

The latest news on what's powering our neighborhoods



Preparing for wildfire season

As the state's largest utility, Puget Sound Energy takes a comprehensive approach to the evolving risk of wildfires, working year-round to ensure safety while balancing the reliable delivery of energy to our communities.

What is a Public Safety Power Shutoff?

During critical wildfire weather conditions, PSE may temporarily shut off power lines to help prevent wildfires from starting. This is called a **Public Safety Power Shutoff (PSPS)**, and it is a measure of last resort to keep you and your community safe.

As we approach the summer, here are some steps you can take to prepare for wildfire season:

- Learn about **Public Safety Power Shutoffs** and how you can prepare.
- Create and practice a household emergency plan and build an emergency kit.
- Get your free Wildfire Ready Plan and take action to make your home and community more resilient. Learn more at wildfireready.dnr.wa.gov.
- Make sure your PSE account contact information is up to date so we can notify you in the event of a PSPS.
- If you use a medical device in your home that relies on electricity, you may qualify for Life Support status on your account. Visit pse.com/medical for more information.

pse.com/wildfire

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
Customer Satisfaction			
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	✓
Customer Services			
Percent of calls answered live within 60 seconds by our Customer Care Center	At least 80 percent	87 percent	✓
Operations Services			
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 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.