



# Puget Sound Energy

Meter and Billing Performance Annual Report

Annual Reporting Period:

January 1, 2017 - December 31, 2017

Filed on January 30, 2018

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# Introduction

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This is Puget Sound Energy's ("PSE") fifth Meter and Billing Performance Annual Report under the revised Meter and Billing Performance Standards set forth in the Partial Settlement in Order 8 of consolidated Docket Nos. UE-111048 and UG-111049 ("Partial Settlement") for the period of January 1, 2017 through December 31, 2017. PSE met all standards for the identification and the correction of the stopped meters and the meters with unassigned energy usage.

The meter and billing performance standards per Partial Settlement paragraph 13 ("Meter and Billing Performance Standards" or "Meter and Billing Standards") are:

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

This report also discusses the results of the on-going zero Consumption 180-day customer notification requirement (per Partial Settlement paragraph 18).

The layout and elements of this report are consistent with the draft annual meter and billing report outline reviewed and discussed with the Commission Staff on September 27, 2013. Staff provided additional comments and suggestions via an e-mail on October 30, 2013, which have been incorporated in this report.



## Summary Progress to Date

### Meter and Billing Performance Summary

For the 2017 annual reporting period, PSE is in full compliance with both the 12-month threshold and the 24-month threshold for all stopped meter problems and all unassigned energy usage (“UEU”) meter cases. All meter and billing problems and cases were identified and corrected within the 12-month threshold.

One of the key factors affecting PSE’s improved 2017 meter and billing performance is the Commission-revised billing requirements and payment date rules that became effective on March 25, 2016. WAC 480-90-178<sup>1</sup> and 480-100-178<sup>2</sup> (the “Rules”), for the natural gas and electric utilities respectively, set forth more rigorous and detailed meter and billing correction requirements than that of PSE’s Meter and Billing Performance Standards. In particular, the subsection (a) of section (5) Corrected bills of the Rules prescribes the following:

The utility must issue the corrected bill within sixty days from the date the utility discovered that an account had been underbilled or overbilled. Except as provided in subsection (7) of this section, when a utility’s investigation finds that it has underbilled energy usage, it may not collect underbilled amounts for any period greater than six months from the date the error occurred.

In 2016, PSE revised its meter and billing operation and monitoring processes in order to meet the requirements of the enhanced state Rules. In most cases, the Rules allow sixty days to investigate and correct a metering/billing issue and limit the billing correction to be no longer than six months. Both the sixty-day and six-month thresholds are much shorter than the 12-month and 24-month thresholds in PSE’s Meter and Billing Performance Standards.

Percentages shown in this report are rounded to the nearest whole percentages and reported to the accuracy of the decimal place of the Meter and Billing Performance Standards.

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<sup>1</sup> <http://apps.leg.wa.gov/wac/default.aspx?cite=480-90-178>

<sup>2</sup> <http://apps.leg.wa.gov/wac/default.aspx?cite=480-100-178>

## Resolution Results for Stopped Meters

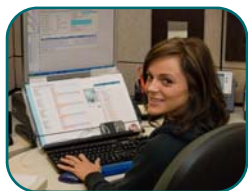
The table below provides the total number of stopped meters that had been identified and correctly back billed between January 1, 2017, and December 31, 2017. The time measure is based on the starting date of the billing adjustment (i.e., the date when the commodity was accurately measured) to the end date of the billing adjustment (i.e., the date that the customer's meter again accurately records usage) as prescribed in the paragraph 14 of the Partial Settlement.

|                    | Within<br>6<br>Months | Within<br>12<br>Months | Within<br>24<br>Months | Above<br>24<br>Months | Total<br>Meters | Within<br>12<br>Months | Within<br>24<br>Months | Exceeds<br>24<br>Months | Total<br>Results |
|--------------------|-----------------------|------------------------|------------------------|-----------------------|-----------------|------------------------|------------------------|-------------------------|------------------|
| <b>Electric</b>    | 181                   | 7                      | 0                      | 0                     | <b>188</b>      | 100%                   | 0%                     | 0%                      | <b>100%</b>      |
| <b>Natural Gas</b> | 2,598                 | 80                     | 0                      | 0                     | <b>2,678</b>    | 100%                   | 0%                     | 0%                      | <b>100%</b>      |
| <b>Total</b>       | <b>2,779</b>          | <b>87</b>              | <b>0</b>               | <b>0</b>              | <b>2,866</b>    | <b>100%</b>            | <b>0%</b>              | <b>0%</b>               | <b>100%</b>      |

