

2022 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	2022 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	97 percent	✓
Number of complaints to the UTC per 1,000 customers, per year	Less than 0.40	0.14	✓
Customer Services			
Percent of calls answered live within 60 seconds by our Customer Care Center	At least 80 percent	69 percent	
Operations Services			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 outages	1.06 outages	✓
Length of power outages per year, per customer	Less than 2 hours, 35 minutes	3 hours, 1 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	34 minutes	✓
Percent of service appointments kept	At least 92 percent	99 percent	✓

2022 Performance Highlights

We met seven of the nine service-quality measurements (see chart above) and improved our performance for three measurements: percent of customers satisfied with field services, based on survey; frequency of non-major-storm power outages, per year, per customer; and time from customer call to arrival of field technicians in response to electric system emergencies. We did not meet the benchmarks for percent of calls answered live within 60 seconds by our Customer Care Center and length of power outages per year, per customer.

The key causes of missing the benchmark for the percent of calls answered live within 60 seconds include resource constraints, technology issues, and increased call volumes due to winter weather events and the annual purchased gas rate adjustments. The penalty for not meeting the benchmark is \$742,500. PSE will contribute the entire \$742,500 to its electric and natural gas Schedule 129 energy bill assistance programs as additional funding to the programs.

While the length of power outages per year, per customer decreased in 2022 compared to 2021, weather events in January, November, and December of 2022 were significant contributors to the annual performance not meeting the benchmark. There is no performance penalty associated with the 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.

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 or 1-888-225-5773.

In 2022, PSE paid \$17,400 for missing 348 of the total 31,538 service guaranteed appointments. We provided 303 customers with a \$50 credit for not restoring electric service within 24 consecutive hours during certain non-major-storm power outages. 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.