

2020 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's 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	2020 Performance	Achieved
Customer Satisfaction			
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	96 percent	✓
Number of complaints to the WUTC per 1,000 customers, per year	Less than 0.40	0.10	✓
Customer Services			
Percent of calls answered live within 60 seconds by our Customer Care Center	At least 80 percent	84 percent	✓
Operations Services			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 outages	1.24 outages	✓
Length of power outages per year, per customer*	Less than 2 hours, 35 minutes	2 hours, 45 minutes	
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	51 minutes	✓
Time from customer call to arrival of field technicians in response to natural gas emergencies	No more than 55 minutes	32 minutes	✓
Percent of service appointments kept	At least 92 percent	99 percent	✓

* There is no annual performance penalty associated with this 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. Please see the information about service guarantees below.

2020 Performance Highlights

2020 was a year of unprecedented challenges brought on by the COVID-19 pandemic. We have continued to adapt to the CDC and state agencies' evolving guidelines to ensure our employee's and the public's safety and provide reliable energy service.

We met eight of the nine service metrics (see chart above), improving in all areas of Customer Satisfaction and Services. We also improved response time for electric emergencies from 2019. Weather events during the first weeks of 2020 contributed to the missed benchmark for the length of power outages per year. While restoration had been slowed by inaccessible roads, additional damage would occur from subsequent wind and snow as damage was repaired.

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 bill \$50, conditions apply, and customer action required. Learn more at <https://www.pse.com/pages/customer-service-guarantees> or 1-888- 225-5773.

For 2020, PSE paid \$14,200 for missing 284 of the total 37,773 service guaranteed appointments. We provided 279 customers with a \$50 credit for not restoring electric service within 24 consecutive hours during certain non-major-storm power outages and nine customers with a \$50 credit for not 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.