

2018 Service Quality Report Card

Key Measurement	Benchmark	2018 Performance	Achieved
Customer Satisfaction			
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	95 percent	✓
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.16	✓
Customer Services			
Percent of calls answered live within 60 seconds by our Customer Care Center	At least 80 percent	81 percent	✓
Operations Services			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 outages	1.02 outages	✓
Length of non-major-storm power outages per year, per customer*	Less than 2 hours, 35 minutes	2 hours, 25 minutes	✓
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	52 minutes	✓
Time from customer call to arrival of field technicians in response to natural gas emergencies	No more than 55 minutes	30 minutes	✓
Percent of service appointments kept	At least 92 percent	100 percent**	✓

* There is no penalty associated with this measurement.

** Percent in table rounded up from 99.5 percent result.

2018 Performance Highlights

In 2018, we met all nine service metrics (see chart above), including the new measure for the calls answering performance. In fact, compared to 2017, we improved our own record in all customer satisfaction measurements and the response-times to electric and natural gas emergencies. The annual results for non-major-storm power outages were also better. For these results we credit the efforts of all our employees and contractors. Failure to achieve all nine service-quality measurements in a reporting year would have put us at risk of a penalty up to \$12 million, or \$1.5 million per measurement.

We have three customer service guarantees.

- Keeping scheduled appointments.
- If your power is out for 120 consecutive hours or longer during any power outage.
- If your power is out for 24 consecutive hours or longer during a non-major-storm power outage.

If we fail to meet any of these guarantees we credit your bill \$50, conditions apply and customer action required. More at pse.com/guarantees.

Beginning in 2017, we added a new service guarantee with a \$50 credit if your power is out for longer than 24 hours, barring a major storm or event. For 2018, we gave 29 customers the \$50 credit for not restoring electric service within 24 consecutive hours during certain non-major-storm power outages. In 2018, we also credited customers a total of \$24,450 for missing 489, or 0.5 percent, of our total 107,329 scheduled appointments; and credited one customer \$50 for not restoring electric service within 120 consecutive hours of a power outage.

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