

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

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

**PUBLIC COUNSEL DATA REQUEST NO. 443**

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In your response to Public Counsel Data Request No. 357, subpart (c), the Company identifies four call topics from the Puget Sound Energy CSR Basic training curriculum. Please identify the types of calls that these overflow agents can handle, stating whether these overflow agents can do any of the following in response to a customer inquiry:

- a. Investigate a billing dispute and provide a resolution to the customer;
- b. Negotiate a payment plan for a customer that has been issued a disconnection notice;
- c. Inform the customer about current efficiency programs in response to a high bill complaint;
- d. Discuss with the customer how certain charges were calculated on the customer's bill;
- e. Respond to a customer who seeks assistance in paying the current bill with information on how to enroll in PSE's bill payment assistance program and refer the customer to third party bill payment assistance programs;
- f. Respond to an inquiry concerning how to file a request for a medical emergency exception for disconnection of service.

**Response:**

Public Counsel Data Request No. 357 identified four basic training curriculum topics, which is different than call topics. The overflow agents' response to the customer inquiries listed above are as follows:

- a. These calls are not considered basic and would be transferred to a Puget Sound Energy ("PSE") Customer Service Representative 1.

- b. The overflow agent can complete a payment arrangement as long as the disconnect order has not been printed for field personnel; otherwise, the call is transferred to a PSE Customer Service Representative 1.
- c. The overflow agent will provide general information from pse.com; however, calls are transferred to a PSE Customer Service Representative 1 if more information is needed.
- d. The overflow agent will provide general explanation of basic charges; however, if a more complex explanation is necessary, the call is transferred to a PSE Customer Service Representative 1.
- e. The overflow agent will provide general information about energy assistance including the phone number and address to the local agency; if any additional information is needed the call is transferred to a PSE Customer Service Representative 1.
- f. These calls are not considered basic and would be transferred to a PSE Customer Service Representative 1.