

Public Comments by Case

Total Comments: 55

In Favor: 3

Opposed: 37

Undecided: 15

Filing Support	Commenter	Source	Comments
No			
	Alan Brockmeier	Email	<p>Docket #: UG-200112</p> <p>I strenuously object to allowing Puget Sound Energy (PSE) to sell their Water Heater Rental Service to Grand HVAC Leasing (GHL). This will no doubt cost consumers considerable money and stress and be of value only to PSE shareholders. I have been using this service for at least 40 years, since the days of Washington Natural Gas.</p> <p>I would be willing to accept this if, and only if, GHL were required to get approval of the Utilities and Transportation Commission for any changes to the Lease Agreements, including especially rate increases or any additional charges or costs to the consumer. If, for any reason, GHL fails to live up to their leasing arrangements, then the leased equipment must immediately become the property of the homeowner and should not be allowed to become an asset to GHL for sale or bankruptcy purposes.</p> <p>Thank you for your time.</p> <p>Alan Brockmeier</p>
	Vicki Lockwood	E-mail	<p>I am opposed to the sale of PSE's lease water heaters to Grand HVAC Leasing USA LLC for the following reasons:</p> <ol style="list-style-type: none"> 1. The buyer company is a foreign-based business: Grand HVAC Leasing USA LLC is a subsidiary of a mother company headquartered in Ontario, Canada. Subsidiaries do not make policy or resolve legal issues ... the headquarter office does these things. It is extremely expensive and time-consuming for a consumer to resolve business issues across national borders. 2. The residual buyout amount (\$1,147.96 as of 5/21/2020): I have had a continuous lease with the utility for approximately 56 years. My residual buyout amount was calculated as if I was a new lessee in Oct. 2018. Originally these leases were priced to allow the utility to recoup their investment in 12 years; equipment that

			<p>lasted more than 12 years provided a profit for the utility. My first water heater lasted approximately 22 years, the 2nd lasted 33+ years, and the 3rd (the one I have now) was installed in Oct. 2018. The utility has realized a 21+ year profit from our lease agreement. In addition, concurrent with my 2018 tank replacement I was required to pay \$284.90 for the addition of an expansion tank. (The utility had failed to add that extra tank at their expense when such tanks became mandatory decades ago. In order to meet current codes in 2018, I was required to pay for that tank.) I believe I should be given credit toward my buyout balance for the many years that the utility realized a profit from our lease agreement and that I should be credited against my buyout amount for my cost to install the expansion tank. The utility did provide free service calls for their leased equipment. The record will show that in the 50+ years of my lease, there have been 3 service calls ... each one resulted in a replacement water heater.</p> <p>If the sale is approved, I ask that:</p> <ol style="list-style-type: none"> 1. there be no residual payment required for the equipment in my home 2. my lease termination be executed solely by PSE (I made the agreement with them, and I believe I should be allowed to terminate that agreement without involving the new buyer) 3. PSE be required to immediately remove the lien against my home to protect their interest in the water heater <p>Thank you for considering my objections to this sale. If approved, I look forward to a satisfactory resolution of my issues.</p> <p>Vicki Lockwood</p>
Hugh Spitzer	E-mail		<p>Ladies & Gentlemen,</p> <p>I am writing as an individual PSE gas customer, and I recommend that the WUTC reject PSE's proposed sale of its Water Heater Rental Service to Grand HVAC Leasing.</p> <p>We have used Puget Sound Energy's water heater rental service for more than 30 years. We just leased a new water heater from PSE. The service is quite beneficial to consumers because they can count on PSE's supervision of the installation and maintenance of each water heater. We like being able to call PSE with a problem and having it promptly taken care of without additional cost.</p> <p>Further, it is helpful to consumers to have the water heater rental service under WUTC regulation and supervision. Presumably the rental rates are regulated. If the Water Heater Rental Service is transferred to an unregulated entity, consumers will lose that helpful WUTC oversight.</p> <p>Thanks for your consideration. Please feel free if I can answer any questions.</p> <p>Hugh Spitzer</p>

	Robert Westvang	E-mail	<p>Hello,</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Thank you, Robert Westvang</p>
	Donna Monroe	E-mail	<p>I am opposed to PSE's sale of its' water heater rental service. As a retired single senior, I use this service as security for any water heater problems and a predictable expense. I don't see information about rates or replacement service that I currently count on. My fear is that while PSE may generate revenue with the sale, my expenses will increase and my peace of mind will decrease. Thank you. Docket Number:UG-200112. Donna Monroe</p>
	Douglas Sanner	E-mail	<p>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.</p> <p>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</p>

