

Docket No. UG-200112 - Vol. II

**Washington Utilities and Transportation Commission v.
Puget Sound Energy**

June 18, 2020



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BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

WASHINGTON UTILITIES AND) DOCKET UG-200112
TRANSPORTATION COMMISSION,)

)
Complainant,)

)
vs.)

)
PUGET SOUND ENERGY,)

)
Respondent.)

TELEPHONIC PUBLIC COMMENT HEARING, VOLUME II
Pages 19-69

June 18, 2020

6:00 p.m.

Washington Utilities and Transportation Commission
621 Woodland Square Loop Southeast
Lacey, Washington 98503

REPORTED BY: TAYLER GARLINGHOUSE, CCR 3358

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LACEY, WASHINGTON; JUNE 18, 2020
6:00 P.M.

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P R O C E E D I N G S

CHAIR DANNER: Let's be on the record.

Today is June 18th, 2020, and this is a public comment hearing of the Utilities and Transportation Commission in Docket UG-200112, and that is a stipulation and an agreement before us with regard to Puget Sound Energy's Water Heater Rental Program, and we're here to take public comments tonight.

My name is Dave Danner. I am Chair of the Commission. I'm joined by my colleagues, Commissioner Ann Rendahl and Commissioner Jay Balasbas, and this is a virtual hearing.

So the issue before us tonight is whether to approve -- deny or approve the modifications of the settlement before us with regard to the sale by Puget Sound Energy of its optional Water Heater Rental Service, which it currently provides to customers under a natural gas tariff, Schedule 71 and 72. And they want to give control to Grand HVAC Leasing USA LLC, which we will call GHL.

PSE has requested order from the Commission

A P P E A R A N C E S

DAVE DANNER, Chair
ANN E. RENDAHL, Commissioner
JAY BALASBAS, Commissioner
ANDREW ROBERTS, UTC Staff
ANN PAISNER, Public Counsel
JEFF ROBERSON, Commission Staff
DAVID STEELE, Perkins Coie for PSE

* * * * *

determining that the water heaters and related property and rental agreement owned -- rental agreements owned by PSE associated with the service are no longer necessary and useful.

As part of this settlement, they -- the Company proposes to basically offer options to their current customers. They will offer a payment plan option to all water heater customers including low income customers who want to terminate their lease rather than transition to GHL and have a payoff balance -- and for those customers, it would pay off the balance for their water heater. Otherwise they would transfer to GHL and they will provide to customers a matrix showing the comparison of services.

Basically, they're very similar with the exception of code upgrade costs, which, under the agreement, Grand HVAC Leasing will handle that's not currently provided by PSE and then guarantee monthly rental rates for 24 months and putting a cap of 4.9 percent on annual price increases after that 24 months.

Let me turn to Mr. Roberson or Ms. Paisner from Public Counsel. Is my summary consistent with your understanding of this settlement?

MR. ROBERSON: I'll take --

MS. PAISNER: I --

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1 CHAIR DANNER: Okay. Mr. Roberson, you go
 2 first.
 3 MR. ROBERSON: That is consistent with
 4 Staff's understanding of the settlement, yes.
 5 CHAIR DANNER: All right. And Ms. Paisner
 6 as well? Ms. Paisner from Public Counsel?
 7 MS. PAISNER: Hi, I apologize. It was
 8 telling me I was muted.
 9 CHAIR DANNER: Oh, okay.
 10 MS. PAISNER: Yeah, this is Ann -- Ann
 11 Paisner and that is correct. The terms of the
 12 settlement were going towards clarity and providing
 13 information to customers in order to make a decision
 14 during that transition period from PSE to GHL.
 15 CHAIR DANNER: Okay. You were cutting in
 16 and out a little bit, so maybe repeat that.
 17 COMMISSIONER RENDAHL: Chair -- Chair
 18 Danner, this is Commissioner Rendahl. Can you ask
 19 everyone on the line who is not speaking to mute
 20 themselves so you don't have the background noise?
 21 CHAIR DANNER: Sure. I will make that --
 22 Could everyone on the line who is not
 23 speaking please mute your -- your phones or -- or your
 24 mics, if possible, because we are getting a lot of
 25 background noise.

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1 UNIDENTIFIED SPEAKER: Is there background
 2 noise now?
 3 CHAIR DANNER: No, it's a lot better now.
 4 So, Ms. Paisner, let's try again.
 5 MS. PAISNER: Okay. So, again, this is Ann
 6 Paisner, and I just wanted to reiterate that what you
 7 said is correct, and the terms of the settlement
 8 agreement do address providing information to customers
 9 in order to make more informed decisions during that
 10 transition period in which PSE will transfer its rental
 11 program over to GHL.
 12 CHAIR DANNER: All right. Thank you.
 13 Before we proceed, Ms. Paisner is with the
 14 Office of Public Counsel at the Attorney General's
 15 Office, and she and her colleagues at that office
 16 represent the interests of ratepayers for the
 17 Commission.
 18 And, Ms. Paisner, I have a question for you.
 19 We received a comment from a Mr. John Keliher, and in
 20 his comment, he stated that the letter from PSE
 21 informing them of this transfer stated that the website
 22 of the Attorney General's Office requested members of
 23 the public not contact the Public Counsel Unit or send
 24 it any documents, and he asked to what end is this
 25 information offered by PSE. Can you confirm that --

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1 that you are not accepting documents or that you are
 2 accepting documents?
 3 MS. PAISNER: Hello -- hello, this is Ann
 4 Paisner. I would first like to thank Mr. Keliher for
 5 bringing that to our attention. We are now in the
 6 process of deleting that statement that says please send
 7 no attachments, and we absolutely do want to receive any
 8 and all comments that are directed to us.
 9 So I would like to clarify that our email
 10 address is utility@atg.wa.gov. We can also be reached
 11 by phone at 206-464-7744, and our address is as stated
 12 on the website, Attorney General's Office, Public
 13 Counsel section, 800 - 5th Avenue, Suite 2000, in
 14 Seattle, Washington 98104-3188.
 15 And, again, I would like to thank
 16 Mr. Keliher for bringing that to our attention, and we
 17 absolutely will accept those comments. And as is our
 18 standard practice, on -- on the deadline for collecting
 19 those comments, we put them together in an exhibit
 20 filing that we will submit to the UTC of everything that
 21 we receive, and it will become part of the official
 22 record.
 23 So I do thank you, Chairman Danner, for
 24 allowing us to clarify that we indeed can receive
 25 those -- those comments and those materials.

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1 CHAIR DANNER: Great, thank you -- thank you
 2 very much.
 3 In light of that there may be some confusion
 4 with regard to people who saw the notice before it was
 5 changed, we will allow written comments through a week
 6 from today, the close -- the close of business on
 7 Thursday, the -- Thursday, the 25th of June. So if
 8 people want to submit written comments in this docket,
 9 they may do so through next Thursday close of business.
 10 So thank you very much.
 11 We have received almost 50 written comments,
 12 and tonight we are going to hear from people who are
 13 interested in this and want to give us their thoughts.
 14 So why don't we proceed.
 15 Looking at the sign-in sheet so far, let me
 16 ask, is Val Erikson on the line?
 17 MS. ERIKSON: Yes --
 18 UNIDENTIFIED SPEAKER: Hey, hello?
 19 CHAIR DANNER: Yes.
 20 MS. ERIKSON: Hello?
 21 UNIDENTIFIED SPEAKER: Yeah, hello.
 22 CHAIR DANNER: I'm hearing two people. Are
 23 there two --
 24 UNIDENTIFIED SPEAKER: I would like --
 25 CHAIR DANNER: -- Val Eriksons?

