

**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-17

Puget Sound Energy Response to Public Counsel Data Request Nos. 129

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. 129:

Re: Get to Zero – Field Collections; Witness Joshua J. Jacobs, Exh. JJJ-3 at 11.

Please reference Exhibit JJJ-3, which indicates that 150,000 payments were taken in the field.

- a) In what year were these payments taken?
- b) Provide corresponding amounts for each of the past five years.
- c) Does the Company seek to eliminate or to reduce field collections?
- d) Does the Company have any plans to analyze the relationship between diminished presence of field collections and payments made to prevent disconnections? If so, describe such plans.

Response:

- a) These payments were taken in the baseline year, 2014/15. However, the number that was listed in the Prefiled Direct Testimony of Joshua J. Jacobs, Exh. JJJ-3, was for all payments made after the initial service notification, not just field payments. The field payment distinction was an error. Puget Sound Energy (“PSE”) will file revised testimony to reflect this correction.
- b) The following table shows the number of total field payments over the past five years:

Year	Payments received (partial or full)
2014	41,178
2015	49,399
2016	32,445
2017	38,881
2018	37,531

- c) Yes, PSE seeks to reduce field collections.

- d) Yes, PSE will continue to monitor customer behavior and performance data tied to the reduction of field disconnections to continually improve upon tools, business process and customer education tied to the automation effort that is underway.