		<p>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.</p> <p>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.</p> <p>Douglas Sanner</p>
Carolyn LaFond	E-mail	<p>My name is Carolyn LaFond, widow of David LaFond (deceased on 12/21/19 and has name on account). I would like to continue leasing my water heater unless the transfer of PSE to GHF requires a purchase. (I could do that, too....) I would also like to change the account name to Carolyn LaFond and can file David's death certificate for this purpose when appropriate.</p> <p>I will try to call in to your hearing noted to occur at 6pm on June 18, 2020. (Paul McCartney will turn 78 on this date, thank you very much!)</p> <p>Sincerely, Carolyn LaFond</p>
Sarah Cummings	E-mail	<p>To whom it may concern:</p> <p>We recently received a letter from Puget Sound Energy (PSE) stating that they "...filed a request with the Washington Utilities and Transportation Commission (UTC) to sell PSE's Water Heater Rental Service to Grand HVAC Leasing (GHL) for continued operation of the rental service, and to discontinue PSE's Gas Water Heater Rental Service..." Please reference docket number UG-2000112.</p> <p>We are concerned that this change will mean a decrease in the quality of our service. Private companies exist to make as profit as possible, whereas public utilities do not. When prices are raised, for profit companies do so by more because they are adding in padding for their profit margins, while public utilities do not. For profit companies have an greater incentive than public utilities to cut costs (and therefore quality of service) in order to increase profit margins. This business behavior is "normal" in America. We have no confidence that GHL will avoid prioritizing their profit margin ahead of their service to customers in the long term.</p>

			<p>Please prevent the sale of PSE's Water Heater Rental Service to GHL. We have confidence that PSE will continue to provide the excellent service at reasonable prices that we have enjoyed since we began leasing our water heater. Further, we feel assured that any price increase by PSE in the future will not be padded with any extra profit margin.</p> <p>Thank you for your time.</p> <p>Sincerely, Sarah Cummings</p>
	Diane Kaplan	Phone	I am against the timing of changing the hot water heater because of the COVID epidemic. My son has an autoimmune disease and is immune suppressed. I am 69 years old which puts me at higher risk. The timing of having workmen in my home is not wonderful. I would appreciate if this was pushed off until the COVID is past us. I appreciate any consideration, thank you very much.
	Dave Condon	Mail	***See attached letter for comments***
	John D. Keliher	Mail	***See attached letter for comment***
	Laurence Levine	E-mail	<p>I would be in favor of PSE's request to transfer the Gas Water Heater Service to Grand HVAC Leasing (GHL) if the fee its reasonable, comparable to the fee I am paying now of:\$13.82, and the service provided is comparable to the service provided to PSE.</p> <p>When I had a problem with the gas water heater, leased through PSE, PSEs was prompt in repairing our replacing the water at no cost. I would like the service to continue.</p> <p>If you have any questions or would like to discuss my comments, please contact met by cell phone at (206) 953-0283 or E-mail: lal77@omcast.net</p> <p>Thank you.</p> <p>Laurence Levine</p>
	Charles A. Petschke	Mail	***See attached letter for comment***
	Kristin Jackson	E-mail	July 10, 2020

To: Washington Utilities and Transportation Commission
comments@utc.wa.gov

Re: PSE water-heater rental program

I'm writing in regard to the proposed transfer of the Puget Sound Energy water-heater rental program to Grand HVAC Leasing.

I have been a decades-long client of PSE's leased equipment programs, both for a water heater and a gas-furnace conversion burner (a leasing program which PSE discontinued last year).

While I understand that PSE has the right to discontinue its leased services, there should be a fair, market-price option for consumers such as me who wish to buy the water heater outright given that PSE is seeking to abandon its service. PSE's buyout price, as quoted to me by the PSE lease-services department is punitive for consumers: it's hundreds of dollars more than the cost of buying and installing the same or a similar water heater.

I very much hope the commission will instruct PSE to permit consumers such as myself to buy the water heater at a fair market price.

Some details on my case, which I assume will apply at least in part to other customers.

My leased water heater from PSE was more than 15 years old. A PSE service person recommended I have it replaced before it leaked: I did so on Jan. 7, 2020. (And obviously I wouldn't have gotten a new water heater had I known PSE was ending its program since my old water heater lease could have been bought out very cheaply.)

