

**Exh. AR-3
Docket UE-220216
Witness: Andrew Roberts**

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of the Petition of

DOCKET UE-220216

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**

EXHIBIT TO

TESTIMONY OF

ANDREW ROBERTS

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

PSE Response to Public Counsel Data Request No. 12

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. 012:

Please describe any steps the Company took to reduce the average response time during 2021.

Response:

In addition to the efforts Puget Sound Energy (“PSE”) made to strengthen Electric First Response (“EFR”) hiring and retention capabilities, as described in PSE’s Response to Public Counsel Request No. 004, PSE took additional steps to improve SQI No. 11 response times. PSE analyzed historical and present day outage and emergency profiles, by month and time-of-day, along with corresponding EFR shifts for each region, and PSE subsequently made multiple changes to EFR shifts in order to optimize response.

As described in Prefiled Direct Testimony of Patrick R. Murphy, Exh.PRM-1T, at 23:16, PSE increased the number of full-time employee positions in EFR from 77 to 89. As noted in Exh. PRM-1T at 23:19-21, PSE worked very hard all year to hire, on-board and train new EFR employees, with 13 new employees added in 2021.