



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION
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May 11, 2017

Steve King
Executive Director and Secretary
Utilities and Transportation Commission
PO Box 47250
Olympia, WA 98504-7250

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

Dear Mr. King:

On January 30, 2017, Puget Sound Energy (PSE) submitted its fourth Meter and Billing Performance Annual Filing for the period Jan. 1, 2016, through Dec. 31, 2016.

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

12-month standard

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.

24-month standard

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

12-month standard

- PSE successfully corrected 99.9 percent of all electric and natural gas meters reporting unassigned electric and natural gas usage within 12 months, exceeding the minimum 98 percent benchmark.
- PSE successfully corrected 100 percent of all electric and natural gas stopped meters within 12 months, exceeding the minimum 98 percent benchmark.

24-month standard

- PSE successfully corrected all electric and natural gas stopped meters within 24 months, meeting the benchmark.
- PSE failed to correct all meters reporting unassigned usage within 24 months. This is the fourth straight year PSE has failed to meet all of the standards set in Order 08.

Staff continue 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 6 months	Within 12 months	Within 24 months	Exceeds 24 months	Total Meters	Percent within 12 months	Percent exceeding 24 months
Electric	6,466	73	5	0	6,544	99.9%	0.00%
Gas	5,997	103	11	2	6,113	99.8%	0.03%
Total	12,463	176	16	2	12,657	99.9%	0.02%
Accounts exceeding 24 months failed to meet the benchmark.							

Stopped Meters							
	Within 6 months	Within 12 months	Within 24 months	Exceeds 24 months	Total Meters	Percent within 12 months	Percent exceeding 24 months
Electric	187	9	0	0	196	100.0%	0.00%
Gas	3,552	54	0	0	3,606	100.0%	0.00%
Total	3,739	63	0	0	3,802	100.0%	0.00%

Staff Recommendation

By failing to correct all meters reporting unassigned usage within 24 months, PSE has yet to fully meet the standards set in Order 08. Staff recommends PSE continue to submit annual Meter and Billing reports.

If you have any questions, please contact Mr. Andrew Roberts at (360) 664-1101 or aroberts@utc.wa.gov.

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Sincerely,

Andrew Roberts
Regulatory Analyst, Consumer Protection