The water heater which was installed at my home by PSE is a Rheem Classic Professional 50-gallon gas water heater (model PROG50-36N RH60 DV). It appears to retail for around \$600 (and would cost PSE, which buys in bulk, less). Installation would be around \$600, according to online estimates. Obviously the cost of installation can vary depending on difficulty.

PSE earlier this month quoted me a price of \$2061.64 to buy out my water-heater lease. That's significantly and unfairly more than the retail price and installation cost of approximately \$1200. (In addition, my water heater is already depreciating.)

As someone who has paid the cost of a water heater many times over through almost 30 years of leasing

			<p>from PSE, when PSE decides to terminate its leased program I should be able to exit the lease at cost. I was happy to pay PSE a monthly fee, which would far exceed the cost of a water heater over its natural life, for the peace of mind when I knew I was dealing with a well-regulated company and had a fixed lease price. Now, however, I and other consumers will be at the mercy of a private company after the proposed two-year carry-over of PSE's lease prices. We will have no guarantee of continued predictable pricing, reliable service and government oversight that we had - and paid for.</p> <p>PSE calculates its buyout fee for consumers based on lost lease revenue if a customer opts out. Consumers should not be penalized and forced to pay such high amounts when PSE is choosing to end the service. I'd be perfectly happy to pay the depreciated, fair-market value of the water heater and an installation fee and would hope the commission would oversee and set such amounts. But for PSE to charge me more than \$2000 for a mid-market water heater is unjust.</p> <p>If PSE will not come up with a fair price for assuming ownership of the water heater, I trust the commission will ensure that consumers such as myself have the right to have PSE remove the leased water heater at no charge.</p> <p>Thank you for your time and consideration.</p> <p>Kristin Jackson</p>
	Sam F. Simone	Web	<p>Puget Sound Energy has filed a request with the UTC to sell their water heater rental service to Grand HVAC Leasing (GHL). I know nothing about GHL and when I went on-line to see what they offered, and make monthly price comparisons, I had to submit my personal information and a representative would call. Not happy about that, because the representative is always a salesperson. My thinking is PSE is only trying to improve their botton line and no longer care about providing</p>
	Celma Maitland	Web	<p>I have been leasing the water heater from my utility for nearly 40 years. I don't want the additional responsibility of getting another bill each month.</p>
	Wendy Dore	Web	<p>The water heater rental program has been in place for many years, and while new rentals have been discontinued, our existing rentals had been grandfathered in and continued.</p> <p>This proposal came in a letter and addressed to those of us who are the lessees with a note that we would have some options related to continuing our leases with the new lessor, or to take ownership of the equipment, or have the company remove the equipment and make our own arrangements for water heater service. What I find unconscionable is that there was no information included as to the true financial impact to those of us who rely on the service. We have not been informed of the Monthly cost change, if there is any, or costs for replacing the service. In the letter it was noted that the settlement agreement would be filed by May 22. What I also find</p>

			<p>unconscionable is that the letter notifying us of this change was only dated May 18, and took an additional several days before that letter was received. This made any type of response to the company before they filed with the UTC basically not possible.</p> <p>I hope that as the UTC reviews the application for this change, the impact on the homeowners/lessees will be paramount. With a relatively few customers affected, the impact to PSE will be low, but the impact to the homeowner will be significant. As this program is an older one, it stands to reason that most of the lessees are older, such as myself, and the change removes one more security layers for our home ownership and upkeep.</p> <p>Thank you.</p>
	Mitchell Steed	Web	<p>I believe PSE should continue to live up to and honor the commitment to it's existing customers. Transferring to another company and giving our private data to a 3rd party is frustrating to say the least. We have paid for this service for several years now and do not want to have to have another bill.</p> <p>At the very least PSE should allow customers to buy the rented equipment at a steep discount instead of transferring to this other company.</p>
	Michael Zhao	Web	<p>The water heater rental service is utilized by thousands of Washingtonians, including many seniors. Selling this service to a for-profit entity, GHIL, would open Washingtonians to predatory business behavior.</p> <p>Although the rate is guaranteed for 2 years, it is currently decided through a rate-making mechanism. Giving GHIL control of this would lead to extreme price hikes after the 2-year freeze window as they would no longer be bound by the same rate-making mechanism..</p> <p>Considering that water-heater equipment is essential, a fixed asset, and difficult to replace. PSE should not be allowed to sell off a service that impacts thousands, and open up citizens, including seniors to pricing behavior that is currently regulated.</p>
	Paul Reese	Web	<p>We have been participating in the PSE Gas Water Heater Rental Service program for over 40 years. It has provided us with stable and a reasonably priced service. We remain committed to the program long term and our long term contract has provided a stable benefit to PSE.</p> <p>In this time of economic disruption we cannot afford a privatization which will drive our cost up. It is not in the public interest to allow a public utility to outsource a key part of their utility's statement of work that will negatively affect rate payers. We only would support an outcome that provides the same service for the same cost. The residential water heater rental program is part and parcel of PSE's mission as a public utility and should remain within their area of responsibility.</p>
	CHARLES	Web	Comment on PSE's proposal to discontinue water heater rental service to residences.

