

**EXHIBIT NO. ___(ZDJ-4)
DOCKET NOS. 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**

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

JANUARY 17, 2012

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION STAFF
RESPONSE TO DATA REQUEST

DATE PREPARED: December 21, 2011 WITNESS: Roger Kouchi
DOCKETS: UE-111048/UG-111049 RESPONDER: Roger Kouchi
REQUESTER: Puget Sound Energy TELEPHONE: (360) 664-1101

PSE Data Request No. 030 to WUTC Staff:

RE: Roger Kouchi, Exhibit No. ___(RK-1T), page 13, lines 2-4, and Roger Kouchi, Exhibit No. ___(RK-6), page 1

Please describe and provide all data used in Exhibit No. ___(RK-6), page 1.

RESPONSE:

The complaint data was extracted from the Commission's Consumer Contact System. The meter counts were year-end totals provided by the Company with the exception of the year-end meter counts for 2011.³ The keyword "retroactive" is used in Commission complaints that result from consumers complaining of receiving a retroactive bill from their utility.

Attached Excel spreadsheet shows a summary of the information.

³ Since 2011 year-end counts are not available, staff used 2010 year-end counts as an approximate representation.

Total Combined Electric/Gas Customer Counts (meters)

	2006 meter count	Complaints	Ratios	2007 meter count	Complaints	Ratios	2008 meter count	Complaints	Ratios	2009 meter count	Complaints	Ratios	2010 meter count	Complaints	Ratios	2011 (Jan - Nov) meter count	Complaints	Ratios
Avista	368754	0	0	374863	1	0.002668	378751	1	0.00264	380985	9	0.023623	382583	12	0.031366	382583	2	0.005228
CNG	183005	2	0.010929	187536	1	0.005332	191324	0	0	193129	0	0	194489	1	0.005142	194489	0	0
NWNG	62386	0	0	65992	2	0.030307	67313	0	0	68207	0	0	69343	3	0.043263	69343	0	0
PP&L	124119	0	0	125114	0	0	126272	0	0	126937	0	0	127386	0	0	127386	0	0
PSE	1731489	81	0.046781	1770414	31	0.01751	1801805	100	0.0555	1819369	211	0.115974	1828066	130	0.071113	1828066	94	0.05142