

**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-16

PSE Response to TEP DR 44

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. 044:

RE: Equity

Does Puget Sound Energy's Customer Relationship Management System track a customer's language preference? If so, please describe:

- A. How Puget Sound Energy determines what language an individual customer prefers to use when contacting the Company.
- B. What languages a customer may select as their preferred language.
- C. What percentage of customers selected each language.

Response:

Puget Sound Energy ("PSE") objects to TEP Data Request No. 44 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 does not currently collect and/or store customers' preferred language.