A. PETSCHKE			<p>References: Docket UG-200112 Name: Charles A. Petschke Mailing address: PO Box 809, Issaquah, WA 98027 Company: PSE Description: Discontinue PSE Water Heater Rental Service</p> <p>This residential customer does not support the sale/transfer of ownership to a third party. This long-time customer is a current participant in subject service. Customer has been very satisfied with the service overall, knowing that the unit is compatible with usage requirements, is installed by properly by skilled PSE gas-supply technicians, is maintained to PSE technical specifications, and is safe to operate at/under all conditions. Converting to electric water heaters in lieu of natural gas degrades homeowner's usage experience and is not an option. If the current configuration source and setup is changed by transferring to an outside appliance vendor, the risk significantly increases for the homeowner. Natural gas is a dangerous commodity when not handled expertly. Introduction of third parties such as appliance vendors, independent plumbers for installation, and no single entity ultimately responsible for unit proper operation over time significantly adds to the risks facing the customer. The vendor's bottom-line, maintaining profit margins, becomes the ultimate service driver unencumbered of regulatory oversight. The proposed sale transfers ultimate responsibility to the customer, an entity who is not intellectually equipped to know facets of dealing with natural gas, a hazardous commodity. Natural gas customers don't need to be burdened this risk and worry. Request that the UTC rule to maintain ownership of this service with the utility, PSE, where it belongs. Thank you. 01June2020</p>
Anson Lin	Web		<p>To Washington Utilities and Transportation Commission (UTC),</p> <p>This letter is in regards to Puget Sound Energy's (PSE) request to sell it's Water Heater Rental Service to Grand HVAC Leasing (GHL).</p> <p>I am one of the managers of the apartment building at 800 and 810 Harrison St, Seattle, WA 98109, with 7 units of ours under the Water Heater Rental Services and have paid for those services for almost 30 years now.</p> <p>Previously, PSE also operated a similar rental service for Gas Heaters and as they discontinued that program, they simply gave us the gas heaters to own. This should be the same case with these hot water heaters as they are almost 30 years old and at the end of their lifetimes.</p> <p>PSE should not be allowed to simply sell our contracts over to GHL, as they could essentially increase the costs of services at any time. We do not wish to move our rental service over to GHL, and will gladly take ownership of the tanks. It will be up to us if they fail in the future and we can replace them ourselves.</p>

		<p>It would also cost PSE more in labor to remove the equipment since these are very old hot water tanks and they would not be allowed to be reused in new rental services anyways. I believe for new installations they should meet a certain level of insulation on new tanks.</p> <p>I hope the UTC will consider our input since we have so many accounts under the rental service and will allow for us to take over the hot water tanks since we have paid to PSE for above and beyond the cost of those tanks already.</p> <p>Thank you for your time in reviewing this.</p> <p>Anson Lin Manager 800 and 810 Harrison St Apartments</p>
	Douglas M Odell	Web <p>I prefer to keep the natural gas water heater rental service under PSE, so I'm not in favor of the sale of this program to Grand HVAC Leasing. My wife and I feel that gas appliances are efficient, but come with more risks than electrical appliances, so we prefer that those risks be managed by the company that supplies the natural gas, and we have been very satisfied for many years with the PSE rental program and just prefer to keep things the way they are. I bet a good majority of the other 25,000 customers would agree with my comment. I hope they take the time to comment. Best Regards, Doug Odell</p>
	Nathan Jacobsen	Web <p>I am decidedly opposed to Puget Sound Energy selling its water heater rental service to Grand HVAC or any other private for profit company. I have been using this PSE program for 28 years at my residence in Seattle, since the day I had the gas service installed. This program has been affordable and the service has been remarkably efficient. In these 28 years I am now on my fourth water tank and at each instance of tank replacement the communication and technician work has been prompt and courteous.</p> <p>This water heater rental program conducted by Puget Sound Energy is a wonderful program that I have come to rely upon. It is an exemplary program that should be allowed to continue for the benefit of the citizens within the area of operations for Puget Sound Energy.</p> <p>I can not imagine any private-for-profit company being able to offer the kind of service that Puget Sound Energy has provided for me these last 28 years. Private-for-profit companies have no public oversight, they are able to charge whatever they can get away with and there is no guarantee that they will provide proper service with quality equipment. I can only imagine a short period of time before Grand HVAC or any other leasing-for-profit company will raise rates, use sub-standard equipment, and provide less than stellar service which will put me back into the marketplace shopping for plumbers and water tanks and writing larger and larger checks.</p> <p>Please deny Puget Sound Energy's request to sell their Water Heater Rental Service to Grand HVAC Leasing.</p>

