THE VOICE OF
myPSE

PSE PUGET SOUND ENERGY

The myPSE app: Be in the know when on the go

The myPSE app provides easy access to your account when you're on the go. Check your balance and make a payment with just one click. Track and report power outages in your neighborhood and check on restoration times, all in the palm of your hand.

Manage your account:

- Review your account balance, prior month's charges and pay your bill
- Manage personal preferences—select your desired bill due date or enroll in paperless billing
- Change or update your account security, including password and security questions
- Set up payment arrangements
- Start, stop or move your residential service

Stay informed about outages:

- View outage status on the map, searching by address, city or ZIP code
- Easily report an outage
- Set your preferences to receive outage notifications by email, text or phone

Download on the App Store

GET IT ON Google play

2019 Service Quality Report Card

Key Measurement	Benchmark	2019 Performance	Achieved
Customer Satisfaction			
Percent of customers satisfied with our Customer Care Center services, based on survey	At least 90 percent	92 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	0.16	✔
Customer Services			
Percent of calls answered live within 60 seconds by our Customer Care Center	At least 80 percent	81 percent	✔
Operations Services			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 outages	0.98 outages	✔
Length of power outages per year, per customer*	Less than 2 hours, 35 minutes	2 hours, 12 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	100 percent**	✔

* There is no penalty associated with this measurement.
** Percent in table rounded up from 99.7 percent result.

Each year Puget Sound Energy measures service-quality benchmarks to gauge how well we deliver our services to you and all of our customers. The benchmarks were established in cooperation with the Washington Utilities and Transportation Commission and the Public Counsel Unit of the Attorney General's Office. Failure to achieve the penalizable service-quality measurements in a reporting year would put us at risk of a penalty up to $12 million, or $1.5 million per measurement.

2019 Performance Highlights

In 2019, we met all nine service metrics (see chart above). In fact, compared to 2018, we improved our own record in frequency of non-major-storm power outages and length of power outages, per year, per customer. Reducing the length of power outages by 13 minutes from 2018 was a great success for PSE. In addition to the above performance, 77% of our total customers were signed up for a digital notification regarding outages. For these results, we credit the efforts of all our employees and contractors.

We had three service guarantees in 2019. 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 $14,850 for missing 297, or 0.3 percent, of our total 91,536 scheduled appointments.

We credited one customer $50 for not restoring electric service within 120 consecutive hours of a power outage.

We credited 213 customers the $50 credit for not restoring electric service within 24 consecutive hours during certain non-major-storm power outages.

Conditions apply to the service guarantees, if you think you qualify you need to contact PSE and ask about the service guarantee program or go to **pse.com/pages/customer-service-guarantees**.

Every day, our employees continually aim to achieve new levels of providing safe, dependable and efficient service to meet your expectations of us. For more information about this Report Card and to view the full Service Quality Report, please go to: https://www.utc.wa.gov/_layouts/15/CasesPublicWebsite/GetDocument.ashx?docID=2507&year=2007&docketNumber=072300.