

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**Dockets UE-190529 & UG-190530
Puget Sound Energy
2019 General Rate Case****THE ENERGY PROJECT DATA REQUEST NO. 002:**

For the years 2014 through 2018, the number of field interactions of any type (including but not limited to: meter testing, meter reading, disconnecting service, reconnecting service, etc.) with customers in Washington state, by year.

Response:

The following table shows the total number of Puget Sound Energy field interactions by year and by type, for the years 2014 through 2018.

Description	Includes the following work	2014	2015	2016	2017	2018
Meter Inquiries	Inspection of meters for non-registering, damaged, meter mix, high-bill or for inspecting gas meter for poor pressure, or corrosion.	15,736	15,670	16,504	17,527	16,439
Dunning	Disconnection due to non-payment	113,476	127,710	254,934	191,662	213,678
Disconnect	Seasonal shut-off, unauthorized usage, safety purposes, customer requested disconnection or removal of idle gas meter.	12,048	11,601	26,797	23,318	20,227
Gas-Emergency	Includes reported gas odor, broken gas pipe or meter emergency shut-off	21,517	21,766	24,392	24,928	21,644
Repairs	Gas appliance inspection and repair of customer owned equipment or electric street light repair.	32,745	29,223	26,283	26,600	25,189
EMERGENCY NO OUTAGE	Investigation of flickering lights, low hanging or downed wires/wire on ground, leaning or rotted poles, trees touching primary lines, car/power pole accident, burning electrical odor, exposed underground wire or arching electrical equipment.	12,576	12,822	12,807	9,135	11,997
Lease Equipment	Pick up, repair, inspect and exchange leased equipment.	7,378	8,211	5,064	5,601	7,153
Miscellaneous	Reconnection of service for medical emergency, start service, after maintenance/storm and shut-off in error. Requests for field investigation, for non-verified addresses, wood chip delivery and vegetation management or power reliability and quality inquiry and remove/install medical seal for electric service or inquiry of gas line cross bore.	28,374	30,411	26,170	27,216	32,817
Gas Outage	Emergency turn-on and shut-off	575	280	898	1,005	1,095
Reconnect	Meter reconnect or connection of service	55,697	61,937	65,010	72,220	64,848
Compliance	Periodic and select sample meter exchange or corrosion remediation of gas meter.	18,116	15,397	15,060	19,837	23,393
Mtr Exchanges (int)	Meter exchange or AMI deployment and opt-out for electric service and new meter set, upgrade and downsize of gas meter.	8,046	8,347	7,035	3,358	175,013
MDW- notifications	Investigation of zero consumption and meter read requests or module change, AMI deployment and opt-out for gas meter	72,568	68,934	61,670	92,482	109,506
Public Improvement	Franchise obligated faculty relocations	554	457	736	621	907
Electric Service Request	Electric Line or Electric Service Request	30,027	34,729	39,196	40,091	54,232
Gas Service Request	Gas Main or Gas Service Request	20,248	20,383	22,213	23,631	27,980