

**EXH. CLW-13  
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)**

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

**CAROL L. WALLACE**

**ON BEHALF OF PUGET SOUND ENERGY**

**SEPTEMBER 18, 2024**

## PUGET SOUND ENERGY CALL CENTER TRANSLATION SERVICES BY YEAR

2022				
Language	Total Calls	Pct Total Calls	Total Minutes	Pct Total Minutes
Spanish	11,860	84.34%	145,453	83.23%
Mandarin	400	2.84%	5,386	3.08%
Russian	272	1.93%	3,622	2.07%
Portuguese	228	1.62%	2,813	1.61%
Cantonese	217	1.54%	2,986	1.71%
Vietnamese	193	1.37%	2,740	1.57%
Korean	165	1.17%	2,171	1.24%
Ukrainian	149	1.06%	2,018	1.15%
Dari	86	0.61%	1,241	0.71%
Arabic	70	0.50%	945	0.54%
Somali	60	0.43%	657	0.38%
Farsi	49	0.35%	618	0.35%
French	40	0.28%	630	0.36%
Punjabi	37	0.26%	415	0.24%
Pashto	37	0.26%	525	0.30%
Amharic	32	0.23%	472	0.27%
Japanese	14	0.10%	210	0.12%
Persian	14	0.10%	185	0.11%
Tigrigna	13	0.09%	183	0.10%
Romanian	12	0.09%	146	0.08%
Burmese	11	0.08%	135	0.08%
Swahili	10	0.07%	177	0.10%
Cambodian	10	0.07%	128	0.07%
Thai	8	0.06%	103	0.06%
Tagalog	7	0.05%	93	0.05%
Hindi	7	0.05%	48	0.03%
Kinyarwanda	6	0.04%	101	0.06%
Haitian Creole	5	0.04%	30	0.02%
Oromo	5	0.04%	50	0.03%
Lao	4	0.03%	38	0.02%
Mongolian	4	0.03%	37	0.02%
Turkish	3	0.02%	36	0.02%
Brazilian Portuguese	3	0.02%	35	0.02%
Mam	2	0.01%	10	0.01%
Polish	2	0.01%	37	0.02%
Chukese	2	0.01%	4	0.00%
Samoan	2	0.01%	23	0.01%
Nepali	2	0.01%	21	0.01%
Bengali	2	0.01%	9	0.01%
Marshallese	2	0.01%	61	0.03%
Lingala	2	0.01%	24	0.01%
Hmong	1	0.01%	2	0.00%
Bosnian	1	0.01%	22	0.01%
Tibetan	1	0.01%	3	0.00%

Italian	1	0.01%	10	0.01%
Azerbaijani	1	0.01%	2	0.00%
Mayan	1	0.01%	3	0.00%
Chin	1	0.01%	11	0.01%
Serbian	1	0.01%	14	0.01%
Kurdish	1	0.01%	25	0.01%
Mixteco Alto	1	0.01%	4	0.00%
Haka Burmese	1	0.01%	16	0.01%
Bulgarian	1	0.01%	12	0.01%
Yiddish	1	0.01%	2	0.00%
Karen Pao	1	0.01%	11	0.01%
Filipino	1	0.01%	9	0.01%

