



Puget Sound Energy
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May 28, 2021

Filed Via Web Portal

Mr. Mark L. Johnson, Executive Director and Secretary
Washington Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

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State Of WASH.
UTIL. AND TRANSP.
COMMISSION

**Re: Low Income Program Outcome Compliance Filing – Filed Electronically
Dockets UE-011570 and UG-011571 (consolidated),
Docket UE-200331, and Docket UG-200332**

Dear Mr. Johnson:

Puget Sound Energy (“PSE”) hereby provides the electronic version of the report that describes the outcome of PSE’s Home Energy Lifeline Program (“HELP”), for the 2019 program year per the Commission’s Twelfth Supplemental Order in the consolidated Dockets UE-011570 and UG-011571 (“Twelfth Supplemental Order”) et al.¹. The terms and conditions of the HELP are set forth in PSE’s electric and natural gas Schedules 129 Low Income Program.

Attached as Attachment A to this filing is PSE’s 2019 HELP year Low Income Program Outcome Report for the 12-month period of October 2019 through September 2020. This HELP annual report meets the reporting requirements prescribed in Twelfth Supplemental Order, by providing the following HELP information: the number of participants, the total amount of assistance paid, and the average level of assistance per household.

As part of this compliance filing, PSE also includes another report that describes the outcome of its electric and natural gas Schedules 129 Crisis Affected Customer Assistance Program (“CACAP”) that was approved by the Commission on April 13, 2020, under Order 1 of Docket UE-200331 and Order 01 of Docket UG-200332. Available to customers through September 30, 2020, the 2020 CACAP provided additional Schedule 129 benefits to qualifying residential customers who had experienced negative financial impact due to the Covid-19 pandemic or related restrictions.

¹ As modified and continued in accordance with the Partial Settlement Agreement approved by the Commission on January 5, 2007, in Dockets UE-060266 and UG-060267 (consolidated); Appendix D to Order 12 of Dockets UE-072300 and UG-072301 (consolidated); the Multi-Party Settlement Stipulation in Order 8 of Docket U 072375; Supplemental HELP funding adjustment described in PSE’s Initial Brief in Dockets UE-090704 and UG-090705 (consolidated); Order 8 of Dockets UE-111048 and UG-111049 (consolidated); Order 7 of Dockets UE-121697 and UG-121705 (consolidated), and Dockets UE-130137 and UG-130138 (consolidated); Order 08 of Dockets UE-170033 and UG-1700340 (consolidated).

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PSE committed to the reporting of the 2020 CACAP outcome in its initial tariff filings of the CACAP on April 6, 2020. These commitments are described on page 2 of Order 1 of Dockets UE-200331 and Order 01 of UG-200332:

PSE additionally commits in its filing to including reporting CACAP customer participation in its 2019-2020 Low Income Program Outcome Report compliance filing, which will be submitted in May 2021. This report will contain a summary of PSE's CACAP outreach strategy, including but not limited to PSE customer service agent communications when a customer indicates an inability to pay their bill due to the COVID-19 pandemic.

Attachment B to this filing details PSE's 2020 CACAP outreach strategy and the outcome of CACAP for the program period of April 13, 2020, through September 30, 2020.

Please contact Mei Cass at (425) 462-3800 or Veronica Martin at (425) 457-5624 for additional information about this filing. If you have any other questions, please contact me at (425) 456-2142.

Sincerely,

/s/ Jon Piliaris

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Attachment:

011570-011571-PSE-Attach-A-HELP-ARpt-(5-28-2021).docx

011570-011571-PSE-Attach-B-CACAP-(5-28-2021).docx