

**BEFORE THE WASHINGTON
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

Complainant,

v.

PUGET SOUND ENERGY

Respondent.

DOCKET NOS. UE-190529 and UG-190530 (*Consolidated*)

CARLA A. COLAMONICI ON BEHALF OF PUBLIC COUNSEL UNIT

EXHIBIT CAC-2

Puget Sound Energy's Response to Public Counsel Response No. 97

November 22, 2019

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Dockets UE-190529 & UG-190530
Puget Sound Energy
2019 General Rate Case**

PUBLIC COUNSEL DATA REQUEST NO. 097:

Re: Water Heater Program.

Please provide the annual turnover rate for both residential and commercial customers for the past eight years.

Response:

Puget Sound Energy's customer information system does not segregate data by program (conversion burner or water heater) or segment (commercial or residential). The annual turnover rate shown below is reported at a total level which includes residential and commercial water heaters and conversion burners combined. 2011 data is not available.

Year	Year End Leases	Attrition %
2012	39,321	
2013	37,185	5.43%
2014	35,549	4.40%
2015	33,809	4.89%
2016	32,183	4.81%
2017	30,710	4.58%
2018	29,117	5.19%