

PROPOSED COMMITMENTS

IBEW LOCAL 77
DOCKET U-180680

Modifications to Definitions

“Parties” means the signatories to the Multiparty Settlement Stipulation in Docket U-180680, including PSE, Alberta Investment Management Corporation, British Columbia Investments Management Corporation, OMERS Administration Corporation, PGGM Vermogensbeheer B.V., Commission Staff, the Public Counsel Unit of the Washington State Attorney General’s Office, the Alliance of Western Energy Consumers, The Energy Project, and NW Energy Coalition. This definition also includes, interested parties, United Association of Plumbers and Pipefitters, Local 32, and IBEW Local 77.

Modifications and Additions to Proposed Commitments

Revision to Commitment 3

3. PSE and Puget Holdings will maintain staffing and presence in the communities in which PSE operates at levels sufficient to maintain the provisions of safe and reliable service to customers and cost-effective operations. In furtherance of this commitment:
 - a. PSE and Puget Holdings agree to maintain staffing necessary to keep employee overtime hours below an individual department 800-hour average for electrical-side employees.
 - b. PSE and Puget Holdings commit to meeting annually with the Labor Unions on succession planning, apprenticeship, recruitment to meet turnover, attrition, and staffing needs.

Revision to Commitment 15

15. PSE and Puget Holdings commit to continue Service Quality measures currently in place for PSE or as may be modified in any future proceeding. PSE and Puget Holdings commit that PSE will not seek to abolish its Service Quality program, but that such program may be modified, if warranted. PSE will serve any request to change a service quality measure on Commission Staff, ~~and~~ Public Counsel, and IBEW Local 77. In furtherance of this commitment:
 - a. PSE and Puget Holdings commit to maintain a Washington-based Call Center which shall be sufficiently staffed by persons to meet high-quality service and customer standards.

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- b. PSE and Puget Holdings commit that personnel in the Call Center will receive sufficient training and support to meet customer standards and reliability.
- c. PSE and Puget Holdings commit that a customer, who is dissatisfied with his or her interaction with the automated telephone system, will have access to a live representative to resolve the problem.

New Miscellaneous Commitment

- 66. PSE and Puget Holdings commit to maintaining safety for the benefit of customers, employees, and the general public. In furtherance of this commitment:
 - a. PSE and Puget Holdings will provide sufficient training for employee response to emergencies, including but not limited to, natural disasters, and storm events.
 - b. PSE and Puget Holdings will maintain sufficient staffing to respond to emergencies and natural disasters.
 - c. PSE and Puget Holdings will meet annually with IBEW Local 77 to discuss safety and the Damage Assessor and Wire Guard response and training.

New Miscellaneous Commitment

- 67. PSE and Puget Holdings agree that sufficient staffing levels and retention should be a priority. To address attrition and retention issues, they agree to focus on utilizing and recruiting employees through the Pathway to Apprenticeship.