

The latest news on what's powering our neighborhoods



## Get paid \$25 to recycle your old refrigerator or freezer

Since 2007, PSE customers have recycled more than 63,070 units. Together, we've reduced waste and helped the environment by:

- Recycling over 9.6 million pounds of metal, plastic and glass
- Avoiding nearly 468,500 metric tons of greenhouse gas emissions, equaling nearly 51,000 homes' energy use for a year
- Avoiding 26,000 tons of ozone-depleting-substance emissions

Less energy consumed, more space in your garage or basement, plus it's easy to do. Get rid of your old fridge or freezer today by scheduling your free pick-up and get \$25 from PSE by calling **1-877-577-0510**, Monday through Friday between 8 a.m. to 5 p.m.

Available to current PSE residential electric customers only. Recycled refrigerators or freezers must be manufactured in 1992 or earlier and remain in working condition to qualify for the incentive. Limit 3 recycled items per customer.

## Stay clear of overhead power lines

It's the season for pruning, painting and other activities that bring ladders and tools close to overhead power lines—dangerously close, if you're not careful. When working near overhead lines, be mindful of how you're carrying ladders, and keep them, yourself and your tools at least 10 feet away from the line—more if the line is anything other than the line from a pole to your house.

[pse.com/electricsafety](http://pse.com/electricsafety)



# 2018 Service Quality Report Card

Key Measurement	Benchmark	2018 Performance	Achieved
<b>Customer Satisfaction</b>			
Percent of customers satisfied with our Customer Care Center services, based on survey	At least 90 percent	94 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	✓
<b>Customer Services</b>			
Percent of calls answered live within 60 seconds by our Customer Care Center	At least 80 percent	81 percent	✓
<b>Operations Services</b>			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 outages	1.02 outages	✓
Length of non-major-storm power outages per year, per customer*	Less than 2 hours, 35 minutes	2 hours, 25 minutes	✓
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	52 minutes	✓
Time from customer call to arrival of field technicians in response to natural gas emergencies	No more than 55 minutes	30 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 99.5 percent result.

## 2018 Performance Highlights

In 2018, we met all nine service metrics (see chart above), including the new measure for the calls answering performance. In fact, compared to 2017, we improved our own record in all customer satisfaction measurements and the response-times to electric and natural gas emergencies. The annual results for non-major-storm power outages were also better. For these results we credit the efforts of all our employees and contractors. Failure to achieve all nine service-quality measurements in a reporting year would have put us at risk of a penalty up to \$12 million, or \$1.5 million per measurement.

We have three customer service 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.

If we fail to meet any of these guarantees we credit your bill \$50, conditions apply and customer action required. More at [pse.com/guarantees](http://pse.com/guarantees).

Beginning in 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 event. For 2018, we gave 29 customers the \$50 credit for not restoring electric service within 24 consecutive hours during certain non-major-storm power outages. In 2018, we also credited customers a total of \$24,450 for missing 489, or 0.5 percent, of our total 107,329 scheduled appointments; and credited one customer \$50 for not restoring electric service within 120 consecutive hours of a power outage.

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