



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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September 12, 2022

Amanda Maxwell
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 Ms. Maxwell:

On January 31, 2022, Puget Sound Energy (PSE) submitted its seventh Meter and Billing Performance Annual Filing for the period Jan. 1, 2021, through Dec. 31, 2021.

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 99.74 percent of all natural gas stopped meters within 12 months, exceeding the minimum 98 percent benchmark.

24-month standard

- PSE successfully corrected all electric stopped meters within 24 months, meeting the benchmark.
- PSE missed correcting one natural gas stopped meter within 24 months, missing 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	3,314	12	0	0	3,326	100.0%	0.00%
Gas	4,154	48	0	0	4,202	100.0%	0.00%
Total	7,468	60	0	0	7,528	100.0%	0.00%

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	299	108	0	0	407	100.0%	0.00%
Gas	1,218	680	4	1	1,903	99.74%	0.05%
Total	1,517	788	4	1	2,310	99.78%	0.04%

Commission staff reviewed the compliance filing and note that PSE failed to successfully correct one natural gas stopped meter within 24 months, missing the 100 percent benchmark. However, Commission staff believe PSE is substantially in compliance with the meter and billing standards established in Order 08. Paragraph twenty of the Partial Settlement Re: Meter and Billing Performance Standards (Appendix E) to Order 08 provides that “Commission Staff will not initiate any enforcement action nor seek penalties if the Company is substantially in compliance with the performance standard.” Commission staff believe that monitoring of future reports is warranted, but no further action is needed for this reporting period.

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

Sincerely,

Andrew Roberts
 Regulatory Analyst, Consumer Protection