

2014 Service Quality Report Card

Key measurement	Benchmark	2014 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	96 percent	✓
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.21	✓
Customer Services			
Percent of calls answered live within 30 seconds by our Customer Care Center	At least 75 percent	76 percent	✓
Operations Services			
Frequency of non-major-storm power interruptions, per year, per customer	Less than 1.30 interruptions	1.05 interruptions	✓
Length of power outages per year, per customer	Less than 5 hours, 20 minutes	5 hours, 12 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	31 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, the Public Counsel Section of the Attorney General's Office and other parties to measure how well we deliver our services to you and all of our customers.

2014 Performance Highlights

In addition to meeting all nine service metrics in 2014 (see chart above), we are pleased to report improvements from the prior year in seven of the measurements. They include:

- enhanced services when you called PSE
- greater satisfaction on how we responded and completed your field-service requests
- fewer customer complaints registered with the state Utilities and Transportation Commission
- more calls were answered live within 30 seconds or less
- faster response time to electric system emergencies
- faster response time to natural gas emergencies

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 2014, we credited customers a total of \$11,900 for missing 238 of our total 88,635 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.