

**BEFORE THE WASHINGTON
UTILITIES & TRANSPORTATION COMMISSION**

In the Matter of the Petition of

PUGET SOUND ENERGY

For Penalty Mitigation Associated with Service Quality Index No. 11-Electric Safety
Response Time Annual Performance for Period Ending December 31, 2021

DOCKET UE-220216

COREY J. DAHL

**ON BEHALF OF THE
WASHINGTON STATE OFFICE OF THE ATTORNEY GENERAL
PUBLIC COUNSEL UNIT**

EXHIBIT CJD-3

PSE Response to Public Counsel Data Request No. 4

December 2, 2022

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Docket UE-220216
Puget Sound Energy
PSE 2022 SQI No. 11 Penalty Mitigation Petition**

Public Counsel Data Request No. 004:

Refer to the Direct Testimony of Patrick R. Murphy, Exh. PRM-1T, at 15:7–17:3. Puget Sound Energy (PSE) indicated issues with first responder retention and hiring. What steps did the Company take to incentivize hiring and retention during 2021? If none, please explain why not.

Response:

As described in the Prefiled Direct Testimony of Patrick R. Murphy, Exh. PRM-1T, 2021 attrition levels were above the historical annual average experienced in the past years in the Electric First Response (“EFR”) organization, with the attrition occurring in the third and fourth quarter of 2021.

Awareness of the potential risk for high attrition emerged early in 2021, and so Puget Sound Energy (“PSE”) took proactive steps to mitigate this risk. PSE leadership initiated Labor Management Committee (“LMC”) meetings with front-line employee representatives from EFR. These recurring LMC working meetings were focused on evaluating challenges and discovering opportunities to mitigate workforce risks that could negatively impact hiring and retention. A key aspect that was discussed in the LMC meetings was regional wage competitiveness for the EFR position.

PSE performed a detailed market analysis for the EFR line worker job classification, which benchmarked with three peer Utilities in the Pacific Northwest region of Washington State. This market analysis led to hourly wage increases for the EFR position, which concluded and was executed in December of 2021.