Patricia Simon	Web	<p>I received a letter dated 5-18-2020 on 5-20-2020 informing me of PSE's request to sell its water heater rental service to Grand HVAC Leasing (GHL). The letter indicated that PSE asked for approval before May 22, 2020, which means it intentionally sent the letter to me with a very short opportunity to comment, save that the UTC denied this and extended its review, for which I am grateful. It appears pretty likely that by requesting to make this sale, PSE intends to eliminate any responsibility toward water heater lessees like me. It is so unlikely as to be impossible that I will get the same service and attention from a private entity like GHL, or that I will escape a steep escalation in price. Therefore, this sale is not and cannot be in my, or any other lessee's, interest. For that reason, I respectfully request that you deny PSE's request and block this sale.</p> <p>As part of my lease with PSE, I am entitled to a new heater every 10 years at no expense to me. My last replacement was in 2009. The letter I received discussed options for how I could deal with my water heater if the sale is approved. One that would be easiest would be to take ownership of the water heater. I was unable to get an explanation of how that would work or what it would cost when I called PSE today. I asked about getting the water heater replaced now, thinking if I would choose the option of taking ownership of it later this year if UTC approves the sale, I had a much better chance of avoiding problems with a new heater rather than an 11 year old one. PSE had their contractor, Fast Water Heater, call me to make an appointment. I notice that this entity has 14 BBB complaints in the last few years, with at least 2 this year already. My conversation with the person who called made me extremely nervous. He told me that I wouldn't pay for the heater, its installation, and their disposal of the old heater, but that I would likely incur some expense due to possible code changes requiring alteration or other parts that were not covered. I am a senior citizen, but I am not senile: this warning says to me that Fast is determined to get some money out of me, probably because it has contracted with PSE for a fixed low rate. The person could not tell me if codes had changed in the last 11 years, and scoffed that the BBB was not a reliable organization when I mentioned the complaints I read, which, I might add, involved surprising price increases in many of the complaints. This highlights another problem with the proposed sale: with PSE as a public and regulated entity, consumers retain a reasonable chance of getting fair resolution of any issues. With a private entity like GHL, those chances diminish substantially. They know that most consumers will not have the ability or wherewithal to successfully seek a remedy for any misfeasance or malfeasance. They are free to charge unreasonable fees with no available brake or restraint. Consumers like me will be left with an unpredictable, likely more expensive, situation with far less recourse for any issues that arise. Please do not approve this sale. Thank you</p>
Li Wang	Web	I am against the proposal of PSE selling PSE's water heater rental service to GHL.
Dan Rounds	Web	<p>Hi pse is applying to discontinue there hot water lease program. I have had a leased hot water heater since 1987. I have only had one hot water heater replaced. I have had the replacement hot water heater for i believe mor than ten years.</p> <p>If pse stops there lease i will loose more than \$1,200 i have paid on the lease. I will loose this equity/credit</p> <p>Second it puts the burden on me to find a new hot water heater and a company to install it. All on my own</p>

