

**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-20

Puget Sound Energy Response to Public Counsel Data Request Nos. 107

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. 107:

Re: Get to Zero – Digital Channels; Direct Testimony of Joshua J. Jacobs, Exh. JJJ-1T at 2:18-19.

Please reference Mr. Jacobs' testimony, stating in pertinent part: "The GTZ initiative is a focused effort on all digital channels to eliminate problems that drive customers to call us."

- a) Please describe in detail if and how GTZ will affect the way in which the Company enters into deferred payment arrangements with customers.
- b) Please provide the number of negotiated payment arrangements, by quarter or monthly, for the most recent five years available.

Response:

- a) Get to Zero provides new or updated channels for customers to self-serve in order to enter payment arrangements via Puget Sound Energy's website (www.pse.com), mobile app (MyPSE), and interactive voice response. Access to customer service representatives to facilitate making a payment arrangement is still available to customers if that is their preference.
- b) The following table shows the number of negotiated payment arrangements over the last five years:

Number of Payments Arrangements						
Month / Year	2014	2015	2016	2017	2018	2019
January	30,318	21,423	20,233	16,931	14,611	15,365
February	27,800	18,033	19,332	18,185	12,892	12,597
March	28,529	21,402	18,795	18,459	14,168	14,364
April	28,765	22,831	18,020	15,135	14,626	16,499
May	26,190	19,517	17,814	14,880	13,895	14,628
June	23,381	19,232	18,678	14,264	11,930	12,775
July	22,115	17,997	14,738	11,615	10,210	11,605
August	19,389	16,986	16,345	11,947	10,225	10,860

Number of Payments Arrangements						
Month / Year	2014	2015	2016	2017	2018	2019
September	17,436	15,281	14,393	10,598	8,575	
October	14,135	13,383	12,836	9,135	9,545	
November	11,890	10,914	11,248	8,840	9,302	
December	17,305	14,951	12,250	10,931	10,743	
Total	267,253	211,950	194,682	160,920	140,722	108,693