

**EXH. SBH-2
DOCKET UE-220701
WITNESS: STACEY B. HALSEN**

**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**

STACEY B. HALSEN

ON BEHALF OF PUGET SOUND ENERGY

FEBRUARY 9, 2023

PUGET SOUND ENERGY

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

STACEY B. HALSEN

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

2 A. My name is Stacey B. Halsen. My business address is Puget Sound Energy, 355
3 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 Senior Escalated Complaints
6 Examiner.

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

8 A. I joined PSE in 1997 and have been with the company for over 23 years. Since
9 1997, I have held various positions. From 1997-2000 and from 2002-2003, I was
10 a Customer Service Representative II. From 2003-2005, I served as a Quality
11 Assurance Resource Coordinator. From 2005-2010, I was a Supervisor in the
12 Customer Access Center. And since 2010, I have served as a Senior Escalated
13 Complaints Examiner.

14 **Q. What are your duties as Senior Escalated Complaints Examiner at PSE?**

15 A. As Senior Escalated Complaints Examiner, I manage PSE’s customer complaints
16 and inquiries that are escalated through multiple channels, including the

1 Washington Utilities and Transportation Commission (WUTC), PSE Officers,
2 Elected Officials, Better Business Bureau, Washington State Attorney General,
3 Media, Community Relations Managers, Corporate Communications and PSE's
4 Legal Team. I conduct in-depth root cause analyses on customer complaints and
5 investigatory findings to identify opportunities to improve company and
6 department processes. I also lead and participate in process improvement projects
7 to remove causes of escalated complaints and improve the overall customer
8 experience and organizational performance. Additionally, I collaborate with
9 multiple PSE department leaders and service providers to ensure customer
10 expectations are met while ensuring the company and its service providers
11 comply with business rules, company tariffs, WAC and RCW rules.

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

13 A. As discussed above, I began my employment at PSE in 1997 as a Customer
14 Service Representative II and have held several positions before my current role.
15 Customer Service, Customer Engagement and complaint resolution has been a
16 core part of my career at PSE. Prior to joining PSE, I worked for Gulf Power
17 Company as a Customer Assistant where I provided customer support and
18 maintained customer relations.

19 **Q. Briefly describe your education.**

20 A. I earned an Associates of Arts in Business Administration from Okaloosa Walton
21 Community College.