

Exhibit ___ (RK-7)
Dockets UE-111048/UG-111049
Witness: Roger Kouchi

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY, INC.,

Respondent.

**DOCKET UE-111048
DOCKET UG-111049
(Consolidated)**

**EXHIBIT TO
TESTIMONY OF**

ROGER KOUCHI

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

Summarized data from PSE's response to Staff Data Request No. 72

December 7, 2011

Summary of Data from PSE Response to UTC Staff DR 072

Summary of Data Based on dollar amount of Retroactive Bill

Electric Summary	2009	2010	Jun-11
Total Count of Meter/Billing Issues	6096	5534	2534
Average backbill	\$407.00	\$286.90	\$316.48
Standard Deviation	\$2,100.73	\$1,863.16	\$981.11
Total Sum of Retroactive Bills	\$2,481,056	\$1,567,712	\$801,948
Largest Retroactive Bill	\$103,599	\$62,684	\$30,289
% of Retroactive Bills over \$1,000	6.3% (382)	3.4% (186)	5.6% (142)

Gas Summary	2009	2010	2011
Total Count of Meter/Billing Issues	19,043	11,725	6,301
Average backbill	\$603.83	\$447.50	\$515.25
Standard Deviation	\$2,387.80	\$1,906.40	\$1,811.19
Total Sum of Retroactive Bills	\$11,498,817	\$5,246,923	\$3,246,560
Largest Retroactive Bill	\$95,728.71	\$123,919.63	\$65,067.20
% of Retroactive Bills over \$1,000	8.53% (1625)	6.01% (705)	7.21% (454)

Total Electric/Gas Meter Issues	25,139	17,259	17,670 (projected)
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Summary of Data Based on length (in months) of Retroactive Billing

Electric Summary	2009	2010	2011
Total count of meter/billing issues	2,461	5,531	2,534
Average length of bills	5.7	2.7	3
Standard Deviation	8.58	3.38	4.21
Longest length of bills	57.7	40	36.5
Number of bills greater than or equal to 12 months	271 (11%)	113 (2%)	79 (3.1%)
Number of bills greater than or equal to 30 months	140	21	21
Number of bills greater than or equal to 4 months	779 (31.7%)	868 (15.7%)	473 (18.7%)

Gas Summary	2009	2010	2011
Total count of meter/billing issues	15,728	11,719	6,301
Average length of bills	5.24	4.69	4.26
Standard Deviation	6.05	4.99	4.84
Longest length of bills	122.1	38	37.1
Number of bills greater than or equal to 12 months	1,255 (8%)	802 (6.8%)	371 (5.9%)
Number of bills greater than or equal to 30 months.	339	38	51
Number of bills greater than or equal to 6 months	3,067 (19.5%)	2,193 (18.7%)	991 (15.7%)