

**EXHIBIT NO. ___(APB-2)
DOCKET NO. U-110808
WITNESS: AGNES P. BARARD**

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY, INC.,

Respondent.

Docket No. U-110808

**FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE
PREFILED RESPONSE TESTIMONY OF
AGNES P. BARARD
ON BEHALF OF PUGET SOUND ENERGY, INC.**

JUNE 1, 2012

1 **PUGET SOUND ENERGY, INC.**

2 **FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE**
3 **PREFILED RESPONSE TESTIMONY OF AGNES P. BARARD**

4 **Q. Please state your name and business address.**

5 A. My name is Agnes P. Barard. My business address is 19900 North Creek Parkway,
6 Bothell, Washington 98011.

7 **Q. By whom are you employed and in what capacity?**

8 A. I am employed by Puget Sound Energy, Inc. ("PSE") as Director, Customer Care.

9 **Q. What are your duties as Director of Customer Care?**

10 A. As Director of Customer Care, my duties include strategy and overall operations of
11 Customer Services and Revenue Management businesses, including the call center,
12 customer experience (customer self service channels), applications support for call
13 center technologies, managing vendor relationships, meter to cash processes
14 representing billing services, credit and collection services, accounts receivable
15 write-off management, payment processing services (both internal and third
16 parties), low income assistance programs, and business reporting and analytics.

17 My duties include interfacing with colleagues in Operations to create advancement
18 in customer care. I am responsible for developing and maintaining continual

1 process improvement approach so as to meet operational requirements of business
2 area. I direct efforts to meet Service Quality Indices as mandated by the
3 Commission, key business performance indicators, budget targets and overall
4 corporate goals. I ensure compliance with business rules, PSE tariff requirements,
5 Commission rules and statutes, and customer privacy security regulations and
6 policies.

7 **Q. Please describe your relevant employment experience.**

8 A. Through 1990, I served as Director, Credit for Federated Stores/May Company, in
9 which position I was responsible for credit authorization, new accounts, accounts
10 receivable, billing and customer service.

11 From 1990 to 1998, I served as Vice President, Operations for TeleCheck, where I
12 was responsible for multi state Authorization Centers and Consumer Services
13 support organization.

14 From 1998 to 2000, I served as Director Customer Service/National Accounts for
15 PG&E Energy Services, in which position I was responsible for customer strategy
16 and established and directed various customer operations centers.

17 From 2000 to 2004, I served as Vice President, Customer Care for Green Mountain
18 Energy. In that position, I developed customer strategy and operations centers for a
19 startup energy company serving five states.

1 In 2004 and 2005, I was self-employed as an operations center consultant and
2 consulted across industries on contact center efficiency, marketing, and process
3 improvement.

4 From 2005 to 2007, I served as Director Customer Support Operations for Time
5 Warner/Comcast, in which position I was responsible for a customer operations
6 center.

7 From 2007 to 2008, I served as Director, Revenue Management for PSE. In that
8 role, I served as lead for the revenue management team to define and improve
9 revenue management processes and metrics.

10 In July 2008, I assumed my current position as Director of Customer Care with
11 PSE.

12 **Q. Briefly describe your education.**

13 A. I graduated with a Bachelor's Degree in Speech Pathology from Xavier University.
14 I have also obtained a certification in Call Center Operations Management from
15 Purdue University, qualified as a Baldrige Examiner for the Malcolm Baldrige
16 National Quality Award Program from the University of Texas Center for
17 Performance Excellence, and attended the Utility Executive Course at the
18 University of Idaho.