			<p>dime.</p> <p>Please do not allow pse to drop their hot water heater lease program.</p> <p>Thank you</p>
	George and Patricia Johnson	Web	<p>Hello,</p> <p>We are long-time participants in PSE's Water Heater Rental Service and object to the proposal that this service be sold to Grand HVAC Leasing. We have consistently paid what I believe to be above market rates for this service because of the credibility and stability of PSE as a provider. While this service may or may not be part of their regulated charter, I was always our perception that PSE was beholden to to higher authorities in the form of the UTC and their shareholders. This offered some assurances that quality service would being provided to Washington rate payers and led many ratepayers to choose them over other options.</p> <p>It is also unclear what ties the proposed provider has to Washington. Based on a web search, it appear that Grand HVAC Leasing is a Canadian company with little to no infrastructure in Washington. Even if they have a few employees or a pool of subcontractors, it hardly seems likely that any program participants can expect the same level of service going forward.</p> <p>It's disappointing that PSE has chosen to abandon this service after they worked so hard to build it. No doubt this will provide them a one time windfall at the cost of their customer base.</p> <p>We implore that commission to direct PSE to continue to provide this service to their ratepayers have come to expect.</p> <p>Best Regards, George and Patricia Johnson</p>
	Zaki Faraj	Web	<p>I am not happy about PSE discontinuing the wonderful leasing program they had on two items in my house. The gas conversion burner and the water heater. They did away with the conversion burner and now the hot water heater. When the items needed to be repaired, they would come and repair them as needed. This is unfair to consumers, and I am against the filing. Why is PSE ending this program that helps consumers?</p>
	Pat Villa	Web	<p>I do not want PSE to discontinue its Gas Water Heater Rental Service. PSE supplies gas and electricity to my house. The gas water heater is part of that system, the bill and service are from PSE. I do not want a third party to be in charge of my water heater while the gas it used is controlled by PSE.</p>
	Alan Brockmeier	Web	<p>Docket #: UG-200112</p> <p>I strenuously object to allowing Puget Sound Energy (PSE) to sell their Water Heater Rental Service to Grand</p>

			<p>HVAC Leasing (GHL). This will no doubt cost consumers considerable money and stress and be of value only to PSE shareholders. I have been using this service for at least 40 years, since the days of Washington Natural Gas.</p> <p>I would be willing to accept this if, and only if, GHL were required to get approval of the Utilities and Transportation Commission for any changes to the Lease Agreements, including especially rate increases or any changes to the lease agreement or any additional charges or costs to the consumer. If, for any reason, GHL fails to live up to their leasing arrangements, then the leased equipment must immediately become the property of the homeowner and should not be allowed to become an asset to GHL for sale or bankruptcy purposes.</p> <p>Thank you for your time.</p> <p>Alan Brockmeier</p>
	Robert H Carson	Web	<p>Proposal: transfer of natural gas water heater rental service. Docket # UG-200112.</p> <p>We are senior citizens on fixed incomes and would like PSE to continue this rental program.</p> <p>We are nearing the end of our 2nd gas water heater's life span. Shopping for appliances on the open market is very difficult for senior citizens, who are easily taken advantage of. PSE has been reliable. A private company may not be reliable, and will certainly raise the cost 4.9% every year.</p>
	John Nylander	Web	<p>Contrary to the statement by PSE, I consider our water heater rental to be both necessary and useful!</p> <p>I am also concerned that GHL will not be regulated by the UTC.</p> <p>Therefore I am opposed to the PSE request!</p>
	Sam F. Simone	Web	<p>Puget Sound Energy (PSE) has filed a request with the UTC to sell their water heater rental service to Grand HVAC Leasing (GHL). I know nothing about GHL and when I went on-line to compare the monthly rental prices, nothing was available. The only way to get this information was to submit my personal information and a representative would call. Not happy about that, because the representative always seems to be a salesperson. My thinking is PSE is only trying to improve their bottom line and no longer care about providing full customer service under their initial charter. This is my reason for opposing the sale.</p>
	TERRY SACKETT	Web	<p>At this point in time, I ask that the UTC not approve the request from PSE in docket UG-200112 and to delay the schedule so that the public and PSE customers have adequate time to review the documents filed to date. There has been an insufficient amount of time to do so due to the late notice to customers from PSE. Here is a further explanation of the basis for my position as a PSE leasing customer:</p> <ol style="list-style-type: none"> 1. Timing of notice to customers - PSE filed its initial request with the UTC on 2/19/20 but didn't notify customers until the letter dated 5/18/20, which was received even later. Thus, we haven't even had 30 days to review everything and comment on the proposed request since the UTC has canceled the evidentiary hearing that was slated for 7/15/20 and in its place scheduled this public comment hearing for today, 6/18/20. 2. The PSE request wanted UTC approval by 5/22/20 so that the transaction could be completed by 9/30/20.

