

Mak, Chanda (ATG)

From: Robert Westvang <westvang_r@comcast.net>
Sent: Tuesday, May 26, 2020 8:21 AM
To: leaseservices@pse.com
Cc: ATG WWW E-mail Public Counsel; comments@utc.wa.gov
Subject: RE: Docket UG-200112 [#766907]

Thank you for getting back.

Still a couple of questions not answered.

- Will the monthly charge for lease with UTC be in line with what we currently pay? If approved.
- Will the increases over time be in line with what the customer has faced over time?
- Can we do auto-pay, and what information will come to the consumer on how to go about this?
- Can the customer pay for a entire year in advance for the lease on water heater?

Thank you again. Looking forward to your response.

Robert Westvang

From: LeaseService@pse.com <leaseservices@pse.com>
Sent: Monday, May 25, 2020 7:03 AM
To: westvang_r@comcast.net
Subject: Re: Docket UG-200112 [#766907]

Dear Robert Westvang,

Thank you for contacting Puget Sound Energy regarding the transfer of PSE Water Heater Rental Service.

The costs involved depend entirely on the age of your current water heater. The only cost that you would possibly be responsible for is paying off the remaining value of the equipment. If your water heater is over 10 years then it is most likely in a fully depreciated status meaning there is zero payoff value left on water heater.

If you don't want to payoff the remaining value of the water heater and don't want to continue leasing the equipment with the new company (if the transaction is approved by the WUTC) then you may request us to remove the water heater. We would then put an order into our third party FAST Water Heating and they would schedule a time with you to drain, disconnect and remove the water heater from your home. Once they have removed the water heater your lease would then be closed out.

Taking ownership of the equipment means you want to own the equipment and you no longer want to pay for a rental charge. You may assume ownership of the equipment by going through our payoff process. We would be happy to advise you of your payoff status if you provide us with either your full service address or account number.

If we can be of additional service, we are available via email at leaseservices@pse.com, or by phone at 1-800-421-7368 Monday - Friday 8am - 5pm.

Sincerely,

Leased Services Department

--Original Message--

From: westvang_r@comcast.net

Date: 05/20/2020 06:59 PM

To: utility@atg.wa.gov

Cc: comments@utc.wa.gov; LeaseServices@pse.com

Subject: Docket UG-200112

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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

425-337-0541 home

425-446-0823 cell