of the calls received.

Conclusion

Commission Staff believes the company has filed sufficient evidence that the new SQI #5 standard has not led to a deterioration in service quality, and the report complies with Order 08.

Sincerely,

Andrew Roberts
Regulatory Analyst