

**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

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DOCKET UE-220216

**COREY J. DAHL**

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

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**EXHIBIT CJD-8**

PSE Response to Public Counsel Data Request No. 2

**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. 002:**

Please provide cumulative average response times for each month for the years 2017–2021. For example, Public Counsel would like the Company to provide the average response time for the first month, first two months, first three months, etc. for the years indicated.

**Response:**

Please see the below table for cumulative average response times for each month for the years 2017– 2021. Values are rounded to the nearest minute.

<b>Year</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
<b>2017</b>	51	55	53	53	54	54	54	54	55	55	55	55
<b>2018</b>	53	51	50	50	50	50	51	51	51	51	51	52
<b>2019</b>	52	54	53	52	52	52	52	53	53	54	54	54
<b>2020</b>	51	51	51	49	48	48	49	49	50	50	50	51
<b>2021</b>	52	53	51	51	52	52	55	56	57	59	62	65