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1 MS. ERIKSON: I'm Val Erikson.
 2 CHAIR DANNER: So, Val Erikson, why don't
 3 you proceed.
 4 MS. ERIKSON: Okay. I just have -- I just
 5 wanted to know what's going on. I prefer that Puget
 6 Sound Energy check with renting me the water heater
 7 because I have no problem. I like renting. I don't
 8 want to buy a water heater because I like it to be
 9 someone else's responsibility, and I am apprehensive of
 10 having to switch to another leaser that I don't know.
 11 UNIDENTIFIED SPEAKER: Yeah, yeah, so what
 12 is going on now? To whom do I actually -- if I want to
 13 rent it --
 14 CHAIR DANNER: We will --
 15 UNIDENTIFIED SPEAKER: -- who do I go to,
 16 PSE or GHL?
 17 CHAIR DANNER: So first thing --
 18 MS. ERIKSON: I'm Val Erikson. This is
 19 somebody else on the phone too.
 20 CHAIR DANNER: Yes, I understand. I'm going
 21 to ask that person to not talk until Ms. Erikson is
 22 done. We will call on you.
 23 UNIDENTIFIED SPEAKER: Oh, okay.
 24 CHAIR DANNER: So is there --
 25 (Simultaneous talking.)

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1 UNIDENTIFIED SPEAKER: All right.
 2 CHAIR DANNER: Thank you.
 3 Ms. Erikson, do you want to go ahead and --
 4 I'm sorry for the interruption. Complete your thoughts,
 5 please.
 6 MS. ERIKSON: Okay. So yeah, I'd like to
 7 know more about the new leaser. I understand that they
 8 will not raise the price for two years --
 9 UNIDENTIFIED SPEAKER: That I --
 10 MS. ERIKSON: -- but I --
 11 CHAIR DANNER: All right.
 12 UNIDENTIFIED SPEAKER: Will I --
 13 CHAIR DANNER: Is it possible for you to
 14 mute the phone of this individual who continues to talk?
 15 UNIDENTIFIED SPEAKER: So in essence, I have
 16 to --
 17 CHAIR DANNER: All right. Ms. Erikson, do
 18 you want to try it one more time, please?
 19 MS. ERIKSON: Okay. So yeah, I'm just
 20 apprehensive about the change because I've been very
 21 comfortable with PSE, and I would like to continue it
 22 that way. I wonder what the reasons are that they want
 23 to sell the Water Heater Rental Service to Grand HVAC
 24 with PGL.
 25 CHAIR DANNER: So this is a public comment

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1 hearing, and the way that these things work generally is
 2 we take comments, but we don't from the bench engage --
 3 MS. ERIKSON: Oh, okay. Okay. Okay.
 4 CHAIR DANNER: So we have your email and --
 5 and we will provide that to Public Counsel or to the
 6 Company who will answer those questions for you.
 7 MS. ERIKSON: Okay. Okay. And so my -- my
 8 comment is -- and my final comment is leave things the
 9 way they are. That's my public hearing opinion. I like
 10 PSE renting out the water heaters, although I have a
 11 feeling it's going to change. Okay. I am finished.
 12 Thank you.
 13 CHAIR DANNER: All right. Thank you very
 14 much, and, again, I thank you for persevering.
 15 Appreciate your comments.
 16 MS. ERIKSON: Yeah, I'm going to stay on --
 17 I'm going to stay on the line and see what other people
 18 say.
 19 CHAIR DANNER: That's just fine. Thank you.
 20 MS. ERIKSON: Oh, okay. Okay.
 21 CHAIR DANNER: So, Mr. Robertson, we have
 22 others signed in?
 23 MS. ERIKSON: Oh my gosh, am I the only one?
 24 MR. ROBERTSON: Nobody else has signed in,
 25 but there are 52 people on the line right now.

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1 CHAIR DANNER: Okay.
 2 UNIDENTIFIED SPEAKER: I'm listed.
 3 MS. WARTNIK: My name is -- hello, my name
 4 is Lynn Wartnik, and I'm on the line and I just -- that
 5 woman and that -- Ms. Erikson, that is exactly what I'm
 6 interested in knowing. First of all, who that company
 7 is --
 8 CHAIR DANNER: All right.
 9 MS. WARTNIK: -- GHL or whatever and what is
 10 their main business, how long have they been in
 11 business, and I prefer staying with Puget Energy, Puget
 12 Sound Energy because they have always come out when I
 13 have needed them, they replaced a water heater for me,
 14 and all I do is rent the water heater. And, you know,
 15 it's been a wonderful relationship. So I agree with
 16 Ms. Erikson, I would like to maintain the relationship
 17 with PSE. The other company is an unknown entity and
 18 I'm concerned. Mm-hmm.
 19 CHAIR DANNER: All right. Thank you for
 20 your comments. Now, can you give us your last -- can
 21 you give us your name again? We did not catch that, and
 22 the court reporter needs to get that.
 23 MS. WARTNIK: Okay. My name is Lynn,
 24 L-y-n-n, Wartnik, W-a-r-t-n-i-k. And I've been leasing
 25 from Puget Sound Energy for probably 30 years at least.

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1 CHAIR DANNER: All right. Thank you.
 2 Now, in order to -- we have a number of
 3 people wishing to speak, and I can't see you and I can't
 4 call on you. So what I can do is I can either have
 5 Mr. Roberts call out your phone number or we can go
 6 alphabetically through the alphabet and see if that
 7 works a little better.
 8 So maybe I can ask if there's anyone who
 9 wants to speak whose name starts with A? Anyone whose
 10 last name starts with B? C? D? E? F?
 11 MS. FOREMAN: Yeah, I'm here. Vicky
 12 Foreman.
 13 CHAIR DANNER: All right.
 14 MS. FOREMAN: And I agree with the other two
 15 ladies. I want to stay with Puget Sound Energy. I've
 16 been leasing my water heater for 15 years.
 17 CHAIR DANNER: All right. Thank you.
 18 Anything else to -- to add, is that...
 19 MS. FOREMAN: Oh, I have lots of questions
 20 about what would happen if we change, but you can't
 21 answer them, so I just would like to stay with Puget
 22 Sound Energy is my comment.
 23 CHAIR DANNER: All right. Thank you very
 24 much.
 25 Anyone whose last name starts with F, G? H?

