

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,

Complainant,

v.

PUGET SOUND ENERGY,

Respondent.

DOCKET UE-240004 and UG-240005
(Consolidated)

CROSS EXHIBIT TAH-__X

UE-190529/UG-190530 PSE Disconnection Reduction Report
(July 8, 2024)

October 28, 2024

Puget Sound Energy
ANNUAL DISCONNECTION REDUCTION REPORT
 Dockets UE-190529 and UG-190530, consolidated
 July 7, 2024

Final Order 08, paragraphs 536 and 781

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1	Total disconnections for all purposes
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8	Number of disconnections prevented by receipt of payment at the premises
9	Number of payments received during premise visits to prevent disconnection and the method of payment
10	Number of free pay stations
11	Number and nature of customer complaints related to disconnections
12	Number of electric disconnections that occurred on each day for which the national weather service issued, or announced that it intended to issue, a heat-related alert (Compliance requirement)

1 Total disconnections for all purposes

- This includes ALL types of disconnections, including non-payment, construction related, customer requested (e.g. seasonal shut offs), unauthorized energy usage, etc.

MONTH	DISCONNECTION COUNT
Jan-23	1,145
Feb-23	1,208
Mar-23	1,670
Apr-23	1,687
May-23	2,003
Jun-23	1,749
Jul-23	1,743
Aug-23	1,729
Sep-23	1,502
Oct-23	1,730
Nov-23	1,180
Dec-23	1,031

2 Total residential disconnections for non-payment

MONTH	DISCONNECTION COUNT
Jan-23	312
Feb-23	380
Mar-23	609
Apr-23	680
May-23	851
Jun-23	577
Jul-23	533
Aug-23	487
Sep-23	464
Oct-23	614
Nov-23	376
Dec-23	277

3 Total disconnections of customers receiving low-income bill assistance

- Displays customers who were disconnected between 1/1/2023 - 12/31/2023 and received energy assistance (LIHEAP or PSE HELP) during that same timeframe.

MONTH	DISCONNECTION COUNT
Jan-23	13
Feb-23	11
Mar-23	26
Apr-23	24
May-23	34
Jun-23	27
Jul-23	17
Aug-23	26
Sep-23	27
Oct-23	39
Nov-23	19
Dec-23	17

4 Total remote disconnections of residential customers for non-payment

MONTH	DISCONNECTION COUNT
Jan-23	249
Feb-23	273
Mar-23	486
Apr-23	520
May-23	677
Jun-23	562
Jul-23	524
Aug-23	474
Sep-23	457
Oct-23	601
Nov-23	368
Dec-23	270

5 Total remote disconnections of customers receiving low-income bill assistance

MONTH	DISCONNECTION COUNT
Jan-23	1
Feb-23	1
Mar-23	10
Apr-23	7
May-23	17
Jun-23	17
Jul-23	11
Aug-23	13
Sep-23	20
Oct-23	32
Nov-23	18
Dec-23	15

6 Total disconnections of customers with a medical emergency verified at the service location within two years.

MONTH	DISCONNECTION COUNT
Jan-23	1
Feb-23	-
Mar-23	-
Apr-23	-
May-23	2
Jun-23	1
Jul-23	4
Aug-23	3
Sep-23	1
Oct-23	6
Nov-23	1
Dec-23	2

7 Number of premise visits for "dunning" purposes related to disconnection

MONTH	PREMISE VISITS
Jan-23	2,288
Feb-23	2,234
Mar-23	3,857
Apr-23	4,273
May-23	4,642
Jun-23	3,592
Jul-23	3,216
Aug-23	3,319
Sep-23	2,794
Oct-23	3,135
Nov-23	2,357
Dec-23	2,041

8 Number of disconnections prevented by receipt of payment at the premises

MONTH	PREVENTED DISCONNECTS
Jan-23	101
Feb-23	74
Mar-23	222
Apr-23	279
May-23	286
Jun-23	236
Jul-23	213
Aug-23	185
Sep-23	154
Oct-23	170
Nov-23	124
Dec-23	124

9 Number of payments received during premise visits to prevent disconnection and the method of payment

MONTH	CASH	CHECK	CREDIT/DEBIT	MONEY ORDER	TOTAL
Jan-23	7	15	79	-	101
Feb-23	3	15	56	-	74
Mar-23	16	35	171	-	222
Apr-23	12	26	241	-	279
May-23	28	27	231	-	286
Jun-23	16	20	200	-	236
Jul-23	21	19	173	-	213
Aug-23	17	18	150	-	185
Sep-23	9	11	134	-	154
Oct-23	15	12	143	-	170
Nov-23	9	5	110	-	124
Dec-23	4	12	108	-	124

10 *Number of free pay stations*

There are 133 PSE approved free pay stations spread throughout the service territory. For additional information, please see the list or map at <https://www.pse.com/pay-stations-map>

11 Number and nature of customer complaints related to disconnections.

- The data below represents WUTC complaints related to disconnects.