## Resolution Results for Unassigned Energy Usage

The table below provides the total number of meters with Unassigned Energy Usage that had been identified and correctly billed between January 1, 2017, and December 31, 2017. The time measure is based on the date the customer moved in to the location (i.e., the date of the customer's initial unauthorized usage to the last billing-cycle date the adjustment (i.e., the date that the back bill was issued).

|                    | Within<br>6<br>Months | Within<br>12<br>Months | Within<br>24<br>Months | Above<br>24<br>Months | Total<br>Meters | Within<br>12<br>Months | Within<br>24<br>Months | Exceeds<br>24<br>Months | Total<br>Results |
|--------------------|-----------------------|------------------------|------------------------|-----------------------|-----------------|------------------------|------------------------|-------------------------|------------------|
| <b>Electric</b>    | 5,478                 | 6                      | 0                      | 0                     | <b>5,484</b>    | 100%                   | 0%                     | 0%                      | <b>100%</b>      |
| <b>Natural Gas</b> | 4,796                 | 5                      | 0                      | 0                     | <b>4,801</b>    | 100%                   | 0%                     | 0%                      | <b>100%</b>      |
| <b>Total</b>       | <b>10,274</b>         | <b>11</b>              | <b>0</b>               | <b>0</b>              | <b>10,285</b>   | <b>100%</b>            | <b>0%</b>              | <b>0%</b>               | <b>100%</b>      |



## Zero Consumption 180-Day Customer Notification Report

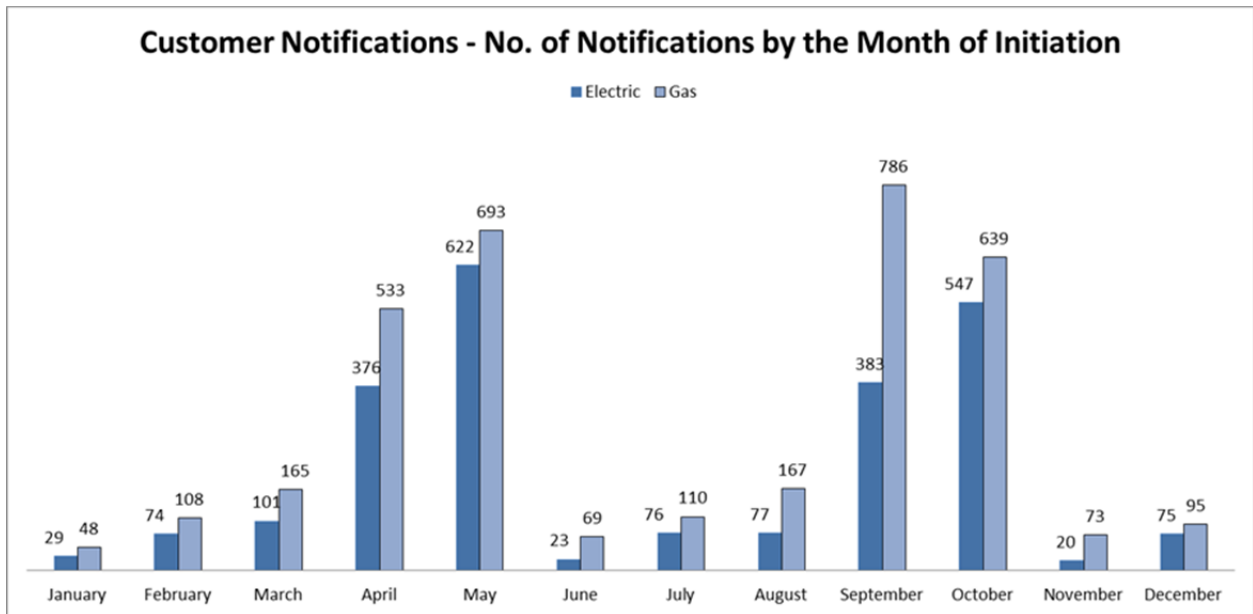
As part of the PSE's Partial Settlement commitments, PSE has carried out an on-going process to notify each customer with a meter showing zero consumption for 180 consecutive days. This section of the report summarizes the results of the customer notification process for the period of January 1, 2017, through December 31, 2017.