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1 I? J?
 2 MS. HAMPTON: H?
 3 CHAIR DANNER: Okay. Go ahead.
 4 MS. HAMPTON: Hampton, yes, I would like
 5 to --
 6 CHAIR DANNER: And what is your full name?
 7 MS. HAMPTON: Vicky.
 8 CHAIR DANNER: Vicky Hampton.
 9 MS. HAMPTON: You got it, yes.
 10 CHAIR DANNER: Thank you.
 11 MS. HAMPTON: In regards -- no, thank you.
 12 I am in agreement with the previous speakers. I would
 13 like to stay with Puget Sound Energy for the various
 14 reasons as already stated. Thank you.
 15 CHAIR DANNER: All right. Thank you very
 16 much.
 17 Again, H, I, J? K?
 18 MS. KARETA: Hi, can you hear me?
 19 CHAIR DANNER: Yes, I can.
 20 MS. KARETA: This is Jean Kareta.
 21 CHAIR DANNER: Okay. J-e-a-n?
 22 MS. KARETA: Correct.
 23 CHAIR DANNER: And how do you spell your
 24 last name?
 25 MS. KARETA: K-a-r-e-t-a, and I've been

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1 renting since '76. So it turns out that this water
 2 heater is, you know, old, so why would I want to, you
 3 know, pay whatever, \$2,000 for this one, and I would
 4 like all the information. I wasn't clear whether or not
 5 you're sending us all your answers, but I'd like all the
 6 information, not just a response to my question but
 7 from -- I agree with the prior speakers. Thank you.
 8 CHAIR DANNER: All right. Thank you very
 9 much.
 10 So anyone's last name beginning with K or L
 11 or M?
 12 MR. MUNRO: Joseph Munro here.
 13 CHAIR DANNER: Go ahead.
 14 MR. MUNRO: Can you hear me?
 15 CHAIR DANNER: Yes, I can.
 16 MR. MUNRO: Okay. First off, if it's
 17 possible, I would like to stick with PSE, but if not,
 18 I'd like to hear more about the -- what their plans are.
 19 I mean, somebody mentioned the background of the
 20 company, that would be helpful as well and the --
 21 somebody mentioned it's -- they're holding the price for
 22 two years and then it can go up. I'd like to know
 23 whether there's a cap on that, because I think I'm
 24 paying the same amount I did from 15 years ago.
 25 And so if we -- if we have to, if PSE --

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1 PSE's done with it and they want to sell it, if we have
 2 to move, I'd like more information, but my preference is
 3 not to move. I'm -- I'm fine with PSE. Thank you.
 4 CHAIR DANNER: Thank you. From what I --
 5 what materials -- what I'm seeing is there is a cap of
 6 4.9 percent after the 24-month period.
 7 MR. MUNRO: Great. Thank you.
 8 CHAIR DANNER: Okay. So anyone's last name
 9 starting with L, M, N, O, P?
 10 MS. PELTOLA: P, I'm Sandra Peltola. Can
 11 you hear me?
 12 CHAIR DANNER: Yes, go ahead.
 13 MS. PELTOLA: Okay. I like PSE --
 14 CHAIR DANNER: Can you --
 15 MS. PELTOLA: Can you hear me?
 16 CHAIR DANNER: Can you spell your name?
 17 MS. PELTOLA: Yes, P-e-l-t-o-l-a, and Sandra
 18 is spelled like Sandra. And I like PSE also, but I've
 19 got the letter in front of me, and I don't know that we
 20 have a choice. Looks to me like PSE wants to sell this
 21 to the UTC, and my question was, actually what price
 22 because I'm a widow, and I don't want my price to go up.
 23 I like leasing. I don't want to have to be responsible
 24 for the hot water heaters. So that would be my
 25 question, you know, how high are they going to go with

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1 the rental on it. But I don't think we have -- like
 2 those other ladies, I don't -- according to this letter,
 3 it doesn't look like we have a choice to stay with PSE.
 4 Sounds to me like they're going to sell the rental.
 5 I -- I may be wrong on that, I don't know.
 6 CHAIR DANNER: They have petition to us for
 7 approval to do that, and that's the decision that we,
 8 the Commissioners, have to make.
 9 MS. PELTOLA: Mm-hmm.
 10 CHAIR DANNER: That decision hasn't been
 11 made yet.
 12 MS. PELTOLA: Okay. Well, I guess that's
 13 all I got. I don't -- well, I have a computer, but my
 14 husband uses it, and I don't. So I've got the
 15 old-fashioned telephone and -- and mail, but that was my
 16 only concern was finding out how much they were going to
 17 charge. I mean, is it going to go up -- we don't know
 18 if it's going to go up every couple years or so like our
 19 cable TV does and that, which I don't want. But anyway,
 20 that was my question.
 21 CHAIR DANNER: All right. Well, thank you
 22 very much. Again, they have agreed there will be no
 23 rate increase for 24 months, that's two years, and then
 24 after that, there is an annual cap of 4.9 percent
 25 increases. And that --

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1 MS. PELTOLA: Is that every year?
 2 CHAIR DANNER: That's a cap on the increases
 3 every year, yes.
 4 MS. PELTOLA: Oh, man.
 5 UNIDENTIFIED SPEAKER: Yeah, it is.
 6 Especially for people who are on fixed incomes and that.
 7 CHAIR DANNER: All right. Thank you. Any
 8 other comments you'd like to make?
 9 MS. PELTOLA: Not me.
 10 CHAIR DANNER: All right. Thank you very
 11 much for your time.
 12 MR. MUNRO: This is Joseph Munro. I have a
 13 question. And it's M-u-n-r-o.
 14 CHAIR DANNER: M-u-n-r-o?
 15 MR. MUNRO: Correct. You said there was a
 16 cap of 4.9 percent. Now, it's 4.9 percent per year. So
 17 it could go up over five years, it could, you know, go
 18 up potentially 25 percent or so. I mean, it can keep
 19 going -- is that -- is that what they're saying?
 20 CHAIR DANNER: So just let me turn to either
 21 the Public Counsel, Ms. Paisner, or to Mr. Roberson, you
 22 want to answer that question?
 23 MR. ROBERSON: You are correct, Chairman
 24 Danner. It is an annual cap. From what I understand,
 25 GHIL has never raised its rental rates. I don't have

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1 firsthand knowledge of that. That's what I've been told
 2 so...
 3 CHAIR DANNER: Okay.
 4 MS. PAISNER: Hi.
 5 CHAIR DANNER: All right. Thank you.
 6 MS. PAISNER: This is Ann.
 7 CHAIR DANNER: Yes, go ahead.
 8 MS. PAISNER: Hi, this is Ann Paisner with
 9 Public Counsel. My -- I just wanted to make a comment
 10 about --
 11 CHAIR DANNER: Ms. Paisner, we lost you.
 12 MS. PAISNER: So the phone number keeps
 13 spontaneously muting me, and I have to press star 6 to
 14 unmute myself.
 15 Anyhow, I -- I just wanted -- yeah, I just
 16 wanted to clarify that there are materials that are part
 17 of that settlement agreement that we filed on May 22nd
 18 discussing the caps that would be put in place after 24
 19 months on -- and I don't have the exact percentage
 20 number, but it is stated in the public record there as
 21 part of those materials.
 22 CHAIR DANNER: Right, and it's my
 23 understanding that it's 4.9 percent. So --
 24 MS. PAISNER: Thank you.
 25 CHAIR DANNER: All right. Thank -- thank

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1 you. All right.
 2 MS. HABER: Hello? Can -- can someone hear
 3 me, please? I have two questions. My name starts with
 4 H, Cynthia Haber, and I have two quick questions. I was
 5 passed over. Evidently I was muted or something.
 6 CHAIR DANNER: Oh --
 7 MS. HABER: But my question is, when is
 8 this -- if you agree to make the transition, when is
 9 this going to take place?
 10 CHAIR DANNER: All right. Before -- let --
 11 let me step back and give me -- will you give me your
 12 name again, please?
 13 MS. HABER: Cindy Haber, H-a-b-e-r. My
 14 husband's name is David, and we've been renting from PSE
 15 for about ten -- almost ten years. But I -- I don't
 16 think we have a choice here, and I need that phone
 17 number that she gave too for UTC. It was a phone number
 18 she gave. I'd like that number if I could, please.
 19 CHAIR DANNER: Sure. Ms. Paisner, I'm going
 20 to turn it back to you. Can you give us the contact
 21 information again for the Public Counsel's Office and
 22 the Attorney General?
 23 MS. PAISNER: Yes, Public Counsel's phone
 24 number is 206 --
 25 (Simultaneous talking.)

