

**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-18

Puget Sound Energy Response to Public Counsel Data Request Nos. 143

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. 143:

Re: Get to Zero and Customer Service Representatives.

Does the Company anticipate reducing the number of customer service representatives as a result of GTZ deployment? If so, describe in detail the impact of the reduced number of customer service representatives on the ability of customers to negotiate payment arrangements with the Company.

Response:

Yes, Puget Sound Energy (“PSE”) anticipates that over time the total number of customer service representatives would be lower than the total number of customer service representatives prior to the start of the Get to Zero initiative.

Given that PSE plans for and staffs a requisite number of customer service representatives necessary to successfully meet the targets established in SQI #5, it is not anticipated that the ability for customers to make payment arrangements would be impacted.