

The latest news on what's powering our neighborhoods

Shrink your energy bill

Here's a bright idea: swap your old inefficient light bulbs for cool new LEDs. They're long lasting and so are the savings you'll see on your energy bill.

For a limited time, get instant discounts on lighting and other energy-saving products from Greenlite at select Ace Hardware and McLendon Hardware stores:

- LED 2-packs as low as \$1.99
- Globe LED 4-packs for just \$3.99
- Home Water Conservation Kits, including a fixed showerhead and two faucet aerators, for \$2.99

For a list of participating locations and more ways to lower your energy bill, visit pse.com/save.

Offers good through Aug. 7, 2016. Discounts taken at register.



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. Be 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 or more away from the line.

pse.com/electricsafety



2015 Service Quality Report Card

Key measurement	Benchmark	2015 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	0.23	✓
Customer Services			
Percent of calls answered live within 30 seconds by our Customer Care Center	At least 75 percent	70 percent	
Operations Services			
Frequency of non-major-storm power outages, per year, per customer	Less than 1.30 interruptions	1.11 interruptions	✓
Length of power outages per year, per customer	Less than 5 hours, 20 minutes	4 hours, 32 minutes*	✓
Time from customer call to arrival of field technicians in response to electric system emergencies	No more than 55 minutes	54 minutes	✓
Time from customer call to arrival of field technicians in response to natural gas emergencies	No more than 55 minutes	29 minutes	✓
Percent of service appointments kept	At least 92 percent	100 percent**	✓

* Allowed by the Utilities and Transportation Commission, 2015 performance calculation excludes customer outage duration associated with two extraordinary storms that occurred in August and November. If the storms were included, the outage duration performance would have been 6 hours, 1 minute.

** 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 Section of the Attorney General's Office and other parties to measure how well we deliver our services to you and all of our customers. Failure to achieve all nine service-quality measurements in a reporting year would have put Puget Sound Energy at risk of a penalty totaling \$13.5 million, or \$1.5 million per measurement.

2015 Performance Highlights

In 2015 we met eight of the nine service metrics (see chart above).

Several factors contributed to the missed live-call benchmark. A changed bill-collection process led to increased calls and lengthier call times. The change inadvertently coincided with when we were in the process of hiring and training new agents not yet ready to take calls. Also, the effects of last August's widespread power outages strained our technology systems that support our online and self-serve outage reporting and information tools and drove customers to call us and experience longer-than-usual wait times. The missed benchmark resulted in a fully assessed penalty of \$360,000.

Through our two Service Guarantees—keeping scheduled appointments and restoring power interruptions as soon as we can—we provide a \$50 credit on your bill. In 2015, we credited customers a total of \$16,250 for missing 325, or 0.4 percent, of our total 94,834 scheduled appointments. There were no qualifying outage events for the power restoration guarantee in 2015, and therefore, there was no payout.

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