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1 MS. PAISNER: -- 464 --
 2 MS. HABER: Hello? 464?
 3 MS. PAISNER: -- 7744.
 4 CHAIR DANNER: All right. For --
 5 MS. HABER: 7744? 206 --
 6 MS. PAISNER: Yes.
 7 MS. HABER: -- 464-7744. Thank you very
 8 much. And will we be notified if this transition will
 9 be -- will we be billed or how is it going to work?
 10 CHAIR DANNER: Ms. Paisner?
 11 MS. PAISNER: Yes, this is Ann Paisner.
 12 That material, some of that material, is filed along
 13 with the settlement agreement paperwork we submitted to
 14 the UTC; however, it discusses that there are going to
 15 be other mailings -- multiple mailings sent out to all
 16 of the customers that are current customers. So --
 17 MS. HABER: Okay.
 18 MS. PAISNER: -- I just wanted to mention --
 19 MS. HABER: Okay.
 20 MS. PAISNER: -- that will be sent out.
 21 MS. HABER: Okay --
 22 MS. PAISNER: If you have questions right
 23 now, I -- I think I -- I should probably direct you as
 24 well to PSE to answer the questions a little more
 25 specifically for you.

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1 MS. HABER: Okay. And that leasing number,
 2 is that 1-800-421-7368? That's the number I have; is
 3 that -- is that right?
 4 MS. PAISNER: I don't have the Company's
 5 number in front of me right now.
 6 MS. HABER: Okay. Okay. But they will let
 7 me know when the transition, if it's approved, is going
 8 to be and how we will be billed, right? Because they
 9 were just -- they were just including the rental right
 10 off our PSE bill, you know, and I've been very satisfied
 11 with it and we have a newer -- a new hot water heater.
 12 It's only a year old. So I just want to know what --
 13 what the difference is going to be. That -- that's all.
 14 But you say PSE will contact me with all this
 15 information?
 16 MS. PAISNER: That is stated in the
 17 settlement agreement. That's -- but it has not been
 18 approved yet.
 19 MS. HABER: Okay. Okay. All right.
 20 MS. PAISNER: You should hear from the
 21 Company.
 22 MS. HABER: Well, I hope we get good
 23 service. Thank you.
 24 CHAIR DANNER: All right. Thank you.
 25 UNIDENTIFIED SPEAKER: Hello? Can you hear

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1 me? I think I'm unmuted. Hello?
 2 CHAIR DANNER: I don't know who is talking
 3 right now. We're trying to take --
 4 MS. JARRIS: My name is Jessamine Jarris and
 5 I was muted and I couldn't speak before.
 6 CHAIR DANNER: Okay. Why don't you speak
 7 now. Give us your name again and how do you spell it?
 8 MS. JARRIS: J-e-s-s-a-m-i-n-e, and the last
 9 name is J-a-r-r-i-s.
 10 CHAIR DANNER: I couldn't hear you.
 11 Ms. Jarris? Excuse me.
 12 MS. JARRIS: Yes.
 13 CHAIR DANNER: There's -- I'm getting a lot
 14 of background noise from folks who are not muting their
 15 phones or mic'ing. So if you could give us your last
 16 name again.
 17 MS. JARRIS: Yes, J-a-r-r-i-s.
 18 CHAIR DANNER: All right. Thank you. Now
 19 go ahead.
 20 MS. JARRIS: And I've been having PSE for 23
 21 years. When I've had trouble, they've come out, worked
 22 promptly and helped me. And I would very much like to
 23 continue with them. So they're not going to continue
 24 with PSE?
 25 CHAIR DANNER: They are proposing to get out

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1 of this service and turn it over to another company.
 2 MS. JARRIS: And will we be getting mailers
 3 so we know the progress of this?
 4 CHAIR DANNER: Yes, yes, you will.
 5 MS. JARRIS: Thank you very much. Thank
 6 you. I appreciate your help. Thank you.
 7 CHAIR DANNER: Thank you.
 8 All right. Was there anyone else whose name
 9 starts with A through J who was passed over?
 10 MR. GARY: Hi, this is George Gary.
 11 CHAIR DANNER: Okay.
 12 MR. GARY: And I apologize, I tuned in a
 13 little bit late. I just want to get one clarification
 14 and also I have a question. I heard a figure of 4.9
 15 percent as a cap. Does that mean that on an annual
 16 basis GHIL will not be able to raise the rental rate more
 17 than 4.9 percent or what -- what was the significance of
 18 this 4.9 percent?
 19 CHAIR DANNER: That's correct. So the rates
 20 will not change under the -- under the proposed
 21 settlement that they have put before the Commission for
 22 our consideration, they're proposing that the rates will
 23 not change for 24 months and after that, they have a cap
 24 of 4.9 percent each year, so the rates cannot go up more
 25 than 4.9 percent in any year. That is my understanding,

1 and I would ask the Company or Commission Staff or the
2 Public Counsel to confirm that.

3 MR. GARY: Okay. My other question, and
4 this -- again, I apologize for -- I misread the time and
5 I tuned in a little late, but there is an option to
6 purchase your equipment or just have it returned, and I
7 guess buy your own new equipment. I've had my heater
8 for -- I've been with the program for probably 20-plus
9 years, and I know I've had my recent water heater for
10 possibly more than ten years. I don't know exactly, but
11 is there some schedule that talks about what it would be
12 to buy out at any one time? I know if you decide to buy
13 it out, there's a fee for -- to buy out the lease and to
14 own your equipment, but is there some kind of schedule
15 that we could get where we could download that would
16 tell us what it would cost at any particular time? And
17 also, would we have the option to buy out at any time?

18 CHAIR DANNER: Those are good questions. I
19 don't have the answers for you. I know that there is
20 the option to purchase and the Company will arrange a
21 payment plan for you to purchase that equipment. I
22 would have to turn to --

23 Is there a representative from the Company
24 who can answer Mr. Gary's question?

25 MR. STEELE: Chairman Danner, this is David

1 slowly. It's leaseservices, so that's l-e-a-s-e
2 services@pse.com.

3 UNIDENTIFIED SPEAKER: Is that P or T?

4 MR. STEELE: P as in Paul, S as in Sam,
5 pse.com is the end. Leaseservices@pse.com.

6 UNIDENTIFIED SPEAKER: Thank you.

7 CHAIR DANNER: All right. Thank you,
8 Mr. Steele.

9 Do you have any other comments you want to
10 make tonight?

11 MR. GARY: Well, I -- I'd have to say that
12 I'm against the transfer (inaudible) survey, so I would
13 like to just be on record to say I am against the
14 transfer to GHL. Thank you.