		<p>Again, if this was the timing stipulated in the request, why were we not notified until the letter dated 5/18/20?</p> <p>3. Lack of information in PSE letter dated 5/18/20 - The letter received from PSE dated 5/18/20 had very limited information for customers. There is just this one section contained in the letter ("If the UTC approves.....PSE will provide additional information to you about all of the options if the UTC approves our request.") outlining what current customers options may ultimately be. This narrative may as well have just read, "We'll tell you more about it later, Mr. Customer.". There just wasn't enough information provided by PSE in this letter for the customer to weigh in on the proposal.</p> <p>To summarize, again I ask that the UTC delay taking action on this request at this time and subsequently reconsider holding an evidentiary hearing on the request as originally planned. The comment and consideration period from the perspective of a longstanding customer has been far too short.</p> <p>Thank you.</p>
	Douglas Sanner	<p>Web</p> <p>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.</p> <p>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.</p> <p>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.</p>

			Douglas Sanner 14212 SE 51st Street Bellevue, WA 98006 dougsanner@gmail.com
	Kristin Jackson	Web	I have for many years used Puget Sound Energy's lease services. They recently discontinued their leasing of conversion burner units for oil furnaces, which had a significant financial impact for me, and now the company wishes to end its water-heater leasing. I understand they may not find it profitable enough to continue the program, but consumers like me have paid many times over the cost of the devices, such as a water heater, in order to have the peace of mind for repairs and service. I would be very sorry to lose that. However, if PSE is permitted to end the water heater leasing, I hope you will regulate the buyout price that they offer to customers such as me. PSE sets its buyout rates for equipment far, far higher than the market value of a used water heater, and I hope you will control the prices they set for consumers like me who wish to assume ownership of leased equipment. Thank you for your consideration.
Undecided			
	Bruce Salmon	E-mail	How do we find out how much we will need to pay to purchase our water heaters when the rental program is discontinued? Bruce Salmon
	Bonnie Mott	E-mail	I currently have rental service for the water heater through PSE. I do want to continue with this service. Will it affect the current rates now in effect? Thank you for your information, and how I may continue renting. Docket Number is UG-20012.
	Daniel Reed	E-mail	Why doesn't PSE gift the tanks to the customers out right? Sent from my iPad
	Marie Coon	E-mail	I have questions about the rental service transfer to GHG: Will all current renters be grandfathered in once the contracts are transferred to GHG? Will that include the current cost/month and service expectations for the rental? Is GHG a private company? Marie Coon

	Douglas Sanner	Web	I previously complained about the PSE Water Heater Rental Service and the fact that they billed me monthly for water heater rental for a 17-year period, with zero customer communication and zero markings or identifiers on the equipment (PSE Owned Equipment), including a 6+ year period of time when I owned my own equipment. The UTC investigator essentially concluded that I was fairly cheated by PSE since the practice was included in the UTC approved rate schedules. The PSE investigator also concluded (what a shock) that I was legally cheated by PSE. and refused to provide any help with my complaint. I not only oppose PSE's business practices and complete lack of customer service, but also UTC's role in siding with the public utility even while agreeing that PSE's business practices were questionable. While PSE spends lots of time managing their public image and acting like a valued community member, they essentially overcharged my family for equipment rentals with the full backing of the UTC. I'm disgusted by PSE's business practices and the complete lack of consumer protection in Washington State on this regulated company.
	Ric Thorning	Web	Where can I find out more about GHL in the form of customer reviews, service response times and previous lease costs for water heaters?
	George Gary	Web	First a question: It is my understanding that before PSE (or any public utility) can raise its rates it must first submit a 'rate case' to the appropriate governing board. Is this also true in regards to the lease fee for my PSE water heater (the fee has risen on several occasions over the years)? If this is true, what, if any, is the process in regards to GHL for rate increases? If there is no process or oversight in regards to GHL please change my vote from "Undecided" to "No."
	Elizabeth Ormond	Web	There has been no content from PSE indicating ongoing cost of rental through Grand HVAC Leasing (GHL) or of any pay off cost if we elect to cease rental. I find no information beyond reference to Natural Gas Schedules 71. The purpose of this filing is to discontinue PSE's Water Heater Rental Service ("Water Heater Service") and to obtain a Commission determination that the assets associated with the Water Heater Service (the "Water Heater Assets") are no longer "necessary or useful" under WAC 480-143-180(2) and therefore may be disposed by selling the Water Heater Service to Grand HVAC Leasing ("GHL"). (Schedule 71 Residential Water Heater Rental Service) (Schedule 72 Large Volume Water Heater Rental Service) Why no longer necessary or useful. We have found the access to PSE water heater rental very useful. As a consumer, there is insufficient information provided to support this change.
	Arun Nisargand	Web	<p>PSE is shedding its water heater rental business. Not sure why. Don't have any objection. Because they started renting a water heater for \$ 3 per month. Now they are charging me ~ \$ 14 month, with really no extra services for the extra charges.</p> <p>Want to make sure that the new company who is taking over reduced the monthly charge and doesn't add any nefarious hidden terms or binding long term contracts.</p> <p>The UTC has an obligation to make sure that the water heater rental is not going to be rip-off!</p>