In the current customer notification process, started on October 1, 2014, a letter is sent to a customer whenever the 180-day zero consumption threshold is met. An example of the customer notification letter is included for reference in Appendix B: Zero Consumption 180-Day Customer Notice.

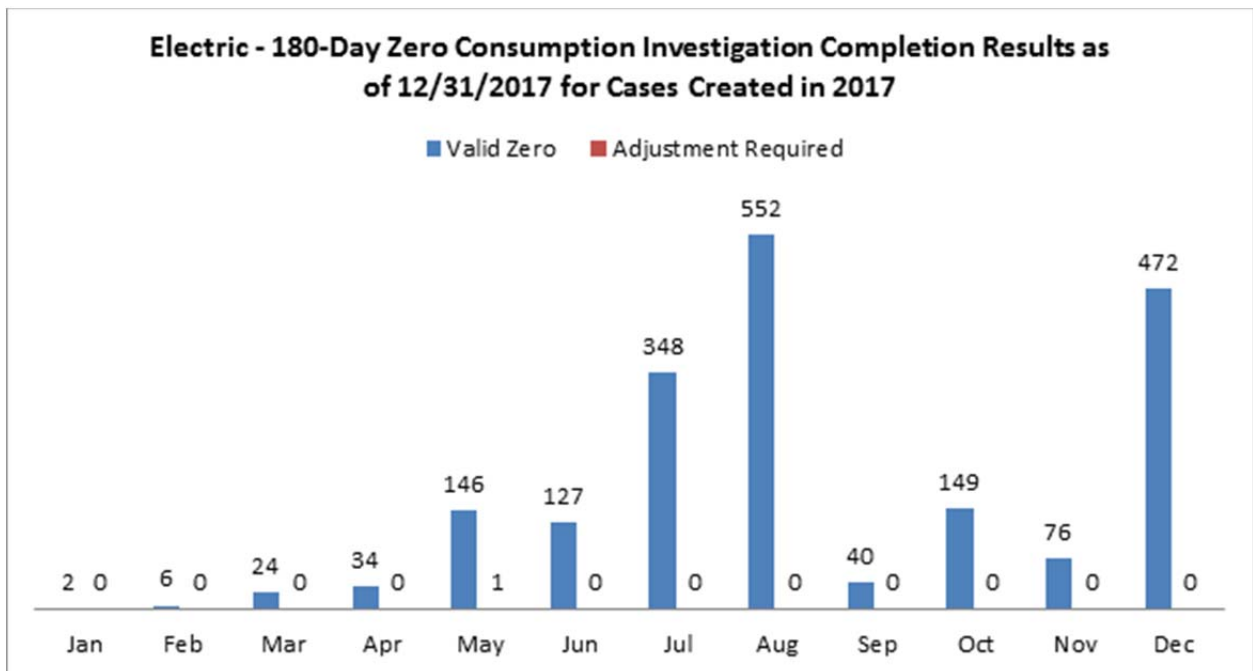
In 2017, PSE sent out 5,889 zero consumption 180-day notification letters; 2,403 electric cases and 3,486 natural gas cases. 5,054 of the 5,889 cases are customer confirmed valid zero usage cases.

|              | Contact Cases Initiated | Confirmed Zero-usage Cases | Resolved Cases with Billing Adjustments | On Going Cases |
|--------------|-------------------------|----------------------------|---|----------------|
| Electric     | 2,403                   | 2,041                      | 1                                       | 361            |
| Natural Gas  | 3,486                   | 3,013                      | 4                                       | 469            |
| <b>Total</b> | <b>5,889</b>            | <b>5,054</b>               | <b>5</b>                                | <b>830</b>     |

The chart below shows the breakdown of customer notifications generated by fuel and by month