15 CHAIR DANNER: All right. Thank you very
16 much, sir, and can you spell your last name for the
17 record?

18 MR. GARY: It is G-a-r-y, George Gary.

19 CHAIR DANNER: All right. Thank you very
20 much, Mr. Gary. Appreciate that.

21 MR. GARY: Thank you.

22 CHAIR DANNER: Okay. Is there anyone else
23 who has not spoken whose name begins with A through J?
24 Okay. We're back to K?

25 MR. GEORGE: My name is Kenneth George.

1 Steele with Perkins Coie on the line for PSE. Can you
2 hear me?

3 CHAIR DANNER: Yes, good evening,
4 Mr. Steele.

5 MR. STEELE: Hi everyone. I think -- I
6 think as Ms. Paisner mentioned, PSE's filing and the
7 proposal set forth in this docket can be found online,
8 and that -- and that might be the best place to turn to
9 to just sort of review background information on PSE's
10 proposal and the settlement that the parties are
11 proposing at this time.

12 If you have questions, though, I'm going to
13 pass along PSE's number to their lease services group,
14 and they can answer any questions you might have
15 about -- about the transition or about a purchase option
16 as the -- as the last gentleman just mentioned. And so
17 the number is 1-800-421-7368.

18 UNIDENTIFIED SPEAKER: Would you repeat
19 that, please?

20 MR. STEELE: I will. Yes, 1-800-421-7368.

21 UNIDENTIFIED SPEAKER: Thank you.

22 MR. STEELE: And email address --

23 UNIDENTIFIED SPEAKER: An extension?

24 MR. STEELE: No, no extension. And they
25 also have an email address, and I'll try to say it

1 CHAIR DANNER: All right, Mr. George.

2 MR. GEORGE: PSE didn't have any gas until
3 1995 when Washington Natural Gas and PSE merged, and so
4 when they went through that process, there was a -- had
5 to be a filing with the Commission, didn't there? And
6 so what was laid out when they came over, because there
7 was a lot of programs that -- that came with the gas
8 side when they merged with PSE?

9 CHAIR DANNER: All right. I'm going to take
10 that as a rhetorical question. I will put that in the
11 record, and we will look at what kind of commitments the
12 Company had.

13 MR. GEORGE: Yeah, because, you know, if the
14 Company had -- Washington Natural Gas had to go before
15 you guys when they came up with this process because it
16 was not a just turn the light switch on and it was over
17 a couple years and before it was all finally approved.
18 So, you know, and so Washington Natural Gas was doing
19 its rental program and PSE took it over as part of that
20 program when they merged, had to be something in the
21 filing that addresses this issue.

22 CHAIR DANNER: All right. Thank you very
23 much. Any other comments that you wish to make tonight?

24 MR. GEORGE: Thank you for taking my
25 comment.

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1 CHAIR DANNER: All right. Anyone else whose
 2 last name begins with A through J that hasn't spoken
 3 yet? Okay. Anyone whose last name begins with K, L, M,
 4 or N? All right. Anyone whose last name begins with O?
 5 P? Q? R? S?
 6 MR. SACKETT: Yes.
 7 CHAIR DANNER: Go ahead, sir.
 8 MR. SACKETT: My name is Terry Sackett,
 9 S-a-c-k-e-t-t, first name Terry, T-e-r-r-y. I think I'm
 10 at my 18th year of the leasing program from Puget Sound
 11 Energy, and I will say at the outset, I am not in favor
 12 of you guys granting this request, but I have three
 13 general comments.
 14 One is the lateness in which Puget Sound
 15 Energy has notified customers that this was even a
 16 pending request before the UTC. This letter was dated I
 17 believe May 18th. I think we received it several days
 18 later. And already we're here in a situation where
 19 the -- it's before the UTC trying to make a decision
 20 whether to agree to this proposal for stipulated
 21 agreement for the transfer of the assets and transaction
 22 of the business.
 23 Two, the -- along this back and forth that's
 24 been already elaborated upon by other callers and
 25 customers could have been avoided if PSE had only put

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1 this information in the letter, what the customers'
 2 options are. I only determined what some of these
 3 options are by taking it upon myself to call PSE once I
 4 received that letter and also to look at the UTC site to
 5 see what filings are and other documents were available.
 6 This could have all been avoided if this -- some of this
 7 basic information had been contained in the original May
 8 18th letter.
 9 The third question I have, it is a question,
 10 and it's for the Commission, I would like to know why
 11 the evidentiary hearing that was scheduled for July
 12 15th, I believe, why that hearing was cancelled.
 13 CHAIR DANNER: All right. Thank you.
 14 I'm making note of that. So we're hearing
 15 background noise for those of you who are -- all right.
 16 Mr. Sackett, I don't have an answer on you about the
 17 evidentiary hearing. We'll get back to you on that.
 18 MR. SACKETT: Why is that? I mean, are you
 19 not a Commissioner?
 20 CHAIR DANNER: I am a Commissioner. The --
 21 basically, we don't have a requirement to have an
 22 evidentiary hearing. We can do things on a paper
 23 record, and it would be my assumption that this was
 24 decided it could be dealt with on a paper record. And
 25 given our -- given the other workload we have, sometimes

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1 these decisions are made this way.
 2 MR. SACKETT: Well, the hearing was
 3 scheduled for July and then it was later cancelled.
 4 CHAIR DANNER: Yes, I am aware of that. So
 5 we will get back on that. I don't have an answer right
 6 now.
 7 MR. SACKETT: Okay. Just in conclusion as a
 8 statement, (inaudible) to the request and would ask that
 9 you guys listen to these longstanding customers who
 10 would rather just stay with Puget Sound Energy. Thank
 11 you.
 12 CHAIR DANNER: All right. Thank you very
 13 much, Mr. Sackett. I appreciate it.
 14 All right. Anyone else whose name begins
 15 with S? T?
 16 UNIDENTIFIED SPEAKER: S.
 17 CHAIR DANNER: Go ahead. Sir, do you have
 18 comments you want to make?
 19 UNIDENTIFIED SPEAKER: I don't have to.
 20 CHAIR DANNER: All right. Last name T? Or
 21 U or V? All right. Anyone with the last name W? X?
 22 Is there anyone who hasn't gone that --
 23 (Discussions held off the record.)
 24 CHAIR DANNER: So, sir, you've made your
 25 comments, do you wish to identify yourself?

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1 All right. Is there anyone who hasn't
 2 commented tonight who wishes to comment?
 3 MS. THOMPSON: Yes. Can you hear me?
 4 CHAIR DANNER: Yes, go ahead.
 5 MS. THOMPSON: My name is Marilyn Thompson.
 6 I'm new to this rental process relatively speaking
 7 because I purchased my house a year ago and it has a
 8 rental water heater in it when I bought the house, and I
 9 continued the rental service with PSE. I -- I don't
 10 mind it changing because I don't have a history like
 11 most of these people do, but my concern is that I don't
 12 know anything about GHL. And I --
 13 (Discussion held off the record.)
 14 CHAIR DANNER: Excuse me whoever is talking
 15 about "the rug," we can hear you and --
 16 UNIDENTIFIED SPEAKER: Oh, sorry.
 17 CHAIR DANNER: -- and you are interrupting
 18 another speaker.
 19 UNIDENTIFIED SPEAKER: Sorry.
 20 CHAIR DANNER: All right. Ms. Thompson,
 21 please proceed. Marilyn Thompson, are you still there?
 22 All right. We may have lost her. Is there
 23 anyone else who hasn't spoken tonight who wishes to
 24 speak? Okay. Hearing nothing --
 25 MS. THOMPSON: Hello?