			Thanks.
Virginia L. Anderson	Web		<p>PSE proposes two options for current gas water heater leases when they sell their leasing business to Grand HVAC Leasing in the Fall of 2020. (1) current leases can be transferred as is to GHM or (2) the lease can be terminated the the water heater removed immediately by PSE. For lease holders meeting certain criteria I believe a third option is appropriate. My own circumstances provide an illustration:</p> <p>Our gas water heater was installed in June of 2007 and we have paid \$13.78 a month for the last 13 years. That totals \$2149.68 in lease payments to date. A new high efficiency 50 gallon gas water heater with a 12 year warranty (two years longer than the Lochinvar Model LTN050G-394 installed by PSE at our house) costs \$640 at Home Depot. Realizing that installation costs are not included I have paid substantially more than market rates for my leased PSE water heater over the years.</p> <p>I would propose that homeowners whose lease payments have covered the costs of the water heater, installation and financing be offered the option of keeping the old water heater with no transfer of the lease to GHM. We've paid PSE 2-3 times what the water heater costs and I have no interest in continuing to pay for a water heater that is beyond it's usable life and warranty.</p>
Kevin Johnston	Web		<p>I have been a participant in PSE's Water Heater Rental Program. I am writing in response to the May 18, 2020 letter I received in regards to the transfer of this program. The letter states that I have the option to continue with the program once the transfer is complete. I also have the option of purchasing this water heater. This raises a question. The average lifespan of a water heater according to several articles I have found on the internet is 8 to 12 years. My heater is older than that. The rental fee I have paid over the past more than 10 years has more than paid for this heater. I believe to sell me this heater or transfer the rental would be greatly unfair. This unit is at the end of its life. How will you handle situations like this? The letter indicates that the unit is owned and MAINTAINED by PSE. PSE has never contacted me during this program to maintain this unit in any way.</p> <p>Sincerely Yours,</p> <p>Kevin Johnston</p> <p>6409 Dayton Ave. N.</p> <p>Seattle, WA 98013</p>

			206-795-2744
	Scott Goss	Web	In re: UG-200112, nowhere do I see anything about whether the proposed buyer (GHL) can raise the monthly rental rate for the water heater or if they can do so. Please provide information about any proposed or potential rate change and the related process for any such change.
	Annette Hazell	Web	<p>I am responding to a letter sent to me about the proposed selling of PSE Water Heater Rental Service to Grand HVAC Leasing. Docket # UG-200112.</p> <p>One option was to sell the existing rental unit to customers. If I decide to take ownership of the water heater, how do you determine what price do you charge me?</p> <p>I believe it's very important to use the actual fixed value of the heater in the customers house. Not what might be used in PSE's accounting for this sale of services, but the actual price the heater is worth due to it's condition and age.</p> <p>My heater is over 20 years old.</p> <p>What price would be charged for this old heater?</p> <p>If they tried to sell it there would be no takers. When PSE or Grand HVAC Leasing determines the price for a heater this old, they should be required to price the heater at zero. And other rented heaters should be valued as to their customer replacement value.</p> <p>Thank you</p> <p>Annette Hazell 2142 N 61st St Seattle, WA 98103</p>
	William J. Ritter	Web	If the rental cost remains the same, then I will change my "Are you in favor of the company's proposal?" Undecided response to Yes. If the cost for the rental under GHL is more expensive than the current cost by PSE, the my response will be "No", I do not think that company's proposal is reasonable.
	Donald Ice	Web	Before PSE is allowed to sell my rented hot water heater to Grand HVAC leasing (GHL) I would like an opportunity to buy it at the same price PSE is getting for it. When I started leasing the hot water years ago it was at only \$ 4 per month and now they have it over \$ 14 per month. Do you regulate GHL? What is to keep them from raising the lease cost of my hot water heater even higher?
Yes			

	TJ Shima	Web	I am in favor of the company's proposal to sell the leased water heater service unless it is opened to all of PSE's natural gas customers serviced by PSE that would like to take advantage of this program
	Caroline French	Web	Do I have to pay a fee to have my rental water heater removed ?
	Patrick D Plumb	Web	I am in favor of this, I think that this will open up our market to more opportunities for more people. I would want some amount of assurance that this new company and others would provide this same sort of service at competitive rates in our area. I am a current leasee of a gas water heater from PSE and I won't mind the companies changing if there is a valid reason for doing it and PSE is unable to continue offering the service.