



STATE OF WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION

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March 4, 2020

Mark L. Johnson  
Executive Director and Secretary  
Utilities and Transportation Commission  
P.O. Box 47250  
Olympia, WA 98504-7250

Re: PSE Meter and Billing Performance Annual Report  
Dockets UE-111048 and UG-111049 (consolidated)

Dear Mr. Johnson:

On January 31, 2020, Puget Sound Energy (PSE) submitted its seventh Meter and Billing Performance Annual Filing for the period Jan. 1, 2019, through Dec. 31, 2019.

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 100 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 successfully corrected all meters reporting unassigned usage within 24 months.

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	3,450	6	0	0	<b>3,456</b>	100%	0%
Gas	3,242	3	0	0	<b>3,245</b>	100%	0%
<b>Total</b>	<b>6,692</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>6,701</b>	<b>100%</b>	<b>0%</b>

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	182	13	0	0	<b>195</b>	100%	0%
Gas	1,778	135	0	0	<b>1,913</b>	100%	0%
<b>Total</b>	<b>1,960</b>	<b>148</b>	<b>0</b>	<b>0</b>	<b>2,108</b>	<b>100%</b>	<b>0%</b>

Commission staff reviewed the compliance filing and believe PSE is in compliance with the meter and billing standards established in Order 08.

If you have any questions, please contact Mr. Andrew Roberts at (360) 664-1101 or [andrew.roberts@utc.wa.gov](mailto:andrew.roberts@utc.wa.gov).

Sincerely,

Andrew Roberts  
Regulatory Analyst, Consumer Protection