1 CHAIR DANNER: Yes?
 2 MS. THOMPSON: The system keeps
 3 automatically muting me.
 4 CHAIR DANNER: Oh, I apologize for that.
 5 Obviously we're having challenges here with technology
 6 tonight.
 7 MS. THOMPSON: Yeah, so this is Marilyn
 8 Thompson again, and I don't know how much of what I said
 9 you heard, but I'm relatively new to the rental process
 10 as I bought my house a year ago, and it came with the
 11 heater, so I continued the rental. I don't necessarily
 12 oppose the (phone interference), but my concern is I
 13 know nothing about GHL, I went to their website and
 14 didn't really learn anything, and if (phone
 15 interference) being changed to a company I don't know
 16 very much about.
 17 And like all the other callers, I would
 18 really like to be able to stay with PSE because they've
 19 been -- you know, they've been around here forever and
 20 everybody who has lived here forever, knows what a good
 21 company they are. So that's my only -- other than the
 22 fact that I am concerned about a company unknown to me
 23 taking over the -- the process. That's it --
 24 MS. SETTLES: My name is Joyce Settles.
 25 CHAIR DANNER: Wait, so let me ask,

1 everybody else, I don't want to change.
 2 CHAIR DANNER: All right. Thank you very
 3 much.
 4 All right. Is there anyone else who hasn't
 5 spoken tonight who wishes to speak? Okay. And
 6 apparently, then, that concludes the -- the public
 7 hearing for tonight. I apologize for the technological
 8 or technology problems that we've had tonight, and we
 9 will try and fix that going forward. Obviously, this is
 10 a challenging time for us as we are all working from
 11 home and do not have the benefit of -- of having our
 12 hearings in a hearing room.
 13 So we will go ahead. I want to give the
 14 contact information one more time.
 15 Ms. Paisner, if you are still on the line, I
 16 was wondering if you could provide that information one
 17 more time?
 18 UNIDENTIFIED SPEAKER: Okay.
 19 MS. PAISNER: Hi, this is Ann Paisner with
 20 Public Counsel. Thank you, Chairman Danner, for giving
 21 me a chance to provide that information. Our phone
 22 number at Public Counsel is 206-464-7744, and I'll say
 23 it again. It's 206-464-7744 and our email address is
 24 utility, spelled u-t-i-l-i-t-y@atg.wa.gov. And our
 25 snail mail address, our regular postal service mail,

1 Ms. Thompson, do you have anything else further you want
 2 to add tonight?
 3 MS. THOMPSON: No, that's it.
 4 CHAIR DANNER: Okay. Thank you.
 5 MS. SETTLES: My name is Joyce Settles. My
 6 phone died, so I had to call in again.
 7 CHAIR DANNER: Yes, Ms. Settles, go ahead.
 8 MS. SETTLES: Can you -- okay. That's
 9 S-e-t-t-l-e-s. The thing that I notice about this is
 10 not so much they're trying to change a service, but
 11 they're affecting senior citizens and disabled people
 12 primarily, and we depend on them. We'll still be
 13 sending in our bill every month, so why are they going
 14 to, you know, take us off? We'll still be sending them
 15 money. We got to pay our bills. I don't understand why
 16 they're seeking this, but I think it is against senior
 17 citizens that need the help and the disabled that also
 18 need the help and want the confidence of somebody from
 19 Puget Sound Energy coming to fix our service. And I
 20 think the UTC should really take that into consideration
 21 because it's mostly impacting your senior citizens and
 22 your disabled.
 23 CHAIR DANNER: All right. Thank you very
 24 much. Does that concludes your comments?
 25 MS. SETTLES: Yes, it does and like

1 Attorney General's Office, Public Counsel's Unit, 800 -
 2 5th Avenue, Suite 2000, Seattle, Washington 98 --
 3 UNIDENTIFIED SPEAKER: Could you say that a
 4 little slower?
 5 MS. PAISNER: Sure. I'll start back up with
 6 the -- I'll start from the top.
 7 UNIDENTIFIED SPEAKER: Thank you.
 8 MS. PAISNER: It's Attorney General's
 9 Office, Public Counsel Unit, and the address is 800 -
 10 5th Avenue, Suite 2000 --
 11 MS. ZIMMERMAN: Hello? Did you get to
 12 the Zs?
 13 MS. PAISNER: Seattle --
 14 MS. ZIMMERMAN: My name is Janice Zimmerman.
 15 CHAIR DANNER: Ms. Zimmerman, let's let
 16 Ms. Paisner finish the address and then we will call on
 17 you then.
 18 MS. ZIMMERMAN: Thank you.
 19 MS. PAISNER: I'm close to the end here. So
 20 Seattle, Washington 98104-3188.
 21 CHAIR DANNER: All right. So I'm thinking
 22 you want to give that one more time.
 23 MS. PAISNER: Okay. Again, our phone
 24 number, Public Counsel's phone number is 206-464-7744,
 25 our email address is utility@atg.wa.gov, spelled out is

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1 u-t-i-l-i-t-y@atg.wa.gov, and our postal service address
 2 is Attorney General's Office, Public Counsel Unit, 800 -
 3 5th Avenue, Suite 2000, Seattle, Washington 98104-3188.
 4 CHAIR DANNER: All right. Thank you very
 5 much.
 6 So those are for questions if you have
 7 questions about the program. We are also taking written
 8 comments at the UTC, and that address is
 9 comments@utc.wa.gov.
 10 So let's turn to Ms. Zimmerman. I
 11 apologize, I thought I -- I had asked for all further
 12 speakers, but apparently I missed you, so go ahead.
 13 MS. ZIMMERMAN: It was -- it was the muting
 14 issue. I had trouble -- I actually switched to a
 15 different phone. The muting issue, I couldn't get
 16 beyond it.
 17 CHAIR DANNER: Okay.
 18 MS. ZIMMERMAN: Okay.
 19 CHAIR DANNER: Go ahead.
 20 MS. ZIMMERMAN: Thank you. I am interested
 21 in having PSE come and pick up the old gas hot water
 22 heater and for me to purchase a new one. I am greatly
 23 concerned about this aging hot water heater. There is
 24 no pan, and I've been concerned that PSE did not
 25 communicate with its customers about -- you know, hot

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1 water heaters only last so long, and it bothers me that
 2 there was no communication, you know, did we need to
 3 exchange it for a new one? You know, I didn't want to
 4 have to wait until I saw water on the -- on the -- on
 5 the floor.
 6 So I -- I'm interested in the option of PSE
 7 taking it out, and I would love to coordinate at that
 8 time with a bonded, licensed contractor that they have
 9 on file and maybe get a good deal on new water heater,
 10 perhaps a tankless one.
 11 CHAIR DANNER: All right. Let me turn to
 12 Mr. Steele, can you provide that phone number again for
 13 PSE?
 14 This would be the number, Ms. Zimmerman,
 15 that I think you should call, and if you don't get
 16 (phone interference) then -- then call us at the
 17 Commission.
 18 MS. ZIMMERMAN: Yes, I think I have it.
 19 1-800-421-7368, and I also have the
 20 leaseservice@pse.com.
 21 CHAIR DANNER: That -- that's correct.
 22 Mr. Steele?
 23 MS. ZIMMERMAN: Yeah.
 24 MR. STEELE: Can you hear me now, Chairman
 25 Danner?

