

Exhibit No. \_\_\_\_ (RP-11)  
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 REBUTTAL TESTIMONY OF**

**Rayne Pearson**

**STAFF OF  
WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION**

*PSE Supplemental Response to Staff Data Request No. 7*

**September 7, 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. 007**

**WUTC STAFF DATA REQUEST NO. 007:**

How many customers were charged the \$13 disconnect fee in error in 2011?

**First Supplemental Response:**

Puget Sound Energy, Inc. ("PSE") identified 3,611 occurrences in 2011 in which PSE billed the \$13 disconnect visit service fee in error.

PSE's original Response to WUTC Staff Data Request No. 007 indicated that 3,631 accounts had been incorrectly billed in 2011; however, to clarify, only 3,611 of such charges were actually billed to customers. The remaining twenty charges were immediately reversed in CLX and were therefore not included on bills issued to customers. These twenty accounts were clearly identified in Attachment A to PSE's Original Response to WUTC Staff Data Request No. 009, in the column labeled "Reversal Date Comment".