

Exhibit No. \_\_\_ (RP-11C)  
Docket: U-110808  
Witness: Rayne Pearson  
REDACTED VERSION

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,

Complainant,

v.

PUGET SOUND ENERGY, INC.,

Respondent.

DOCKET U-110808

EXHIBIT TO  
REBUTTAL TESTIMONY OF

Rayne Pearson

STAFF OF  
WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION

*Pages 65-68 of Attachment A to  
PSE's response to Public Counsel's Data Request No. 016*

July 6, 2012

*Confidential Per Protective Order  
Redacted Version*

ID	Acct	Name	Payment Type	Analysis	Resolution
A	[REDACTED]	[REDACTED]	PSE Help Multi-Service Center	10/28/09 Disconnected for non payment of \$737.15 Account name is [REDACTED] (husband). 11/4/09 Pledge received for [REDACTED] (wife) who was not associated with account. Reconnect order placed. 11/11/09 [REDACTED] identified as pledge and account holder, Pledge moved to [REDACTED] Account.	11/11/09 Pledge dollars moved to [REDACTED] account. 12/15/09 customer moved out. Prior Balance in Collections due to customer move out. No further action needed.
B	[REDACTED]	[REDACTED]	PSE Help Opportunity Council	10/26/09 Disconnected for non payment of \$848.56. 10/28/09 Pledge received for 878.00. Reconnect order placed. Customer established payment arrangements for outstanding balance of \$640.61	5/2011 Pledge monies reallocated to new product assignment. Prior obligation amount owed pulled back from collection agency. Customer payments of 640.61 reallocated to prior obligation balance. Customer contacted to make arrangements on current outstanding balance.
C	[REDACTED]	[REDACTED]	PSE Help Kitsap Community Resources	10/21/09 Disconnected for non payment of \$657.62. 10/22/09 Pledge received for 964.00. Reconnect order placed.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance.
D	[REDACTED]	[REDACTED]	PSE Help Kitsap Community Resources	10/29/09 Disconnected for non payment of \$1,360.33. 10/29/09 Pledge received for \$1,000.00. Reconnect order placed.	Customer currently at a zero balance. 5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance.
E	[REDACTED]	[REDACTED]	Puyallup Indian Tribe	10/20/09 Disconnected for non payment of \$572.27. 10/21/09 Pledge received for \$572.27. Reconnect order placed.	No outstanding charges exist and customer is currently at a zero balance. 5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Credit Adjustment of \$115.00 (6 disconnect visit charges at \$13.00 (from 12/09 - 07/10) and 1 reconnection charge of \$37.00) Customer will be going to collections for \$313.71 for unpaid prior obligation. Current past due amount is 732.22.
F	[REDACTED]	[REDACTED]	Personal Payment of \$300.00	10/23/09 Customer disconnected for \$556.80 for usage and Balance Transfer from previous address [REDACTED] 10/28/09 Prior obligation was offered and processed. Customer paid \$300.00 which was more than he was quoted for prior obligation for reconnection of services.	No action necessary Customer one month behind on budget payment plan.

PSE 26 Ac. nt Review

Confidential Per Protective  
Order in WUTC  
Docket No. U-110808

ID	Acct	Name	Payment Type	Analysis	Resolution
G	[REDACTED]	[REDACTED]	PSE Help Kitsap Community Resources	10/29/09 Customer disconnected for non payment of \$453.00. 11/11/09 Pledge received for \$1,000.00. Reconnect order placed. 6/14/10 Customer moved out.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Pullback of 415.87 - contacted customer to discuss arrangements on prior obligation balance.
H	[REDACTED]	[REDACTED]	CAMP - PSE Help	7/13/09 Customer disconnected for non payment of \$1,107.83. 8/5/09 Pledge received for \$750.00. 8/26/09 Customer paid \$358.00. Reconnect order placed. 7/1/10 Customer moved out.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer contact to offer arrangement on prior obligation balance
I	[REDACTED]	[REDACTED]	Customer Payment of 1013.04	10/28/09 Customer disconnected for \$976.04. 10/28/09 Customer paid a total of \$1013.04.	No correction necessary as customer is current on their bills and payments applied accurately.
J	[REDACTED]	[REDACTED]	No payment	10/29/09 Customer disconnected for \$157.26 10/29/09 Service ended date of disconnect as no reconnect requested.	No correction necessary as customer has moved. No payments made for the duration of time the account was open 5/9/09-10/29/09. Customer currently in collections for \$300.94 prior obligation balance.
K	[REDACTED]	[REDACTED]	PSE Help Opportunity Council	10/29/09 Customer disconnected for \$181.59. 11/3/09 Pledge received of \$640.00. Reconnect ordered. 5/31/10 Customer moved out.	5/2011 Pledge monies reallocated to new product assignment. Balance transfer reversed. Customer contacted to offer arrangements on prior obligation balance.
L	[REDACTED]	[REDACTED]	Customer payment	10/19/09 Customer disconnected for \$156.50. 10/21/09 Customer paid \$200.00 Reconnect ordered. 1/21/10 Customer moved out.	No action required. Balance of 388.95 is in collections.
M	[REDACTED]	[REDACTED]	Customer payment	10/29/09 Customer disconnected for \$723.16. 10/30/09 Customer paid 723.16. Reconnect Ordered. 1/31/10 Customer moved out.	No action required. Balance of \$223.15 is in collections.
N	[REDACTED]	[REDACTED]	PSE Help Snohomish County	10/23/09 Customer disconnected for 952.42 10/30/09 Pledge received of 909.00 and customer paid 100.00. Reconnect Ordered 7/15/10 Customer moved out.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Contacted Customer to offer arrangements on prior obligation balance.
O	[REDACTED]	[REDACTED]	PSE Help Metropolitan Development Council	10/23/09 Customer disconnected for \$395.51. 10/26/09 Pledge received of \$509.00 5/2/11 Customer established arrangements on past due balance of \$127.00	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. No outstanding balance exists.

