

**Exh. ECO-20
Dockets UE-170033/UG-170034
Witness: Elizabeth O'Connell**

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY,

Respondent.

**DOCKETS UE-170033 and
UG-170034 (*Consolidated*)**

**EXHIBIT TO
TESTIMONY OF**

Elizabeth C. O'Connell

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

PSE's response to Staff data request 221.

June 30, 2017

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Dockets UE-170033 and UG-170034
Puget Sound Energy
2017 General Rate Case**

WUTC STAFF DATA REQUEST NO. 221

WUTC STAFF DATA REQUEST NO. 221:

RE: Schedules 71, 72, and 74, otherwise referred to as “rental program.”

As per Wash. Utils. & Transp. Comm’n v. Wash. Nat’l Gas Co., Docket No. UG-920840, Fourth Supplemental Order (Sept. 27, 1993), please provide all applicable documentation from the last 5 years of PSE’s inexpensive and effective way of communicating to the rental program’s customers their option to purchase the leased water heaters.

Response:

Puget Sound Energy (“PSE”) objects to WUTC Staff Data Request No. 221 as overly broad, unduly burdensome, and vague and ambiguous, as it requests “all applicable documentation from the last 5 years.” Without waiving these objections, and subject thereto, PSE responds as follows:

PSE provides multiple resources, detailed below, where customers can gather information related to the leased equipment on PSE’s rental services, including the option to purchase.

PSE Lease Services Call Center	1-800-421-7368
PSE Lease Services email	LeaseServices@pse.com
PSE website	https://pse.com/accountsandservices/YourAccount/Pages/Lease-Services.aspx

As it relates to the option to purchase leased water heaters, PSE requires that the customer of record contact PSE directly to authenticate their identity before specific detail regarding the lease is communicated. Should a real estate or escrow company representative contact PSE on behalf of the customer, PSE requires a signed authorization to release information form before releasing any information.

Attached as Attachment A to PSE’s Response to WUTC Staff Data Request No. 221, please find a PDF copy of a blank authorization to release information form.

Once authentication is complete, or authorization has been received, a PSE Lease Services agent will inform the customer or their representative about their options, including the option to purchase the equipment. If the option to purchase the equipment is selected, the PSE agent will send the customer or their representative a payoff letter.

Attached as Attachment B to PSE's Response to WUTC Staff Data Request No. 221, please find a PDF copy of a blank payoff letter.