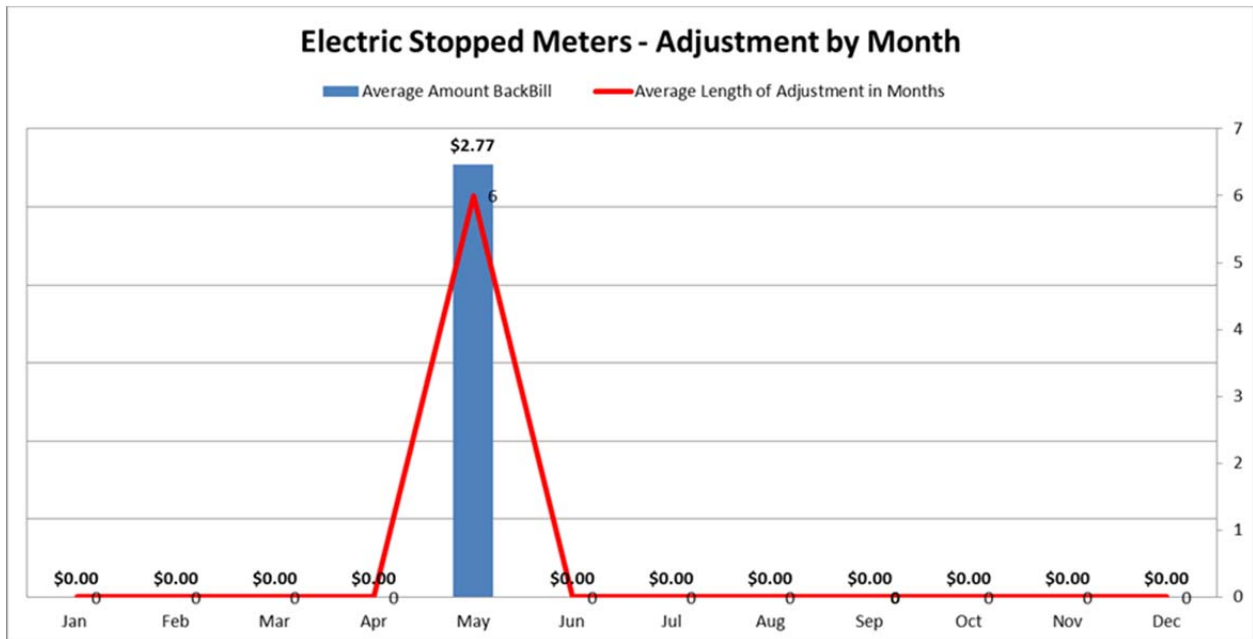


During the 2017 annual reporting period, 2,042 of the 2,403 electric notification cases were resolved. 2,041 resolved cases were customer-confirmed valid zero meters and 1 resolved case required a billing adjustment. 361 cases are still pending for resolution. The chart below shows the resolution status of these 2,042 electric cases by the month of completion.



