

2016 Service Quality Report Card

Key measurement	Benchmark	2016 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	95 percent	✓
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.18	✓
Customer Services			
Percent of calls answered live within 30 seconds by our Customer Care Center	At least 75 percent	77 percent	✓
Operations Services			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 interruptions	1.06 interruptions	✓
Length of power outages per year, per customer	Less than 2 hours, 35 minutes	2 hours, 28 minutes	✓
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	55 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 Unit of the Attorney General's Office and other parties to gauge how well we deliver our services to you and all of our customers. Failure to achieve all service-quality measurements in a reporting year would have put us at risk of a penalty up to \$12 million.

2016 Performance Highlights

In 2016 we met all nine service metrics (see chart above).

We had two service guarantees in 2016. 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

We credited customers a total of \$19,000 for missing 380, or 0.4 percent, of our total 104,163 scheduled appointments.

We credited one customer \$50 for not restoring electric service within 120 consecutive hours.

At the start of 2017, we added a new service guarantee with a \$50 credit if your power is out for longer than 24 hours, barring a major storm or a significant event.

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