

**BEFORE THE WASHINGTON  
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

Complainant,

v.

PUGET SOUND ENERGY

Respondent.

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

**SUSAN M. BALDWIN ON BEHALF OF PUBLIC COUNSEL UNIT**

**EXHIBIT SMB-3**

Puget Sound Energy Response to Public Counsel Data Request No. 103

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. 103:**

**Re: Get to Zero – Customer Benefits.**

- a) Please list all GTZ benefits, disaggregating between customer benefits and societal benefits.
- b) Please disaggregate the customer benefits between residential customers and all other customers.
- c) Please disaggregate the residential customer benefits between those who own their homes and those who rent their homes.

**Response:**

- a) The customer benefits attributable to Get to Zero (“GTZ”) are described in the Prefiled Direct Testimony of Joshua J. Jacobs, Exh. JJJ-1T. These customer benefits include but are not limited to the following:
  - Puget Sound Energy (“PSE”) will know its customers better and be able to more effectively anticipate their needs in order to improve their customer experience;
  - PSE will make it easier for customers to locate answers and resolve issues themselves at any time they choose to manage their service, 24x7;
  - PSE will proactively inform customers about things they care about through channels they prefer;
  - Customers will receive the same accurate information no matter how they elect to contact PSE, either digitally or via a phone call; and
  - Customers will have greater access to make and schedule appointments, and PSE will have greater ability to keep those appointments.

Societal benefits attributable to GTZ include but are not limited to the following:

- Increased Warm Home Fund contributions incrementally helping low income customers;
- Improved access to energy efficiency rebates;
- Improvements to information about customers’ ability to reduce their carbon footprint;

- Increased adoption and enrollment in PSE's Renewable Energy programs; and
  - Increased operational efficiency for field work performed as PSE shifts from manual processes to automation in areas where it did not exist previously, thereby reducing miles driven and PSE's carbon footprint.
- b) There is no disaggregation between residential and all other customers.
- c) There is no disaggregation between customers that own their home and those that rent their home. However, as noted in PSE's Response to Public Counsel Data Request No. 137(d), in PSE's service territory, approximately 66% of occupied housing units are owned and 34% are rented.