

**EXH. KM-2
DOCKET UE-220701
WITNESS: KRISTINA MCCLENAHAN**

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**ALEXANDER AND ELENA
ARGUNOV, THOMAS AND HEIDI
JOHNSON, CHAD AND VICTORIA
GROESBECK**

Complainants,

v.

PUGET SOUND ENERGY,

Respondent.

Docket UE-220701

**FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS)
TO THE PREFILED RESPONSE TESTIMONY OF**

KRISTINA MCCLENAHAN

ON BEHALF OF PUGET SOUND ENERGY

FEBRUARY 9, 2023

PUGET SOUND ENERGY

**FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS)
TO THE PREFILED RESPONSE TESTIMONY OF**

KRISTINA MCCLENAHAN

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

2 A. My name is Kristina McClenahan. My business address is Puget Sound Energy,
3 355 110th Avenue NE Bellevue, WA 98004.

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

5 A. I am employed by Puget Sound Energy (“PSE”) as Supervisor, Billing and
6 Payment Systems.

7 **Q. How long have you been at PSE?**

8 A. I joined PSE in 2010 and have been with the company for over 12 years. Since
9 2010, I have held various positions. From 2010-2013, I was a Supervisor in the
10 Customer Access Center department. From 2013-2015, I was a Business
11 Technology Supervisor in the SAP CIS Industry Standard Utilities department.
12 From 2015-2018, I was a Senior Project Manager in the Billing and Payment
13 department. From February 2018 to October 2018, I was a Senior Business
14 Analyst in the IT Shared Services department. From 2018-2022, I was a Product
15 Development Manager in the Billing and Payment Customer Solutions

1 department. And since 2022, I have served as Supervisor in the Billing and
2 Payment Systems department.

3 **Q. What are your duties as Supervisor, Billing and Payment Systems at PSE?**

4 A. As Supervisor of Billing and Payment Systems, I am responsible for preparing the
5 billing and payment strategy roadmap, which involves mapping current billing
6 and payment experiences, evaluating customer desires, reviewing survey
7 responses to understand the root cause of issues, and formulating a long-term
8 vision for billing and payment based on findings. I also manage payment and bill
9 print vendors. I supervise three direct reports who are responsible for printing
10 bills and providing tier two support of billing and payment systems, business
11 processes, and operations. My direct reports also serve as subject matter experts
12 for projects and programs. Additionally, I manage Payment Card Industry
13 compliance requirements, write policies and standards, and monitor and deploy
14 changes across PSE.

15 **Q. Please describe your background and professional qualifications.**

16 A. As discussed above, I began my employment at PSE in 2010 as a Supervisor in
17 the Customer Access Center and have held several positions before my current
18 role. Identifying and implementing improvements to the billing and payment
19 systems has been a core part of most of my career at PSE. Prior to joining PSE, I
20 worked for SolutionMakers, Inc. as an Office Manager/Project Coordinator where
21 I managed project budgets and service level agreements with clients and vendors.

1 **Q. Briefly describe your education.**

2 A. I have a Master's Degree in Business Administration from Western Governor's
3 University. I also have a Bachelor's Degree in Business Administration from the
4 University of Phoenix.