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1 CHAIR DANNER: Yes.
 2 MR. STEELE: Okay. Would you like me to
 3 provide that number again?
 4 CHAIR DANNER: Well, it sounds like
 5 Ms. Zimmerman has it and she read it to me and it
 6 sounded correct.
 7 MR. STEELE: Great. Thank you.
 8 CHAIR DANNER: All right. Thank you.
 9 All right. Let me ask again if there's
 10 anyone who wishes to speak tonight who has not spoken?
 11 MR. MUNRO: This is Joseph Munro. I
 12 just -- I just had a quick question I wanted to add on,
 13 but I have spoken.
 14 CHAIR DANNER: Sure. Go ahead, Mr. Munro.
 15 MR. MUNRO: I was just up at the GHC
 16 website, and it took a lot of digging to find out some
 17 information, but it looks like this is a Canadian
 18 company. Do they have local -- you know, local
 19 companies or are they going through a contractor where
 20 they just find a local contractor and book them?
 21 That's -- that's the question I have. That would be a
 22 concern if it did switch over.
 23 CHAIR DANNER: All right. And I can't
 24 answer that tonight, but I can take that under
 25 advisement.

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1 MR. MUNRO: Okay.
 2 CHAIR DANNER: Thank you. Thank you for
 3 raising it.
 4 All right. Anyone else?
 5 MR. SACKETT: Yes, this is Terry Sackett.
 6 CHAIR DANNER: Mr. Sackett, go ahead.
 7 MR. SACKETT: I had a question. How long is
 8 the comment period open for?
 9 CHAIR DANNER: We'll be taking comments
 10 through a week from tonight, so close of business next
 11 Thursday and that would be the 25th.
 12 MR. SACKETT: All right. Thank you very
 13 much.
 14 CHAIR DANNER: Thank you.
 15 Anything else to come before us?
 16 MS. KARETA: This is Jean Kareta --
 17 UNIDENTIFIED SPEAKER: Chair Danner --
 18 CHAIR DANNER: One person at a time.
 19 Ms. Kareta?
 20 MS. KARETA: You gave us your comment --
 21 comment email, but you spoke very fast. I'm sorry, can
 22 you repeat that?
 23 CHAIR DANNER: The -- the address for
 24 submitting comments?
 25 MS. KARETA: Yes, please.

1 CHAIR DANNER: Yes. So yes, we will take
 2 comments by email at comments at W -- I'm sorry,
 3 comment@utc.wa.gov.
 4 MS. KARETA: All right. Thank you.
 5 UNIDENTIFIED SPEAKER: And you take them up
 6 to what date, Thursday?
 7 CHAIR DANNER: Until next Thursday, yes, the
 8 25th.
 9 UNIDENTIFIED SPEAKER: Thank you.
 10 CHAIR DANNER: Thank you.
 11 MS. SCHMIDT: I would like to make a
 12 comment.
 13 CHAIR DANNER: Yes, go ahead. Who is this?
 14 MS. SCHMIDT: Oh, this is Shirley and Robert
 15 Schmidt, S-c-h-m-i-d-t.
 16 CHAIR DANNER: Go ahead.
 17 MS. SCHMIDT: We have been with the program
 18 for over 50 years, and we do not want to change. It's
 19 really hard when you're a senior citizen, and you need
 20 companies that you can rely on that are going to
 21 maintain the equipment and they're going to come quickly
 22 when you have a problem. And we've had very good
 23 service from PSE, and we're just really concerned going
 24 with another company. I don't know if it's a small
 25 company, I don't know, what if they go bankrupt, and

1 broken. You can't be waiting days, you know. If this
 2 company gets busy or, you know, whatever, then we're
 3 going to be without hot water. And we can't be without
 4 hot water.
 5 And PSE has been really reliable and a good
 6 company and we just trust -- we trust that company, and
 7 we just need somebody reliable and trustworthy and
 8 that's not going to just leave us hanging, you know,
 9 after two years or potentially before two years if they
 10 were to go bankrupt.
 11 CHAIR DANNER: All right. Thank you for
 12 those comments. So --
 13 UNIDENTIFIED SPEAKER: My name is (multiple
 14 speakers) and I was passed over.
 15 CHAIR DANNER: Okay. We'll get to you in
 16 just a second.
 17 Ms. Schmidt, are you -- are you done?
 18 MS. SCHMIDT: Yeah, I just wanted to say, I
 19 had a really terrible time. I had to switch phones. I
 20 had to use my daughter's phone to get through because I
 21 think a lot of people may be muted depending on their
 22 phones. So I just wanted to let you know I've been
 23 trying to speak up for quite a long time now.
 24 CHAIR DANNER: Yeah, thank you. I
 25 understand there's some challenges.

1 they -- they discontinue the program altogether. Do we
 2 have any guarantees how long the program will continue?
 3 So I understand the price won't increase for 24 months,
 4 but what guarantee do we have that this company's going
 5 to stay in business and the program will continue beyond
 6 the 24 months?
 7 CHAIR DANNER: All right. We will --
 8 MS. SCHMIDT: And I think --
 9 CHAIR DANNER: Go ahead.
 10 MS. SCHMIDT: And so, you know, as a senior,
 11 it's -- it's just really frightening and concerning and,
 12 you know, I really -- I really -- we both are very
 13 concerned about it going to another company that we're
 14 unfamiliar with, and I'm sure is a smaller company and
 15 just, you know, how long will the program continue once
 16 they meet their legal obligations of whatever is in the
 17 agreement? And then can they continue that 4.9 percent
 18 indefinitely?
 19 So, you know, in five, ten years and many of
 20 us have been with the program for many, many years, that
 21 potentially is a huge increase, and as others have
 22 mentioned, we're on fixed incomes and really concerned
 23 about the cost, about the reliability of this new
 24 company. We need a company that we can trust and that's
 25 going to come and help us when our water heaters are

1 MS. SCHMIDT: Anyways, yeah, we really want
 2 to stay with PSE. We're very, very concerned and
 3 frightened about this change.
 4 UNIDENTIFIED SPEAKER: They're discontinuing
 5 the program.
 6 CHAIR DANNER: Okay. Thank you very much.
 7 All right. So --
 8 MS. SCHMIDT: Okay. Thank you.
 9 CHAIR DANNER: Thank you, Ms. Schmidt.
 10 Ms. Howgan (phonetic), have you spoken
 11 already?
 12 MS. HOWGAN: No, I have not. I was told to
 13 mute my phone and I was -- and I was not able to speak.
 14 CHAIR DANNER: Yeah, so go ahead now. I
 15 apologize for that.
 16 MS. HOWGAN: It's okay. My former husband
 17 used to be contracted to Washington Natural Gas. We put
 18 in a water heater, he installed a water heater in our
 19 home in about 1966, and I prefer to stay with Puget
 20 Sound Energy. I know exactly why Puget Sound Energy
 21 would consider getting rid of this program. They simply
 22 don't want to have to come out and change out my water
 23 heater, and when we had problems with my water heater a
 24 long, long time ago, I -- somebody came out and simply
 25 turned up the heat on it, did not offer to replace it.

