

Public Comments by Case

Total Comments: 10

In Favor: 0

Opposed: 9

Undecided: 1

Filing Support	Commenter	Source	Comments
No			
	Sue Meyers	Web	My comment is to do with Docket UE-220216 regarding PSE’s service quality. They are not a local company and don't have the customer's interest but their own. I believe that we need a PUD instead of Energize Eastside/PSE. More and more, we are finding ways to decrease power needs and the last thing we need are those ugly power poles and PSE who ignores science and what residents/voters want to a very high degree. Thank you.
	Gregory Denton	Web	<p>I would like to comment on Docket UE-220216 regarding PSE’s service quality. PSE has sent us incorrect gas bills throughout these past winter months. There have been several erroneous meter readings, unresponsive customer service requests, dropped call center calls. The PSE website does not provide enough data tools to monitor and optimize the efficiency of your gas usage (e.g. no year-over-year graphs just the past 12 months).</p> <p>We are in a long-term climate emergency and urgently need to lower our burning of fossil fuels!!!</p>
	Kristi Weir	Web	<p>“I would like to comment on Docket UE-220216 regarding PSE’s service quality.”</p> <p>We installed solar panels and a heat pump to reduce fossil fuel use for our home, but power outages will still pose even greater impacts to our safety and well-being. I’m upset that PSE is trying to charge its customers hundreds of millions of dollars to build Energize Eastside, a big transmission upgrade through Bellevue and dozens of Eastside neighborhoods. Incredibly, the company has refused to provide evidence that this project will improve the reliability of the Eastside’s electric service. We know only that this boondoggle will destroy thousands of valuable mature trees and subject neighborhoods to noisy and invasive construction for many months. And we will pay higher bills for decades.</p> <p>PSE should concentrate on the issues that customers care about: increasing reliability, improving customer service, cleaning up our energy supply, and keeping costs under control. PSE should quit pushing natural gas use as it is NOT a clean energy source.</p>

	Leslie Geller	Web	<p>I would like to comment on Docket UE-220216 regarding PSE's service quality.</p> <p>PSE deserves this fine and then some. Their service reliability sucks. I live in the Eastgate neighborhood, which is renowned for frequent power outages. I have lived in my house for 28 years. Every time the wind blows more than a breeze, I half expect the power to go out. I am surprised when it does not. That I have the expectation of a power outage should tell you something about PSE's unreliability in keeping electricity flowing. I completed a near-total remodel to my house in 2016. I added a decent-sized generator with an automatic switchover when the power goes out. Guess why I spent so much money for this? Because I was totally sick and tired of losing power so frequently.</p> <p>PSE needs to provide the reliable service that ratepayers are paying them to do. They don't. This fine is justified and PSE should not get a pass on paying it. Frankly, it's a paltry fine given PSE's deep pockets, made deeper on the backs of all of us ratepayers.</p> <p>Thank you,</p> <p>Leslie Geller</p>
	Samuel Fetchero	Web	<p>PSE service is completely unreliable. We've given up and installed a back-up generator. We've lost countless electronics to the power surges and frequent power ups-and-downs.</p> <p>PSE does not report the number of short-term outages. The number is astronomical. When there is a lengthy outage, estimates are not even remotely accurate, if there is any communication at all.</p> <p>PSE had the wrong voltage transformer in our neighborhood for years. Power would flicker every time someone's AC would turn on. When I let PSE know we were installing a more efficient AC unit, they told me I would need to pay to upgrade the transformer. That takes nerve. After about 15 calls and a meeting, they finally agreed that the transformer needed upgraded a long time ago and they would pay to upgrade the transformer themselves. But I paid the price in time, effort, and frustration.</p> <p>Until PSE does the job they're supposed to do, they should pay every fine, and then some more.</p>
	Barbara Braun	Web	<p>PSE focuses on a thinly veiled projects that allow them to charge absorbent prices for unneeded infrastructure projects. In the meantime, their reliability metrics are pathetic, and they do little to improve reliability through basic maintenance. We have had explosions and fires in our neighborhood due to their lack of proper vegetation management.</p> <p>As we collectively try to reduce fossil fuel use for our home heating, cooking, and transportation, power outages will pose even greater impacts to our safety and well-being. I'm upset that PSE is trying to charge its customers hundreds of millions of dollars to build Energize Eastside, a big transmission upgrade through Bellevue and dozens of Eastside neighborhoods. Incredibly, the company has refused to provide evidence</p>