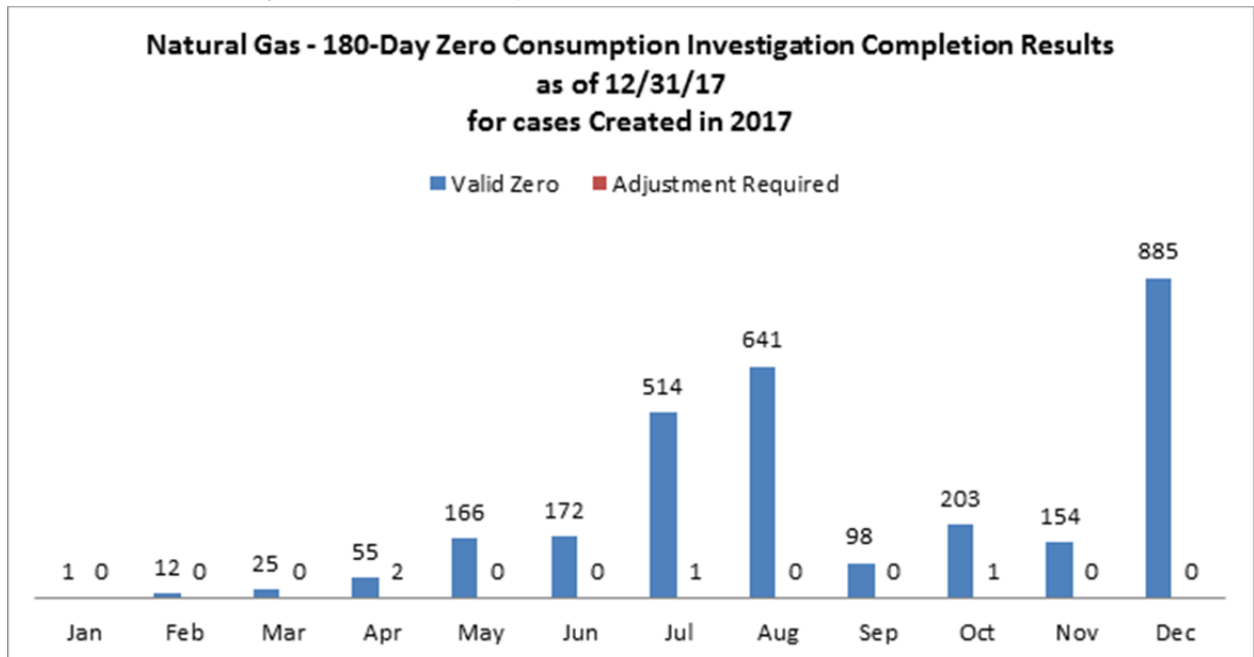


The Chart below shows the average length of back bill and the average back bill dollar amount for the 1 resolved case that required a billing adjustment.

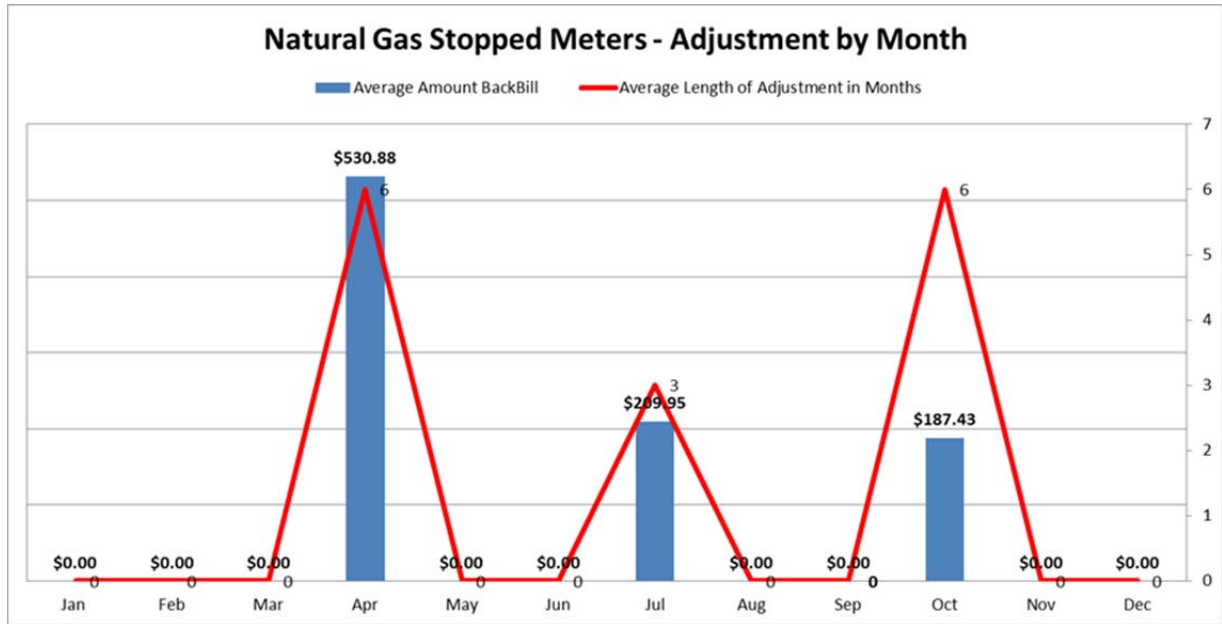


For the natural gas notification cases, 3,017 out of 3,486 were resolved during the 2017 reporting period. 469 cases are still pending for resolution. 3,013 of the completed cases are customer-confirmed zero-usage meters. 4 cases or 0.1% of the 3,017 resolved natural gas cases required a billing adjustment.

The chart below shows the resolution status of the 2017 natural gas 180-day zero consumption notification cases by the month of completion.



