

2017 Service Quality Report Card

Key Measurement	Benchmark	2017 Performance	Achieved
Customer Satisfaction			
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	94 percent	✓
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.20	✓
Customer Services			
Percent of calls answered live within 30 seconds by our Customer Care Center	At least 75 percent	78 percent	✓
Operations Services			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 outages	1.20 outages	✓
Length of non-major-storm power outages per year, per customer	Less than 2 hours, 35 minutes	2 hours, 55 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	32 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 (WUTC), 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.

2017 Performance Highlights

In 2017 we met eight of our nine service metrics (see chart above).

We missed the benchmark for the amount of time to restore power outages, primarily due to damage caused by fallen trees and limbs during stormy weather. In 2017, several major weather events hit our region. While the most severe days are excluded from the measurement, the days spent restoring power before and after the excluded days contributed to the lengthy restoration time. In addition, there were several non-major storms, primarily affecting customers in the northern part of our service territory that contributed to missing the benchmark. Fallen trees caused significant damage and outages at multiple locations, adding to the amount of time it took our teams to get from one location to another to repair the damage and restore service.

We have three service guarantees. 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 during any power outage
- If your power is out for 24 consecutive hours or longer during a non-major-storm power outage

We credited customers a total of \$23,250 for missing 465, or 0.4 percent, of our total 114,004 service guaranteed appointments.

We credited six customers under the 120 consecutive-hour service guarantee and 250 customers under the 24 consecutive-hour guarantee.

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