			<p>that this project is a. needed and b. will improve the reliability of the Eastside's electric service. We know only that this boondoggle will destroy thousands of valuable mature trees, subject neighborhoods to noisy and invasive construction for many months and increase the danger of accidents due to co-location with the Olympic Pipeline. And we will pay higher bills for decades.</p> <p>I beg of you to consider the customers as the Commission that regulates PSE. PSE should concentrate on the issues that customers care about: increasing reliability, improving customer service, cleaning up our energy supply, and keeping costs under control. PSE is falling short in all of these categories.</p>
	Glen Anderson	Web	<p>Many, many customers of PSE are GROSSLY DISSATISFIED with bad service. PSE likes to quote statistics saying their service is OK, but our actual experience is very different. BAD SERVICE GOES BEYOND THE NUMBERS THEY CITE.</p> <p>I live near a very busy street with a sharp bend. My street intersects there. Recently the street light burned out, so I phoned my city street department and told them the location. They said the street light is on one of PSE's utility poles, so I would have to contact PSE. I CONTACTED PSE REPEATEDLY and got NO SERVICE. Finally I had to threaten to report their TERRIBLE SERVICE to the WUTC. Only then -- after a long, long time with no street light at that dangerous intersection -- did PSE finally replace the burned out bulb.</p> <p>IN WAYS THAT REALLY DO MATTER, PSE IS BADLY SERVING THEIR CUSTOMERS!!!!!!!!!!!!!!!!!!!!</p> <p>WUTC must hold them accountable in a way the crappy company will understand: FINANCIAL PENALTIES!</p>
	Armond Aghabegian	Web	<p>PSE's distribution and last mile network is poorly maintained and prone to failures, usually weather related, but also during heavy usage. My block has had several power outages over the last decade. The longest of the outages we experienced was 27 hours during summer time when power usage was at a peak and a local transform failed. We have also had snow and ice related outages each lasting 12 - 14 hours. There are tree branches touching the wires on my own block that on a windy day pulled down the line and we had a 12 hour outage. Each of the outages longer than 10 hours have resulted in freezer meltdown and spoiled food. The outages have also deprived our family from heating and cooling and the use of cooking appliances since our house is 90% electric.</p> <p>If WA wants to move away from natural gas and propane and implement electric-only power, the providers must guarantee a 99.999% availability. In the absence of such availability, customers are forced to resort to gasoline powered generators, which not only pollute the air and are noisy, but present fire and asphyxiation dangers.</p> <p>PSE must commit to improving the distribution network's reliability before any rate increase is approved or any new ventures into expanding the long distance transmission lines.</p>

	Bruce Jones	Web	Please make sure that any rate increases come with penalties for outages that are paid back to customers as refunds. I've lived many places across the country and I have more electrical outages living in Bellevue than any place before. As more and more of our lives are moved off fossil fuels and electrified, the reliability of our home service becomes more and more critical. I don't feel that reliability is a high enough standard for PSE.
Undecided			
	Michael Lee	Web	This comment pertains to Docket UE-220216. PSE's reliability has been increasingly worse over the last several years. I have been living in the Lakemont area of Bellevue for 24 years. The power goes out much more now than it ever did. From what I have learned, a mesh system would improve the reliability of our electric grid, but PSE has not chosen to invest in that. Instead, they have built Energize Eastside, which will not improve the reliability of my electrical service, but I will be paying for this "upgrade" for years to come. We have many people in our neighborhood contemplating backup generators because of the lack of reliable electrical service. We should not have to pay thousands of dollars to install a generator because PSE has chosen to not invest in upgrading to improve the reliability of our service.