

# 2021 Service Quality Report Card

Each year Puget Sound Energy measures service-quality benchmarks established in cooperation with the Washington Utilities and Transportation Commission (UTC), the Public Counsel Unit of the Attorney General's Office, and other parties. These benchmarks ensure we are satisfying customer expectations, providing reliable service, and keeping customers safe. Failure to achieve these service-quality measurements would put us at risk of a penalty of up to \$12 million.

Key Measurement	Benchmark	2021 Performance	Achieved
<b>Customer Satisfaction</b>			
Percent of customers satisfied with our Customer Care Center services, based on survey	At least 90 percent	95 percent	✓
Percent of customers satisfied with field services, based on survey	At least 90 percent	96 percent	✓
Number of complaints to the UTC per 1,000 customers, per year	Less than 0.40	0.10	✓
<b>Customer Services</b>			
Percent of calls answered live within 60 seconds by our Customer Care Center	At least 80 percent	82 percent	✓
<b>Operations Services</b>			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 outages	1.35 outages	
Length of power outages per year, per customer*	Less than 2 hours, 35 minutes	3 hours, 27 minutes	
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	65 minutes	
Time from customer call to arrival of field technicians in response to natural gas emergencies	No more than 55 minutes	32 minutes	✓
Percent of service appointments kept	At least 92 percent	99 percent	✓

\* There is no annual performance penalty associated with this measurement, but we give customers a \$50 account credit when we don't restore the customer's power within 24 consecutive hours during a non-major-storm power outage. Please see the information about service guarantees below.

## 2021 Performance Highlights

To meet the challenges brought on by the on-going COVID-19 pandemic, we have continued to adapt to the CDC and state agencies' evolving guidelines to ensure our employee's and the public's safety and provide reliable energy service.

We met six of the nine service metrics (see chart above). We did not meet the benchmarks for 1) the average number of non-major-storm power outages, 2) the average length of non-major-storm power outages, and 3) the time from customer call to arrival of field technicians in response to electric system emergencies. The missed benchmarks are mainly due to the abnormal weather events throughout the year that primarily impacted vegetation and equipment failure caused outages.

There were also large increases in vandalism, vehicle accidents and animal caused outages. The surge of these unplanned outages throughout 2021 also increased the workload on the electric first response workforce and exacerbated the average response time resulting from resource constraints.

The penalty for not meeting the system average interruption frequency is \$129,808. However, there are no penalties associated with system average interruption duration. The potential penalty for electric safety response time is \$613,636, which may be reduced if the UTC grants PSE's penalty mitigation petition. PSE will contribute to its electric Schedule 129 energy bill assistance program the amount of all applicable SQI penalties.

In addition to committing to the nine service-quality measures, we have three service guarantees to our customers:

- 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. Learn more at [pse.com/pages/customer-service-guarantees](https://pse.com/pages/customer-service-guarantees) or 1-888-225-5773.

In 2021, PSE paid \$15,200 for missing 304 of the total 34,356 service guaranteed appointments. We provided 279 customers with a \$50 credit for not restoring electric service within 24 consecutive hours during certain non-major-storm power outages and there were no customer claims issued on restoring electric service within 120 consecutive hours during any power outage.

Every day our employees aim to provide safe, dependable, and efficient service to meet your expectations.