Updated: 5/20/11

PSE 26 A. Jmt Review

ID	Acct	Name	Payment Type	Analysis	Resolution
P	[REDACTED]	[REDACTED]	PSE Help Kitsap Community Resources	10/20/09 Customer disconnected for \$738.21. 10/20/09 Pledge received of \$746.00. Reconnect Ordered 12/31/09 Customer moved out.	5/2011 Pledge monies reallocated to new product assignment. Pull back from collections of \$302.23. Contacted customer to offer arrangements on prior obligation balance.
Q	[REDACTED]	[REDACTED]	PSE Help Pierce County Community Service	10/22/09 Customer disconnected for \$982.35 10/30/09 Pledge received of \$1,000.00. Reconnect Ordered 2/13/11 Customer moved out.	5/2011 Pledge monies reallocated to new product assignment. Waiver of \$37.00 for reconnect fee from 7/10 and 11/10. Customer payments reallocated to new product assignment.
R	[REDACTED]	[REDACTED]	PSE Help Multi-Service Center	10/21/09 Customer disconnected for \$424.56. 10/29/09 Pledge received for \$543.00. Reconnect Ordered 3/10/11 Prior Obligation processed. Customer established arrangements for 317.70 of prior obligation balance.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Pull back from collections. Customer contacted to discuss arrangements from prior obligation balance from 2009.
S	[REDACTED]	[REDACTED]	PSE Help CAMP	10/19/09 Customer disconnected for \$409.58. 10/20/09 Pledge received for \$594.00 Reconnect Ordered	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer contacted to offer arrangement on prior obligation balance
T	[REDACTED]	[REDACTED]	PSE Help Kitsap Community Resources	10/21/09 Customer disconnected for \$415.36. 10/21/10 Pledge received for \$537.00. 10/22/10 Reconnect ordered	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer contacted to offer arrangement on prior obligation balance
U	[REDACTED]	[REDACTED]	DSHS Olympia	10/29/09 Customer disconnected for \$302.00. 10/29/09 Pledge received for \$407.72 Reconnect ordered. 4/5/10 Customer moved out 5/10/10 Refund check for 371.09 mailed. 5/24/10 Refund check returned.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer currently at a zero balance. No action required. Unable to contact customer as there are no phone numbers.
V	[REDACTED]	[REDACTED]	PSE Help Metropolitan Development Council	10/22/09 Customer disconnected for \$645.65. 10/27/09 Pledge received for \$1,000.00. Reconnect ordered.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer currently at a zero balance for \$137.10

Updated: 5/20/11

PSE 26 A Int Review

ID	Acct	Name	Payment Type	Analysis	Resolution
W	[REDACTED]	[REDACTED]	MSC Pledge PSE Help	10/22/09 Customer disconnected for \$918.30. 11/2/09 Pledge received for \$845.00. Reconnect ordered. 7/13/10 Customer moved out	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer in collections for \$537.79
X	[REDACTED]	[REDACTED]	Da Vita Dialysis	10/15/09 Customer disconnected for \$227.31 (due to an NSF payment). 10/15/09 Pledge received for \$200.00 Reconnect ordered.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer currently past due for \$376.23
Y	[REDACTED]	[REDACTED]	DSHS	10/21/09 Customer disconnected for \$224 10/22/09 Pledge received for \$224.00. Reconnect ordered. 3/23/11 Customer disconnected for \$256.08. Service ended date of disconnect as no reconnect requested.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer in collections for \$829.19.
Z	[REDACTED]	[REDACTED]	Customer payment	10/19/09 Customer disconnected for \$450.91. 10/21/09 Customer paid \$350.00. Reconnect ordered. 10/21/09 Arrangements made on balance of 718.88.	No action required. Customer currently past due for \$558.16