2023				
Language	Total Calls	Pct Total Calls	Total Minutes	Pct Total Minutes
Spanish	14,367	84.17%	179,254	81.88%
Russian	379	2.22%	4,995	2.28%
Mandarin	366	2.14%	4,929	2.25%
Portuguese	332	1.95%	4,164	1.90%
Ukrainian	298	1.75%	3,982	1.82%
Vietnamese	202	1.18%	2,935	1.34%
Cantonese	185	1.08%	2,548	1.16%
Korean	140	0.82%	1,900	0.87%
Dari	101	0.59%	1,469	0.67%
Arabic	93	0.54%	1,286	0.59%
Georgian	79	0.46%	3,763	1.72%
Somali	70	0.41%	1,004	0.46%
Pashto	68	0.40%	1,183	0.54%
Farsi	60	0.35%	870	0.40%
French	53	0.31%	753	0.34%
Romanian	35	0.21%	425	0.19%
Amharic	35	0.21%	519	0.24%
Punjabi	28	0.16%	300	0.14%
Persian	16	0.09%	253	0.12%
Haitian Creole	15	0.09%	249	0.11%
Swahili	14	0.08%	292	0.13%
Cambodian	13	0.08%	199	0.09%
Tigrigna	12	0.07%	160	0.07%
Hindi	12	0.07%	228	0.10%
Japanese	9	0.05%	102	0.05%
Thai	9	0.05%	96	0.04%
Lingala	7	0.04%	132	0.06%
Turkish	6	0.04%	89	0.04%
Burmese	6	0.04%	76	0.03%
Marshallese	6	0.04%	82	0.04%
Lao	5	0.03%	87	0.04%
Tagalog	5	0.03%	44	0.02%
Nepali	4	0.02%	43	0.02%
German	4	0.02%	208	0.10%
Oromo	4	0.02%	29	0.01%
Chin	3	0.02%	24	0.01%
Hakka	3	0.02%	7	0.00%
Mongolian	3	0.02%	40	0.02%
Hmong	2	0.01%	19	0.01%
Samoan	2	0.01%	7	0.00%
Brazilian Portuguese	2	0.01%	26	0.01%
Hebrew	2	0.01%	10	0.00%
Armenian	2	0.01%	14	0.01%
Indonesian	2	0.01%	26	0.01%

Chuukese	1	0.01%	9	0.00%
Haitian	1	0.01%	4	0.00%
Sudanese Arabic	1	0.01%	1	0.00%
Telugu	1	0.01%	9	0.00%
Urdu	1	0.01%	11	0.01%
Kirundi	1	0.01%	13	0.01%
Polish	1	0.01%	28	0.01%
Albanian	1	0.01%	15	0.01%
Greek	1	0.01%	9	0.00%
Karen Pao	1	0.01%	8	0.00%

2024 (Jan-Jun)				
Language	Total Calls	Pct Total Calls	Total Minutes	Pct Total Minutes
Spanish	8,781	84.64%	110,662	82.71%
Russian	252	2.43%	3,410	2.55%
Mandarin	228	2.20%	3,007	2.25%
Ukrainian	178	1.72%	2,209	1.65%
Portuguese	163	1.57%	2,293	1.71%
Vietnamese	118	1.14%	1,520	1.14%
Dari	97	0.94%	1,443	1.08%
Korean	75	0.72%	921	0.69%
Somali	72	0.69%	1,062	0.79%
Arabic	63	0.61%	960	0.72%
Cantonese	62	0.60%	938	0.70%
Pashto	36	0.35%	527	0.39%
French	29	0.28%	441	0.33%
Punjabi	29	0.28%	364	0.27%
Amharic	25	0.24%	466	0.35%
Farsi	21	0.20%	330	0.25%
Haitian Creole	19	0.18%	324	0.24%
Swahili	18	0.17%	295	0.22%
Persian	17	0.16%	267	0.20%
Georgian	14	0.13%	1,292	0.97%
Tigrigna	13	0.13%	291	0.22%
Japanese	7	0.07%	115	0.09%
Romanian	7	0.07%	87	0.07%
Hindi	7	0.07%	69	0.05%
Turkish	6	0.06%	63	0.05%
Oromo	5	0.05%	53	0.04%
Nepali	4	0.04%	35	0.03%
Thai	4	0.04%	47	0.04%
Haitian	3	0.03%	37	0.03%
Burmese	3	0.03%	67	0.05%
Cambodian	3	0.03%	42	0.03%
Lingala	2	0.02%	13	0.01%
Brazilian Portuguese	2	0.02%	28	0.02%
Bulgarian	1	0.01%	5	0.00%
Polish	1	0.01%	20	0.01%
Hmong	1	0.01%	9	0.01%
Toishanese	1	0.01%	17	0.01%
Bosnian	1	0.01%	28	0.02%
Mam	1	0.01%	10	0.01%
Telugu	1	0.01%	7	0.01%
Tagalog	1	0.01%	7	0.01%
Mongolian	1	0.01%	3	0.00%
Marathi	1	0.01%	2	0.00%
Samoan	1	0.01%	12	0.01%