

## **Mak, Chanda (ATG)**

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**From:** dougsanner@gmail.com  
**Sent:** Friday, May 29, 2020 8:48 AM  
**To:** comments@utc.wa.gov; ATG WWW E-mail Public Counsel  
**Subject:** Docket UG-200112 PSE Gas Water Heater Rental Service

I received the Notice of Requested Transfer of PSE Natural Gas Water Heater Rental Service, dated May 18, 2020, quite possibly the only communication I ever received from PSE on this “service” since I entered into a month-to-month lease when I purchased my home in March 2003. Unbeknownst to me and my family, we have been paying PSE monthly lease charges of approximately \$12-18/month for the past 17 years for equipment we have privately owned since we replaced our water heater at our own expense in December 2013. When I contacted the PSE Lease Office about this apparent account error, I have essentially received a “too bad, so sad” response from their customer service staff who essentially have said I should have been more aware of this agreement. PSE staff did send an inspector to my house to verify that we in fact no longer had the leased equipment on our property and discontinued this billing in May 2020.

I would not have been made aware of this PSE “service” without the recent UTC notification. I find PSE’s business practices to be deceptive, while potentially “legal”—essentially we have paid PSE approximately \$2,448-\$3,672 over the past 17 years for a used water heater that had a value of approximately \$280 in 2003. I say approximately, because PSE staff have not provided any requested account records for my property. I filed a “claim” with PSE to review this case, and while PSE acknowledged receipt of this claim, I have not received a formal response yet. While we should have admittedly been more aware of this agreement and more closely scrutinized monthly PSE billing statements, this financial agreement has caused real financial harm to my family as we prepare to retire. As a public utility with oversight by the Washington Utilities and Transportation Commission (UTC), I oppose PSE’s business practices related to the Equipment Rental Services and the transfer of this service to any other company that will potentially be even more deceptive than Puget Sound Energy. I will also forward my concerns to the Public Counsel Unit of the Washington Office of the Attorney General.

If you have questions about this comment or would like additional information about my PSE account, please call, mail, or email me at the contact information below.

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