

Exhibit No. ____ (RP-9)
Docket U-111465
Witness: Rayne Pearson

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY, INC.,

Respondent.

DOCKET U-111465

**EXHIBIT TO
TESTIMONY OF**

Rayne Pearson

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

PSE Response to Staff Data Request 5

June 22, 2012

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Docket No. U-111465
Puget Sound Energy, Inc.
Staff Investigation into Charges for Disconnection Visits**

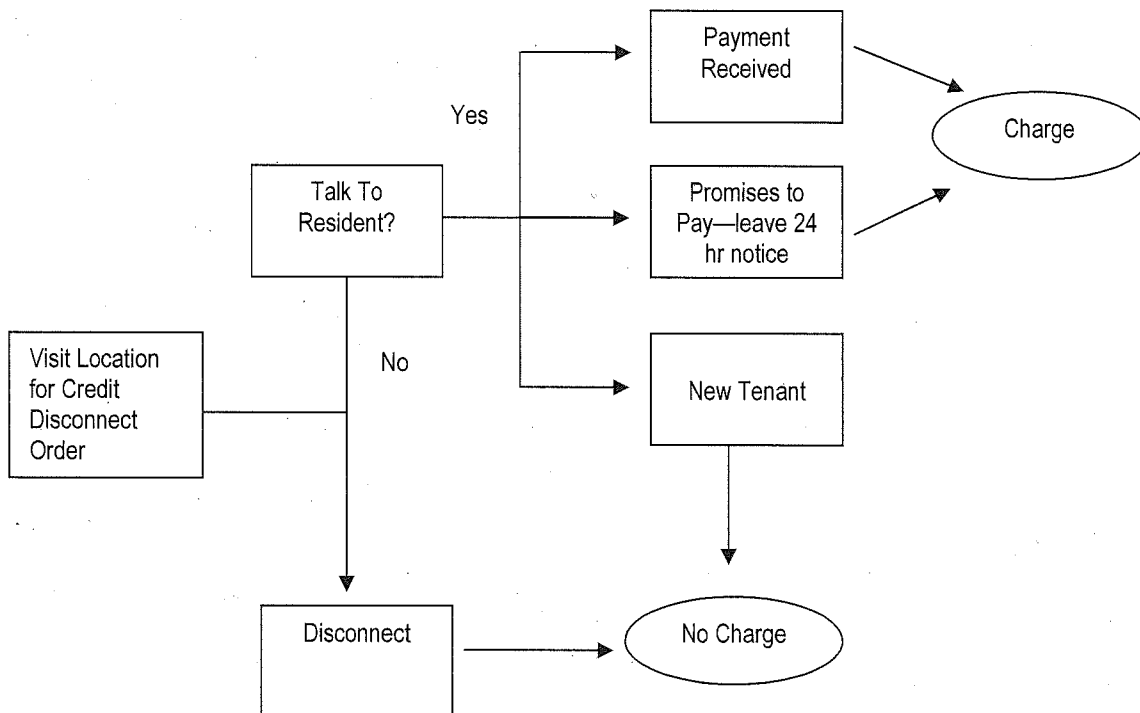
WUTC STAFF DATA REQUEST NO. 005

WUTC STAFF DATA REQUEST NO. 005:

Please provide all documentation of prior procedures for assessing a \$13 disconnect visit fee.

Response:

Puget Sound Energy Inc. ("PSE") did not have a formally documented process for assessing the \$13 disconnect visit service fee prior to May 2011, As shown in the chart below, field representatives were trained to bill a \$13 disconnect visit service fee in the event they visited a customer's premise and a customer made a payment or made a commitment to make a payment to prevent disconnection.



Attached as Attachment A to PSE's Response to WUTC Staff Data Request No. 005 please find documentation associated with the old procedure regarding \$13 disconnect visit service fees.