

# 2013 Service Quality Report Card

Key measurement	Benchmark	2013 Performance	Achieved
<b>Customer Satisfaction</b>			
Percent of customers satisfied with our Customer Access Center services, based on survey	At least 90 percent	91 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	0.25	✓
<b>Customer Services</b>			
Percent of calls answered live within 30 seconds by our Customer Access Center	At least 75 percent	66 percent	*
<b>Operations Services</b>			
Frequency of non-major-storm power interruptions, per year, per customer	Less than 1.30 interruptions	0.86 interruptions	✓
Length of power outages per year, per customer	Less than 5 hours, 20 minutes	4 hours, 7 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	99 percent	✓

Each year Puget Sound Energy measures how well we deliver our services to you and all of our customers in three key areas: Customer Satisfaction, Customer Services and Operations Services.

## 2013 Performance Highlights

In 2013 we met eight of the nine service metrics (see chart above.) The area where we fell short was in the percent of your calls answered live within 30 seconds.

\* For the first five months following our April 2013 conversion to an advanced customer information and billing system, some customers experienced longer-than-usual wait times for their calls as our employees grew more proficient with the new software. By October, we returned to normal operations and met the performance target. PSE requested full mitigation of the \$648,000 penalty for missing the live-call target. The Utilities and Transportation Commission granted the request, finding that PSE's preparedness and response was reasonable.

Through our two Service Guarantees —keeping scheduled appointments and restoring power interruptions as soon as we can— we provide a \$50 credit on your bill. In 2013, we credited customers a total of \$18,050 for missing 361 of our total 81,545 scheduled appointments.

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