MONTH	WUTC DISCONNECT COMPLAINTS
Jan-23	3
Feb-23	1
Mar-23	1
Apr-23	3
May-23	-
Jun-23	-
Jul-23	1
Aug-23	-
Sep-23	-
Oct-23	3
Nov-23	-
Dec-23	1

#	MONTH	CASE TYPE	CASE SUMMARY AS RECEIVED FROM WUTC
	January-23	Disconnect	<p>In 01/2022, the customer began electric and natural gas service at this address. On 11/8/2022, the customer received a disconnect notice for 4717 Auburn Way N, which is not their business address.</p> <p>On 12/20/2022, PSE attempted to deliver a notice for 4717 Auburn Way N; however, the customer refused to accept the notice, as it was not properly addressed to their business.</p> <p>On 1/4/2023, PSE attached a notice to the meter on their business.</p> <p>Since 11/8/2022, the customer has been trying to get PSE to correct the service address and put the service meter on their account; however, says PSE has not taken any action to correct the issue or offer a payment arrangement.</p> <p>The customer is not disputing the bill; however, they are disputing PSE's actions as it regards threatening disconnection with improper billing and</p>
	January-23	Disconnect	<p>The customer is disputing the disconnection of their natural gas service without notice. The customer believes PSE turned the gas off either Dec. 17 or 18, 2022. The customer asserts there was no notice left at the residence, neither on the primary door or on the gas meter itself. PSE has their contact information on the account, and they never contacted the customer. Because there was no notice, when the home's heater wasn't working, they contacted a repair person. They incurred a \$300 bill to find out that the gas meter was turned off. PSE didn't turn the meter back on until Jan. 2, 2023.</p> <p>Service to the location is in the customer's name but the customer doesn't reside at the location. The bill includes "c/o Sang Hun Kisung LLC" in addition to the customer's name.</p>
	January-23	Disconnect	<p>The customer asserts that several months ago they entered into payment arrangements with PSE. The customer agreed to pay \$87 per month on the past due balance over 24 months, and an additional \$126 per month for budget billing. The customer states they have made all payments as scheduled, but their balance is going up, not down. The customer believes the total amount they owed when they entered the payment plan was about \$1,400.</p> <p>The customer keeps receiving final notices via email. The notices say if you have an agreement in place no response is necessary, but the customer is concerned that PSE will disconnect their service. The customer contacted PSE and was told everything is all right, but they are not convinced. They did not get an explanation from PSE's representative on why the amount they owe is increasing, not decreasing.</p> <p>In addition to verifying that the customer's service is not in danger of disconnection, the customer would like an explanation of the amount they owed when the payment arrangements began, how the payments made have been applied and will be applied, and why the amount owed is increasing, not decreasing.</p>
	February-23	Disconnect	<p>Customer states on the evening of Feb. 24, 2023, they received a disconnect notice. The customer states they tried to make a payment arrangement over the phone today, Feb. 27, 2023, but Puget Sound Energy was unable to verify the customer's account. The customer states that they do not utilize the internet and they don't have a driver's license and were unable to provide the representative the information needed to be assisted. The customer states they have six children, and they need to power to remain on. The customer did not have a paper bill and could not provide their account number but referenced the numbers 552383 and Y1751144219.</p>
	March-23	Disconnect	<p>The customer received a disconnect notice on their door today. The notice says service will be disconnected by 5 p.m. tomorrow. The customer would like to make payment arrangements so service is not disconnected.</p>