The Chart below shows the average length of back bill and the average back bill dollar amount for the 3 natural gas cases identified by the customer notification process that required a billing adjustment.





# Tracking and Reporting of Meter/Billing Issues

## Issues Discussion

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There were no cases that were corrected outside the Meter and Billing Performance Standards.

## **Process Improvement**

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PSE met all the Partial Settlement Meter and Billing Performance standards for the both identification and the correction of the stopped meters and the meters with unassigned energy usage therefore there were no processes implemented during the 2017 reporting period specifically to address cases that were corrected outside the Standards.



## Appendix A: Background, Definitions, and Standards

### Background

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This meter and billing performance annual reporting is designed to meet the terms and requirements of the Partial Settlement RE: Meter and Billing Performance Standards (“Partial Settlement”) in consolidated Docket Nos. UE-111048 and UG-111049 Order 08 (“Order 08”) dated May 7, 2012. The layout and elements of this report are consistent with the draft annual meter and billing report outline reviewed and discussed with the Commission Staff on September 27, 2013. Staff provided additional comments and suggestions via an e-mail on October 30, 2013, which have been incorporated in the report. The annual report is due no later than January 31 for the preceding calendar year.

The Partial Settlement dictates both the meter and billing performance standards and reporting requirements for the quarterly reporting periods 2012 Q2 through 2013 Q2 and the annual reporting periods starting 2013. The quarterly performance standards were included 2012 Q2 through 2013 Q2 reports. The on-going annual Meter and Billing Performance Standards per Partial Settlement paragraph 13 are outlined in the Meter and Billing Performance Standards section of this appendix.

For the meter cases that are corrected outside of the Meter and Billing Performance Standards, PSE will retain the following information for these cases:

- Stopped meters: the last date when the commodity was accurately billed, the date the customer's meter again accurately records usage and the date PSE issues the back-bill.
- Unassigned energy usage meters: the date of the customer's initial unauthorized usage and the date that PSE issues the back-bill.

In addition, there are two meter and billing processes that PSE committed to in the Partial Settlement to carry out after June 1, 2012.

1. A one-time investigation process to identify and correct, if needed, meters with zero consumption for 365 consecutive days.
2. An on-going process to notify each customer with a meter that showing zero consumption for 180 consecutive days.

The results of the one-time investigation process were included in the *One Time Zero Consumption 365-Day Investigation Completion Report – Final Report* section of PSE's first annual reporting filed with the Commission on January 31, 2014.

The results of the one-going process were included in the following section of this report:  
*Zero Consumption 180-Day Investigation Report.*

## Definitions

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For purposes of the Meter and Billing Performance Standards time measurement will be as follows:

- Stopped meters: The performance standard for stopped meters will be measured from the last date commodity was accurately measured (the "initial occurrence" for stopped meters) to the date the customer's meter again accurately records usage.
- Unassigned energy usage meters: The performance standard for meters with unassigned energy usage will be measured from the date of the customer's initial unauthorized usage (the "initial occurrence" for unassigned energy usage) to the date the back bill was issued.

## Meter and Billing Performance Standards

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Effective starting June 1, 2013, and continuing until changed, the two Meter and Billing Performance Standards ("Meter and Billing Performance Standards") are:

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



## **Appendix B: Zero Consumption 180-Day Investigation Customer Notice**

### **Customer Notice**

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The following is an example of the customer notice PSE is sending to any customer with a meter that did not register any usage for 180 consecutive days.



Issued: December 26, 2017

Account Number: [REDACTED]

Service Address: [REDACTED]

001791 001875 1791 1 AB 0.400 B010



Dear [REDACTED],

Our records show unusually low, or no energy use from your electric meter. Please call us Monday through Friday, 7:30 a.m. - 6:30 p.m., at **1-866-767-5853** and select option 1 (TTY **1-800-962-9498**) to confirm your continued use of a vacant structure. Or send us an email to [customer care@pse.com](mailto:customer care@pse.com). We appreciate the opportunity to provide you with safe, dependable and efficient energy.

Sincerely,

Customer Service  
Puget Sound Energy



How to reach us: Email: [customer care@pse.com](mailto:customer care@pse.com) | Customer Service: **1-888-225-5773** 7:30am - 6:30pm M-F

