

**EXHIBIT NO. \_\_\_(ZDJ-2)  
DOCKET NO. UE-111048/UG-111049  
2011 PSE GENERAL RATE CASE  
WITNESS: ZANA D. JONES**

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**Complainant,**

**v.**

**PUGET SOUND ENERGY, INC.,**

**Respondent.**

**Docket No. UE-111048  
Docket No. UG-111049**

**FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE  
PREFILED REBUTTAL TESTIMONY OF  
ZANA D. JONES  
ON BEHALF OF PUGET SOUND ENERGY, INC.**

**JANUARY 17, 2012**

1 **PUGET SOUND ENERGY, INC.**

2 **FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE**  
3 **PREFILED REBUTTAL TESTIMONY OF ZANA D. JONES**

4 **Q. Please state your name and business address.**

5 A. My name is Zana D. Jones. My business address is 19900 North Creek Parkway,  
6 Bothell, Washington 98011.

7 **Q. By whom are you employed and in what capacity?**

8 A. I am employed by Puget Sound Energy, Inc. ("PSE") as Manager, Corporate  
9 Billing.

10 **Q. What are your duties as Manager, Corporate Billing?**

11 A. As Manager, Corporate Billing, I am responsible for the Corporate Billing  
12 organization, including the Customer Bill Package, which is sent to PSE's 1.8  
13 million customers each month, as well as several billing processes such as exception  
14 billing and manual billing for commercial customers. In addition, my specific duties  
15 include issuing customer back bills. I report to the Director of Customer Care.

16 **Q. Please describe your relevant employment experience.**

17 A. I have over seventeen years of experience working in a regulated utility

1 environment. My expertise lies in operations management, billing process  
2 improvement, training and development, and cross functional leadership.

3 Prior to joining PSE, I worked with Qwest Communications (now Century Link)  
4 for over 15 years. I started my career in Finance as a Data Specialist. In 2002, I  
5 was promoted to Supervisor Finance, where I was responsible for the Payment  
6 Processing department, which ensured processing of customer payments and timely  
7 cash deposits. I transferred to the Business Markets Group in 2005 as a Supervisor,  
8 Technical Support, and worked directly with the sales force overseeing issuance of  
9 service orders for large business customers.

10 In 2007, I took on the role of Supervisor of Billing Services where I oversaw a team  
11 that was responsible for accurate and timely application of billing adjustments on  
12 customer's accounts. I was also responsible for administering federal funds for  
13 schools, libraries and rural healthcare customers. My responsibility was to ensure  
14 that all billing practices were in compliance with the customer contracts, state  
15 tariffs, and corporate guidelines

16 I have been employed by PSE since September 2010 as the Manager of Corporate  
17 Billing.

18 **Q. Briefly describe your education.**

1 A. I earned a Bachelor of Arts in Speech Communications from the University of  
2 Washington in 2000 and an M.B.A. from Seattle Pacific University with an  
3 emphasis in Human Resources in 2008.