

## 2023 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                | 2023 Performance | Achieved |
|--|--------------------------|------------------|----------|
| <b>Customer Satisfaction</b>   |                          |                  |          |
| 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 0.4 complaints | 0.11 complaints  | ✓        |
| <b>Customer Services</b>   |                          |                  |          |
| Percent of calls answered live within 60 seconds by our Customer Care Center                       | At least 80 percent      | 87 percent       | ✓        |
| <b>Operations Services</b>   |                          |                  |          |
| Frequency of non-major-storm power outages, per year, per customer                                 | Less than 1.2 outages    | 1.10 outages     | ✓        |
| Length of power outages per year, per customer   | Less than 155 minutes    | 167 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  | 33 minutes       | ✓        |
| Percent of service appointments kept   | At least 92 percent      | 99 percent       | ✓        |

## 2023 Performance Highlights

We met eight of the nine service-quality measurements (see chart above) and improved our performance for five measurements: percent of customers satisfied with our Customer Care Center services, based on survey; 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 electric system emergencies; 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. While the length of power outages per year, per customer decreased in 2023 compared to 2022, outages caused by trees/vegetation and vehicle collisions with PSE equipment 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](https://pse.com/pages/customer-service-guarantees) or 1-888-225-5773.

In 2023, PSE paid \$18,100 for missing 362 of the total 29,349 service guaranteed appointments. We provided 50 customers with a \$50 credit in 2023 for not restoring electric service within 24 consecutive hours during certain non-major-storm power outages. There were no customer claims issued on restoring electric service within 120 consecutive hours during any power outage.

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