

**Exhibit No. ___ (RP-8C)
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 17-20 of Attachment A to
PSE's response to Public Counsel's Data Request No. 029*

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] who was not associated with account. Reconnect order placed. 11/4/09 Pledge received for [REDACTED] identified as pledge and account holder, Pledge moved to [REDACTED] Account.	11/1/09 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 contact 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. Customer currently at a zero 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.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. No outstanding charges exist and customer is at a currently at a zero 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.	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	068-138-000	Robert Hendershot	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.

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ID	Acct	Name	Payment Type	Analysis	Resolution
G			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 contact customer to discuss arrangements on prior obligation balance.
H			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			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			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			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 contact to offer arrangements on prior obligation balance.
L			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			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			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. Contact Customer to offer arrangements on prior obligation balance.
O			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.

Updated: 5/20/11

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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 for \$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. Contact 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 for \$1,000.00. Reconnect Ordered 2/13/11 Customer moved out.	5/2011 Pledge monies reallocated to new product assignment. Waiver of \$37.00 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 contact 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 contact 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.
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.	No action is 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 past due for \$137.10
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 Exhibit No. [REDACTED] D [REDACTED]	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer currently past due for \$537.79

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ID	Acct	Name	Payment Type	Analysis	Resolution
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

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Order in WUTC
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