April-23	Disconnect	Consumer states they received a disconnect notice today, April 12, 2023. The consumer states they called Puget Sound Energy today, April 12, 2023, at about 1:00 p.m., and held for 30 minutes. The consumer states they wanted to make a payment arrangement but could not reach a representative. The consumer states they also tried to make a partial online payment, but the system will only accept a full payment which they are unable to make at this time. The consumer has tried to get financial assistance, but states LIHEAP at the King County Multi-Service Center is not currently taking any new appointments.
April-23	Disconnect	The customer asserts that today PSE's technician delivered them a disconnect notice and told them their service will be disconnected tomorrow. They called the commission to request financial assistance. The customer states they have payment arrangements and made late last month's payment less than 14 days after the due date. They state their payments are due on the 17th and they have not yet made this month's payment because they haven't been paid yet. They assert that PSE's representative told them when they made the payment arrangements that it was okay to be late as long as they weren't more than 14 days late. Commission staff asked the customer if they are paying the current charges in addition to the past due balance and the customer began screaming that they are doing the best they can and hung up. Commission staff was unable to reach the customer on recall. The customer asserts multiple medical issues and recent hospitalization. It is unknown why the customer did not communicate with PSE to try to stop the disconnection. In addition to the typical response, please advise if PSE will accept new payment arrangements from the customer. Commission staff will be emailing the customer after compliance review.
April-23	Disconnect	On April 19, 2023, the customer received their first notice from PSE regarding a \$1,000 past due balance owed on their account. The customer contacted PSE a few months ago to change their service address, but there was no mention of a past due balance owed on their account at that time. The customer asserted their account was enrolled in PSE's automatic payment program.
July-23	Disconnect	Today a PSE representative came to the customer's door and left a disconnect notice for their electric service. The customer isn't sure if it's for today or tomorrow, but they don't want their service disconnected. They assert they will be applying for financial assistance and would like information on making payment arrangements. The customer says they are two or three months behind on their bill and have had difficulty paying it since they got the virus. They also asserted they couldn't get anybody at PSE on the phone.
October-23	Disconnect	The customer's story changed multiple times during the conversation. The customer states they owe PSE approximately \$1,000 for their active service at this address. They also assert having prior obligation that has been sent to a collection agency, and that at one time PSE was going to discontinue their service because their son did "something funny" with the service. They assert that had all been taken care of but now they have been away from the residence for ten and a half months and unable to pay their bill. They assert that several months, or maybe days ago, they agreed to pay PSE \$100 per month, but PSE seems to have forgotten those arrangements and now won't honor them. They state they did not receive a disconnection notice by mail and don't have email. They state they contacted PSE on Friday about the old payment arrangements and assert that PSE's representative told them the only way they can avoid having their service disconnected on Oct. 18, 2023, is to pay \$770. The customer does not want their service disconnected and wants PSE to accept \$100 per month on their past-due balance until it is paid off.
October-23	Disconnect	The consumer states they received a disconnect notice a week ago. They state they called Puget Sound Energy (PSE) Oct. 20, 2023, and the customer representative answered the call by saying, "Good Afternoon," and the consumer requested to speak to a supervisor because it was not the afternoon yet. The consumer states the customer service representative would not let them speak to a supervisor but eventually let the consumer know they would receive a call back with in 48 hours. The consumer states they made a payment of \$65, two days ago. The consumer would like to try to set up a payment arrangement.
October-23	Disconnect	On October 9, 2023, the consumer scheduled a city inspector to come and review some new electrical work completed at their premises. The city inspector did not approve the work and requested changes be made to meet the city code. The homeowner said he would make the changes that day or the next day. After the city inspector left, the customer went to the grocery store and when they returned home, they discovered the power was out and the meter was missing. The customer contacted PSE regarding their meter being missing and the power being disconnected. PSE explained they could not come out and reconnect the power until the city inspection was completed and approved. The customer asserts that PSE should have notified them prior to taking the electric meter and turning off the power.
December-23	Disconnect	The customer writes their natural gas service was disconnected on Dec. 20, 2023, less than a week after PSE agreed to give them a week to contact Salvation Army to get financial assistance. They want the natural gas turned back on and they want an additional month to seek energy assistance. The complaint indicates they've requested reconnection already.

1 Total days where disconnections were halted for National Weather Service (NWS) heat related alert(s) purposes

• This includes ALL days where NWS issued or intended to issue a heat related alert.

Day	NWS Issues Alert	PSE Comments	Total Disconnects for Non-Payment
8/14/2023	Issued a heat related alert	No disconnects for non-paymanet where temps at/or above 90° (or close to) and or there is a heat related advisory issued	0
8/15/2023	Issued a heat related alert	No disconnects for non-paymanet where temps at/or above 90° (or close to) and or there is a heat related advisory issued	0
8/16/2023	Issued a heat related alert	No disconnects for non-paymanet where temps at/or above 90° (or close to) and or there is a heat related advisory issued	0
8/17/2023	Issued a heat related alert	No disconnects for non-paymanet where temps at/or above 90° (or close to) and or there is a heat related advisory issued	0
8/18/2023	No issued heat related alert	Heat related advisories ended 8/17/23, disconnects for non-payment remained halted for an additional day as precautionary measure	0