

EXHIBIT NO. ___(KRM-2)
DOCKET NO. U-110808
WITNESS: KRISTINA R. McCLENAHAN

**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
KRISTINA R. McCLENAHAN
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 KRISTINA R. McCLENAHAN**

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

5 A. My name is Kristina R. McClenahan. My business address is 19900 North Creek
6 Parkway, 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 Supervisor, Customer
9 Access Center in the Customer Care Organization.

10 **Q. What are your duties as Supervisor, Customer Access Center?**

11 A. As Supervisor, I am responsible for daily monitoring, coaching and overseeing
12 processes performed by the agents who report to me. My team of agents is directly
13 responsible for handling accounts, which have been disconnected for non-payment,
14 and assisting those customers in steps necessary to be reconnected..

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

16 A. From 1999 to 2007, I held several positions with Lindora, Inc. in Costa Mesa,
17 California, including Customer Service Supervisor.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15

In 2007 and 2008, I served as Marketing Manager with West Coast Clinical Trials in Cypress, California.

In 2008, I served as Operations Manager with 1.800.NewBack, LLC in Santa Ana, California.

In 2008 and 2009, I served as Office Manager and Project Coordinator for SolutionMakers, Inc. in Snohomish, Washington.

In 2009 and 2010, I held a position with Volt Technical Services in which I served as the Temporary Seasonal Coordinator for PSE. In that role, I managed a team of 24-70 agents and was responsible for ensuring agent daily productivity and call handling scores for seasonal agents.

In May 2010, I assumed my current position as Supervisor, Customer Access Center with PSE.

Q. Briefly describe your education.

A. I graduated from the University of Phoenix with a Bachelors of Business Administration in 2007.