

Mak, Chanda (ATG)

From: Robert Westvang <westvang_r@comcast.net>
Sent: Wednesday, May 20, 2020 6:59 PM
To: ATG WWW E-mail Public Counsel
Cc: comments@utc.wa.gov; LeaseServices@pse.com
Subject: Docket UG-200112

Hello,

I just received and read the letter from Puget Sound Energy on the discontinuation of leasing for water heaters. The letter leaves a lot of questions. Not so much the why, but what it might mean to the consumer as far as costs. Nothing mentioned there. Also the decision to be made on either going with GHJ as the leasing entity for the water heater, or having the water heater removed. Not as simple as stated.

Puget Sound Energy has never installed or maintained any water heaters in the past. It has always been done, in our case, by Washington Energy Service. With the statement of either go with GHJ or remove the water heater, it leave the consumer dealing with the brunt of the change, and PSE just sitting back and watching. Customer service has to be better thought out than this.

So the costs, the part on having existing water heater removed are two items that need much better explaining. Also a better explanation of **what taking ownership means**, and costs associated with this statement. I've leased water heaters for the past 25 years, and whether I continue or not will depend on knowing this information.

Thank you, Robert Westvang

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