

**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. COLAMINICI ON BEHALF OF PUBLIC COUNSEL UNIT

EXHIBIT CAC-5

Puget Sound Energy Response to Public Counsel Data Request No. 176

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. 176:

Re: Water Heater Program.

Is the Company informing customers when their equipment is fully depreciated? If so, please explain how and by what methods the Company is contacting participants. If not, please explain why.

Response:

Puget Sound Energy informs customers whether their equipment is fully depreciated upon the customer requesting to end their lease using the following process:

- Customer contacts Lease Services requesting to end their lease;
- Lease Services agent verbally provides the customer with the depreciated value of the leased water heater (if any);
- Lease Services agent mails or emails a letter outlining the depreciated value of the leased water heater to the customer.