1 And people have mentioned that they leak all
2 over the floor, that's what happened to me. My plumber
3 husband warned me that it would leak all over the
4 basement floor. Very fortunately that I have a
5 basement. I am aware -- by the way, I'm an activist. I
6 have been an elected official twice, and I know what
7 goes on behind the closed doors. And I have been
8 listening to a lot of people who are senior citizens
9 like I am, and they do not want to trust someone who
10 wants to get into the water heater replacement business
11 and get a steady income from people like me.

12 Now, if anyone would like to respond to my
13 comment, I would love to hear a response.

14 CHAIR DANNER: Okay. We are taking -- we
15 are taking public comments tonight. I do not have a
16 response for you tonight, but we will be taking this
17 under advisement as we go forward. So I appreciate --

18 MS. HOWGAN: Right. What I do appreciate --
19 what I do appreciate is the fact that I got to comment,
20 and of course I would prefer to be there in person, but
21 at least I have an opportunity to comment, and I thank
22 you so much.

23 CHAIR DANNER: Well, and I thank you for
24 persevering. I understand we've been having some --
25 some challenges tonight and of course we're all going

1 meeting notes. This is all part of the record that
2 we -- part of our deliberation as we go forward. The
3 Office of Public Counsel is going to compile the
4 comments and they will make that an exhibit in the case,
5 and so that should be publicly accessible online. But,
6 again, if you call the Public Counsel's Office at the
7 Attorney General, you can arrange to -- to get that
8 exhibit.

9 MS. THOMPSON: Okay. So it won't be
10 available on the comments@utc.wa.gov?

11 CHAIR DANNER: No, it's -- it's -- it's not
12 available there. I think it is posted in the docket.

13 Is that correct, Mr. Roberson?

14 MR. ROBERSON: Yes, the transcript of this
15 public comment hearing will be posted in the docket,
16 which if people want to write that down is Docket
17 UG-200112.

18 MS. THOMPSON: And how do we -- how do we
19 access that docket?

20 MR. ROBERSON: If you go to Commission's
21 website, there's a field for public records, you can
22 search there by the docket number.

23 MS. THOMPSON: And where is that again?

24 CHAIR DANNER: That would be at the
25 Commission's website. Now, it may be easier to simply

1 through these unusual times. So thank you very much
2 for --

3 MS. HOWGAN: And I'm on a landline now, so
4 it's long distance. Thank you. Bye.

5 CHAIR DANNER: Okay. Thank you.

6 All right. I heard another voice of
7 somebody who hadn't spoken yet who wishes to speak
8 tonight?

9 MS. THOMPSON: Hello?

10 CHAIR DANNER: Yes, go ahead.

11 MS. THOMPSON: This is Marilyn Thompson
12 again.

13 CHAIR DANNER: Oh, uh-huh.

14 MS. THOMPSON: I wanted to make -- excuse
15 me?

16 CHAIR DANNER: Yes, go ahead.

17 MS. THOMPSON: I just wanted to comment on
18 the previous lady. I agree with her totally. I am a
19 senior citizen also, and I was wondering if, because you
20 can't answer and comment on statements made tonight, are
21 we going to get meeting notes in the mail from you
22 people?

23 CHAIR DANNER: So we -- we basically -- we
24 do have a court reporter who is taking this information
25 down. We are not -- we don't generally disseminate

1 call the Office of Public Counsel.

2 MS. PAISNER: This is Ann Paisner. I can
3 give our phone number again. You can reach us at Public
4 Counsel if you have questions after the hearing. Our
5 phone number is 206-464-7744. It's not business hours
6 right now, but during the week during business hours,
7 you can call that number and it will go direct to us.
8 You could also -- I'll give it to you again. It's
9 206-464-7744 and their email address is
10 utility@atg.wa.gov.

11 CHAIR DANNER: All right. Thank you very
12 much.

13 MS. SETTLES: Hello, sir. My name is Joyce
14 Settles. I just have one more comment.

15 CHAIR DANNER: Yes, Ms. Settles.

16 MS. SETTLES: Or it's a question for the
17 Commission. You -- PSE is under, you know, the offices
18 of the UTC. Will this company, new company, will they
19 have to answer to you too also if they don't do what
20 they should?

21 CHAIR DANNER: I don't know the answer to
22 that right now. I will make that part of the record and
23 that will become part of our inquiry.

24 MS. SETTLES: All right. Thank you.

25 CHAIR DANNER: Thank you.

1 All right. Are there other comments tonight
2 from those who haven't spoken?

3 MR. GARY: I would like to make a comment if
4 there are no other comments.

5 CHAIR DANNER: Go ahead, sir.



6 MR. GARY: This is George Gary again. I'm
7 sorry for asking for a second turn, but the tone of the
8 (inaudible) whether -- seems to be a done deal. Just
9 what will it take or what considerations will the UTC
10 take into consideration to not approve this? There has
11 only been probably a dozen or so people that I have
12 heard called in. All the comments have been negative
13 and they are against this proposal. Are you just going
14 to assume that all the other people that didn't call in
15 are voting yes or just what would it take to not go
16 through with this deal?

17 CHAIR DANNER: So the Commission has not
18 made a decision in this proceeding. The Commission has
19 a paper -- has a filing before us. We are -- also the
20 reason that we are taking public comment is because we
21 want to get input from people like yourself. We know
22 that this is not necessarily a majority vote or even
23 that the folks who have commented tonight are a
24 significant subset of the customers of this program, but
25 nonetheless it informs how we go forward.

1 CERTIFICATE

2
3 STATE OF WASHINGTON
4 COUNTY OF THURSTON

5
6 I, Tayler Garlinghouse, a Certified Shorthand
7 Reporter in and for the State of Washington, do hereby
8 certify that the foregoing transcript is true and
9 correct to the best of my knowledge, skill, and ability.

10
11
12 
13 Tayler Garlinghouse, CCR 3358 

1 So I cannot tell you and, in fact, I'm not
2 allowed to say even how I would vote on this matter or
3 how I decide this matter in advance of our actually
4 having deliberations. So all I can tell you is the
5 Commission has not made a decision in the proceeding,
6 and we will do so with the full record of which
7 tonight's comment hearing is a part.

8 MR. GARY: Thank you, sir.

9 CHAIR DANNER: Thank you.

10 All right. Anyone who hasn't spoken
11 tonight? All right. This is -- brings us to the end of
12 the hearing, then. Again, this matter will be taken
13 under advisement by the Commission, and we will go
14 forward and review the record and will be making a
15 decision in due course.

16 So I want to thank everybody for
17 participating tonight. We have received a lot of good
18 input, and I thank you all. We will go forward from
19 here. So with that, we are adjourned.

20 (Adjourned at 7:09 p.m.)
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