

The latest news on what's powering our neighborhoods



### Investing in reliability year-round

We provide services you can count on. We're continually investing in and improving our system. It's why you may notice our crews making reliability improvements this summer throughout our service area. The number of reliability improvement projects are usually at their highest during the summer months as we prepare for storm season in the fall. Every year, PSE invests more than \$350 million in electric and natural gas projects in the communities it serves.

Find a project in your area: [pse.com/projects](http://pse.com/projects).

### An alarm you can smell

There's one alarm that you'll usually smell before you hear or see it: the sulfur or rotten egg odor of a natural gas leak. When you do, don't hesitate! Even if you're unsure, leave the area, then call PSE at **1-888-225-5773**, TTY: **1-800-962-9498**, or call **911**. Natural gas is lighter than air and will rise. It can be ignited by a spark, so while evacuating, don't stop to flip any switches or operate any motors.

[pse.com/detectaleak](http://pse.com/detectaleak)

# 2016 Service Quality Report Card

| Key measurement  | Benchmark                     | 2016 Performance    | Achieved |
|--|-------------------------------|---------------------|----------|
| <b>Customer Satisfaction</b>   |                               |                     |          |
| Percent of customers satisfied with our Customer Care Center services, based on survey             | At least 90 percent           | 93 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                | 0.18                | ✓        |
| <b>Customer Services</b>   |                               |                     |          |
| Percent of calls answered live within 30 seconds by our Customer Care Center                       | At least 75 percent           | 77 percent          | ✓        |
| <b>Operations Services</b>   |                               |                     |          |
| Frequency of non-major-storm power outages, per year, per customer                                 | Less than 1.30 interruptions  | 1.06 interruptions  | ✓        |
| Length of power outages per year, per customer   | Less than 2 hours, 35 minutes | 2 hours, 28 minutes | ✓        |
| Time from customer call to arrival of field technicians in response to electric system emergencies | No more than 55 minutes       | 55 minutes          | ✓        |
| Time from customer call to arrival of field technicians in response to natural gas emergencies     | No more than 55 minutes       | 31 minutes          | ✓        |
| Percent of service appointments kept   | At least 92 percent           | 100 percent*        | ✓        |

\* 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 Unit of the Attorney General's Office and other parties to gauge how well we deliver our services to you and all of our customers. Failure to achieve all service-quality measurements in a reporting year would have put us at risk of a penalty up to \$12 million.

## 2016 Performance Highlights

In 2016 we met all nine service metrics (see chart above).

We had two service guarantees in 2016. We credit your bill \$50 if we fail to meet these guarantees.

- Keeping scheduled appointments
- If your power is out for 120 consecutive hours or longer

We credited customers a total of \$19,000 for missing 380, or 0.4 percent, of our total 104,163 scheduled appointments.

We credited one customer \$50 for not restoring electric service within 120 consecutive hours.

At the start of 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 a significant event.

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