

**Exh. AR-4
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. 10

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. 010:

Re: Puget Sound Energy's Response to Staff Data Request No. 2.
Puget Sound Energy (PSE) indicates that "First Response employees are the only Puget Sound Energy staff that have the qualification to work on the aforementioned service-serving equipment" for customer requested projects. Has PSE considered hiring qualified employees to work mostly or exclusively on customer requested projects in order to increase the availability of First Response employees? Please explain answer in detail.

Response:

Puget Sound Energy ("PSE") is actively evaluating customer-requested work processes in order to discover opportunities to reduce workload from Electrical First Responders ("EFR"). One potential opportunity to reduce EFR workload is with respect to a smaller subset of the work, simple disconnects. By definition, simple disconnects do not require work directly at the electrical source ("service-serving equipment") and can therefore be legally performed by qualified electrical workers in the Journey Meterman classification.

PSE is also in the process of evaluating the feasibility of adding a represented line worker job classification that would focus solely on planned customer-requested projects. PSE will be evaluating the financial and resourcing feasibility of the model, and subsequently, further engagement with the local International Brotherhood of Electrical Workers union will be required.