



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250

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April 29, 2015

Ken Johnson
Director, State Regulatory Affairs
Puget Sound Energy
P.O. Box 97034
Bellevue, WA 98009

Re: PSE Meter and Billing Performance Annual Filing
Docket Nos. UE-111048 and UG-111049 (consolidated)

Dear Mr. Johnson,

On January 30, Puget Sound Energy (PSE) submitted its second Meter and Billing Performance Annual Filing for the period Jan. 1, 2014, through Dec. 31, 2014.

The final order (Order 08) in dockets UE-111048 and UG-111049 set guidelines for enforcement action related to PSE's meter and billing issues. Order 08 requires PSE to meet the following standards.

Standards:

1. PSE will identify and correct 98 percent of all stopped meter and unassigned energy usage meter problems for both gas and electric meters within 12 months from initial occurrence of the problem.
2. PSE will identify and correct all stopped meter and unassigned energy problems for both gas and electric meters within 24 months from the initial problem.

Results: PSE failed to meet the requirements in Order 08 for the second straight year. The following compliance issues are noted in the January report:

- Failure to identify and correct 98 percent of all stopped electric meter problems within 12 months. PSE reported it identified and corrected 93 percent of all stopped electric meter problems within the required 12 month timeframe.
- Failure to identify and correct 98 per of all stopped natural gas meter problems within 12 months. PSE reported it identified and corrected 93 percent of all stopped electric meter problems within the required 12 month timeframe.

Staff continues to believe it is important for the Company to identify and correct stopped meters, as well as, unidentified energy usage in a reasonable timeframe. Further, staff believes standards established in Order 08 are reasonable.

- Unassigned Energy Use

	Within 12 months	Within 24 months	Exceeds 24 months	Total Meters	Within 12 months
Electric	4,716	91	9 (Failed to Meet Standard)	4,816	98% (Met Standard)
Gas	4,159	68	0 (Met Standard}	4,227	98% (Met Standard)
Total	8,875	159	9	9,043	98%

- Stopped Meters

	Within 12 months	Within 24 months	Exceeds 24 months	Total Meters	Within 12 months
Electric	306	15	7 (Failed to Meet Standard)	328	93% (Failed to Meet 98% Standard)
Gas	2,037	131	25 (Failed to Meet Standard)	2,193	93% (Failed to Meet 98% Standard)
Total	2,243	146	32	2,521	93%

Please respond to us in writing by May 19, 2015, regarding the compliance issues identified above:

1. Please provide PSE's assessment of the trend identified over the past two years where the Company has been unable to completely attain all the standards established in Order 08.
2. Please identify PSE's goals to meet the standards set forth in Order 08 in the future.

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Staff agrees that PSE continues to make progress on reducing the number of back bills. It is unclear, at this time, whether the Company has demonstrated that it properly managed the metering issues to take into account the outliers to be considered substantially in compliance with the standard. If you have any questions, Please contact Mr. Roger Kouchi at (360) 664-1101 or rkouchi@utc.wa.gov.

Sincerely,

A handwritten signature in cursive script that reads "Sharon Wallace".

Sharon Wallace, Assistant Director
Consumer Protection and Communications

