

## 2025 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	2025 Performance	Achieved
<b>Customer Satisfaction</b>			
Percent of customers satisfied with our Customer Care Center services, based on survey	At least 90 percent	96 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	0.08 complaints	✓
<b>Customer Services</b>			
Percent of calls answered live within 60 seconds by our Customer Care Center	At least 80 percent	86 percent	✓
<b>Operations Services</b>			
Frequency of non-major-storm power outages, per year, per customer	1.2 outages or less	1.1 outages	✓
Length of power outages per year, per customer	Less than 155 minutes	178 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	32 minutes	✓
Percent of service appointments kept	At least 92 percent	98 percent	✓

### 2025 Performance Highlights

PSE met eight of the nine service-quality measurements (see chart above) and improved our performance for three measurements: Percent of customers satisfied with our Customer Care Center services; Frequency of non-major-storm power outages, per year, per customer; Length of power outages per year, per customer.

Though PSE did not meet the benchmark for length of power outages per year, per customer, performance improved by 25 outage-minutes per customer in 2025. 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 is required. Learn more at [PSE.com/Pages/Customer-Service-Guarantees](https://www.pse.com/Pages/Customer-Service-Guarantees) or 1-888-225-5773.

In 2025, PSE credited customers \$28,950 for missing 579 of the total 29,883 service guaranteed appointments. We provided 354 customers with a \$50 credit in 2025 for not restoring electric service within 24 consecutive hours during certain non-major-storm power outages. We also provided 333 customers with a \$50 credit for not restoring electric service within 120 consecutive hours after safe access was warranted during any power outages.

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