

**EXH. CLW-12
DOCKETS UE-240004/UG-240005 et al.
2024 PSE GENERAL RATE CASE
WITNESS: CAROL L. WALLACE**

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY,

Respondent.

**Docket UE-240004
Docket UG-240005
(consolidated)**

In the Matter of the Petition of

PUGET SOUND ENERGY

**For an Accounting Order Authorizing
deferred accounting treatment of
purchased power agreement expenses
pursuant to RCW 80.28.410**

**Docket UE 230810
(consolidated)**

**SECOND EXHIBIT (NONCONFIDENTIAL) TO
THE PREFILED REBUTTAL TESTIMONY OF**

CAROL L. WALLACE

ON BEHALF OF PUGET SOUND ENERGY

SEPTEMBER 18, 2024

TABLE 1: PUGET SOUND ENERGY RESIDENTIAL CUSTOMER PROTECTIONS

PROTECTION	CUSTOMER BENEFIT	SOURCE OF PROTECTION
No Fees	Customer pays no late fees, and if disconnected pays no disconnect/reconnect fees or deposit	COVID Docket U-200281, Appendix A Section C - Fees
Long Term Payment Arrangements	The utility must offer up to 18 months of timed payment arrangements	COVID Docket U-200281, Appendix A Section E - Long Term Payment Arrangements
Credit & Collections	PSE does not send active customer accounts to collection agencies and does not report to credit bureaus for any customer	COVID Docket U-200281, Appendix A Section G - Credit & Collections
Medical Condition	Customers may report a medical condition or life support and be protected, utility is required to visit the premises and give the customer an opportunity to pay and/or access to assistance	WAC 480-90/100-128 Section (8) Medical Conditions or emergencies
Field Visit for 100% of Customers	PSE currently visits all customers prior to any disconnection	PSE Business Decision due to COVID
Extra 24 hour note for 100% of Customers	PSE leaves an additional 24 hour notice when customers are not at the premises offering assistance and payment options to prevent disconnection	PSE Business Decision due to COVID
Known Low Income	If a customer has received energy assistance in the past 24 months the utility is required to visit the premises and give the customer an opportunity to pay and/or access to assistance	WAC 480-90/100-128 Section (6) Remote disconnection
Inclement Weather	Cease disconnection for non-payment in areas with inclement weather events, which are days characterized by extreme cold or excessive heat and the average daily temperature is forecasted to be at or below 32 degrees Fahrenheit, or at or above 90 degrees Fahrenheit. The Company uses the prior day's forecast as received from the National Weather Service. Cease disconnections for non-payment in areas where a heat related alert has been or is intended to be issued, and to reconnect previously disconnected service for non-payment upon request in areas under a heat related alert in accordance with RCW 80.28.010	WAC 480-90/100-128 Section (11) Disconnecting service during inclement weather
Bill Assistance	Any customer that informs PSE that they are seeking assistance will get a credit hold placed on their account to give them time to complete the process	PSE HELP, LIHEAP, BILL DISCOUNT RATE, WARM HOME FUND, EXTENDED PAYMENT PLANS, BUDGET BILLING
Prior Obligation	A prior obligation is the dollar amount the utility has billed to the customer and for which the utility has not received payment at the time of disconnection. The customer will get service restored and start a new contract account	WAC 480-90/100-123 Section (3)
Winter Moratorium	Depending on income a customer may qualify for payment assistance and disconnect protection during the winter months, from 35 November 15 to March 15	WAC 480-90/100-143 Winter low-income payment program