

# 2015 Service Quality Report Card

Key measurement	Benchmark	2015 Performance	Achieved
<b>Customer Satisfaction</b>			
Percent of customers satisfied with our Customer Care Center services, based on survey	At least 90 percent	94 percent	✓
Percent of customers satisfied with field services, based on survey	At least 90 percent	96 percent	✓
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.23	✓
<b>Customer Services</b>			
Percent of calls answered live within 30 seconds by our Customer Care Center	At least 75 percent	70 percent	
<b>Operations Services</b>			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 interruptions	1.11 interruptions	✓
Length of power outages per year, per customer	Less than 5 hours, 20 minutes	4 hours, 32 minutes*	✓
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	54 minutes	✓
Time from customer call to arrival of field technicians in response to natural gas emergencies	No more than 55 minutes	29 minutes	✓
Percent of service appointments kept	At least 92 percent	100 percent**	✓

\* Allowed by the Utilities and Transportation Commission, 2015 performance calculation excludes customer outage duration associated with two extraordinary storms that occurred in August and November. If the storms were included, the outage duration performance would have been 6 hours, 1 minute.

\*\* Percent in table rounded up from 99.6 percent result.

Each year, Puget Sound Energy measures service-quality benchmarks established in cooperation with the Washington Utilities and Transportation Commission, the Public Counsel Section of the Attorney General's Office and other parties to measure how well we deliver our services to you and all of our customers. Failure to achieve all nine service-quality measurements in a reporting year would have put Puget Sound Energy at risk of a penalty totaling \$13.5 million, or \$1.5 million per measurement.

## 2015 Performance Highlights

In 2015 we met eight of the nine service metrics (see chart above).

Several factors contributed to the missed live-call benchmark. A changed bill-collection process led to increased calls and lengthier call times. The change inadvertently coincided with when we were in the process of hiring and training new agents not yet ready to take calls. Also, the effects of last August's widespread power outages strained our technology systems that support our online and self-serve outage reporting and information tools and drove customers to call us and experience longer-than-usual wait times. The missed benchmark resulted in a fully assessed penalty of \$360,000.

Through our two Service Guarantees—keeping scheduled appointments and restoring power interruptions as soon as we can—we provide a \$50 credit on your bill. In 2015, we credited customers a total of \$16,250 for missing 325, or 0.4 percent, of our total 94,834 scheduled appointments. There were no qualifying outage events for the power restoration guarantee in 2015, and therefore, there was no payout.

Every day our employees continually aim to achieve new levels of providing safe, dependable and efficient service to meet your expectations of us.