

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,

Complainant,

v.

PUGET SOUND ENERGY,

Respondent.

DOCKET UE-240004 and UG-240005
(*Consolidated*)

EXHIBIT SNS-15

PSE Response to TEP DR 45

August 6, 2024

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Dockets UE-240004 & UG-240005
Puget Sound Energy
2024 General Rate Case**

THE ENERGY PROJECT DATA REQUEST NO. 045:

RE: Equity

Does Puget Sound Energy collect information about languages commonly spoken in its service territory? If the answer is yes, please:

- A. Describe the sources and methods Puget Sound Energy uses to understand the languages spoken by its customers or in its service territory.
- B. Provide the information or data that Puget Sound Energy collects on languages spoken by its customers or in its service territory, including any estimates of the number or percent of customers or residents of the Company's Washington service area that speak each identified language.

Response:

Puget Sound Energy ("PSE") objects to this TEP Data Request No. 45 to the extent this request seeks a document that does not exist and is therefore not in the possession, custody, or control of PSE. Notwithstanding these objections, and subject thereto, PSE responds as follows:

PSE has some information about languages spoken in its service territory.

- A. Through Google Analytics, PSE has data on pse.com (website) page views by browser language setting. This data is from a sample of website visits, anonymous, and does not drill down to individual users. Additionally, data from Experian Marketing Solutions includes a spoken language field. This data is updated annually and shows the number and percentage of customers who speak each language. This data provides an overall picture of PSE's service territory but has accuracy limitations. Last year, PSE sent a survey to a limited number of customers with an option to provide the language spoken at home.
- B. Included as Attachment A to PSE's Response to The Energy Project Data Request No. 045 is an Excel workbook that contains the Google Analytics sample data for pse.com page views from April 1, 2023 through April 30, 2024 and the Experian Marketing Solutions data as of March 5, 2024.