

**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*)

SUSAN M. BALDWIN ON BEHALF OF PUBLIC COUNSEL UNIT

EXHIBIT SMB-5

Puget Sound Energy Response to The Energy Project Data Request 12

November 22, 2019

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

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

THE ENERGY PROJECT DATA REQUEST NO. 012:

For the years 2014 through 2018, by year:

- a) The total number of remote disconnections, if any, of residential customers for non-payment.
- b) The total number of remote disconnections for which a site or premise visit to the service address occurred at the time of disconnection.
- c) The total number of scheduled remote disconnections which were avoided by payments at the service address to stop disconnection.
- d) If the data is available, please state for each of the above responses, what proportion of customers were receiving bill assistance, or had a verified medical emergency at the service location.

Response:

- a) Puget Sound Energy ("PSE") has not yet implemented remote connect/disconnect functionality.
- b) See PSE's Response to The Energy Project Data Request No. 012(a).
- c) See PSE's Response to The Energy Project Data Request No. 012(a).
- d) See PSE's Response to The Energy Project Data Request No. 012(a).