

2024 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	2024 Performance	Achieved
Customer Satisfaction			
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	97 percent	✓
Number of complaints to the UTC per 1,000 customers, per year	Less than 0.40	0.06 complaints	✓
Customer Services			
Percent of calls answered live within 60 seconds by our Customer Care Center	At least 80 percent	88 percent	✓
Operations Services			
Frequency of non-major-storm power outages, per year, per customer	1.2 outages or less	1.2 outages	✓
Length of power outages per year, per customer	Less than 155 minutes	203 minutes	
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	53 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	98 percent	✓

2024 Performance Highlights

We met eight of the nine service-quality measurements (see chart above) and improved our performance for three measurements: number of complaints to the UTC per 1,000 customers, per year; percent of calls answered live within 60 seconds by our Customer Care Center; time from customer call to arrival of field technicians in response to natural gas emergencies.

We did not meet the benchmark for length of power outages per year, per customer. Outages caused by trees/vegetation and equipment failures 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 account \$50, conditions apply, and customer action required. Learn more at pse.com/pages/customer-service-guarantees or 1-888-225-5773.

In 2024, PSE paid \$22,550 for missing 451 of the total 30,049 service guaranteed appointments. We provided 268 customers with a \$50 credit in 2024 for not restoring electric service within 24 consecutive hours during certain non-major-storm power outages. We also provided 5,024 customers with a \$50 credit for not restoring electric service within 120 consecutive hours after safe access was warranted during any power outages.