

**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  |