

Exhibit No. ___ (RP-12)
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 Response to Staff Data Request No. 12

September 7, 2012

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Docket Nos. UG-111465
Puget Sound Energy, Inc.'s
Staff investigation into charges for disconnection visits**

WUTC STAFF DATA REQUEST NO. 012

WUTC STAFF DATA REQUEST NO. 012:

How many customers were inappropriately charged the \$13 disconnect visit fee between December 14 and December 31, 2009?

Response:

Puget Sound Energy, Inc. ("PSE") billed 2,835 customers a \$13 disconnect visit fee between December 14 and December 31, 2009 without intent to disconnect. These charges have since been reversed.

Attached as Attachment A to PSE's Response to WUTC Staff Data Request No. 012 is a table of the accounts that PSE erroneously billed a \$13 disconnection visit service fee during 2009 and the subsequent date that PSE reversed such charges.

As indicated in PSE's First Supplemental Response to WUTC Staff Data Request No.009, PSE confirms that it has refunded all accounts relating to the 2009, 2010 and 2011 periods.

Attachment A to PSE's Response to WUTC Staff Data Request No. 012 is CONFIDENTIAL per Protective Order in WUTC Docket No. U-111465.