

**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-7**

Puget Sound Energy Response to Public Counsel Data Request Nos. 110 and 111

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. 110:**

**Re: Get to Zero and Bills; Direct Testimony of Joshua J. Jacobs, Exh. JJJ-1T at 5:6.**

Please reference Mr. Jacobs' testimony concerning anticipated reductions to paper and postage for bill delivery. Based on the most recent 12-month period for which data are available (indicate the time period that corresponds with the response), indicate for residential bills the numbers and percentages rendered:

- a) By mail;
- b) E-bill.

**Response:**

From September 2018 to August 2019 (most recent 12-month period), the following represents the data available for all electronic and paper bills delivered:

- a) By mail: 12,483,982 (~66%)
- b) By E-Bill: 6,470,252 (~34%)

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

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

**PUBLIC COUNSEL DATA REQUEST NO. 111:**

**Re: Get to Zero and Bills; Direct Testimony of Joshua J. Jacobs, Exh. JJJ-1T at 5:6; Exh. JJJ-3 at 11; and Direct Testimony of Andrew Wappler, Exh. AW-1T at 17:1-4.**

Please reference Mr. Jacobs' testimony concerning anticipated reductions to paper and postage for bill delivery and reference Exhibit JJJ-3 and Mr. Wappler's testimony. Based on the most recent 12-month period for which data are available (indicate the time period that corresponds with the response), indicate for residential bills the numbers and percentages *paid* (and indicate the associated fee for the payment method, if any):

- a) By mail;
- b) Automatic withdrawal from bank account;
- c) At a PSE walk-in center (list all PSE walk-in centers and include their addresses);
- d) At a third-party payment location (e.g., a convenience store);
- e) By credit card;
- f) By IRVU; and
- g) Other method (specify).

**Response:**

Attached as Attachment A to Puget Sound Energy's ("PSE") Response to Public Counsel Data Request No. 111 is a MS Excel document that details all PSE payments broken down by payment types for the past 12 months where data is available. PSE does not disaggregate payments by residential or commercial.

Since the request asked for a breakdown by both channel and method, there is some overlap in the numbers provided. The "Credit Cards" payment reflect card payments made using the Integrated Voice Response Unit ("IVRU") and Web systems combined. The IVRU payments reflect both credit card and bank account payments.

Residential customers do not pay a fee for payments.

Commercial customers pay a 2.7% fee of the amount paid for card payments.

# **ATTACHMENT A to PSE's Response to PUBLIC COUNSEL Data Request No. 111**