

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Dockets UE-220004 & UG-220005
Puget Sound Energy
2024 General Rate Case**

BENCH REQUEST NO. 002:

REQUESTED BY: Bench

In testimony at Exh. TAH-10T at 43:6-13 and Exh. CLW-10T at 12:3-14, PSE witnesses Hutson and Wallace discuss plans to develop a Language Access Plan (LAP) in the near future. Testimony from witness Hutson indicates PSE has more concrete plans to develop a LAP in 2025, whereas witness Wallace indicates the planning process for the LAP is still in its infancy and no timeline was provided. What is the current status of PSE's plans regarding the development of a LAP and when does PSE plan to complete the LAP?

Response:

Puget Sound Energy ("PSE") is currently working to develop the Language Access Plan ("LAP") and is targeting a completion date of December 31, 2025. PSE is in the initial phase of gathering information and research on LAPs, including reviewing the PacifiCorp draft LAP. PSE has formed an initial internal working group that will expand into a larger team comprised of individuals from our Marketing, CEIP Customer Education and Awareness Program, Customer Outreach, Energy Efficiency, Energy Equity, and Customer Operations (which includes Energy Assistance Programs and Customer Insights) teams to develop our approach and the plan. PSE plans to continue to research existing LAPs of other utilities and/or organizations as it develops the initial drafts of its own LAP for comparison purposes.

PSE has made advances in improving language accessibility to our customers. PSE currently offers a Spanish language application for the Bill Discount Rate and Past Due Bill Forgiveness Program, available from pse.com, and through paper, as mentioned in Exh. CLW-10T at 11:12-18. For further details on improved language access services, including PSE's website and outreach efforts, please refer to Exh. TAH-10T at 39:10-19 and 40 and Exh. CLW-1T at 7-9.