

# Draft Arrearage Management Plan(AMP) Design



*PUGET  
SOUND  
ENERGY*

# AMP Overview

- Goal is to keep customers connected to services and avoid disconnection
- Participation in the AMP is optional
- The AMP program is a 1 year commitment
- Customers are responsible for making regular on-time payments from the time of enrollment of the AMP
- Each month, PSE will credit the customer's account for 1/12th of the past due balance, when the customer pays their current usage on time
- The AMP is offered to customers who've received all available assistance, and still need help with their unpaid arrears
- PSE's Arrearage Management Plan (AMP) will start effective 10/01/2024

# AMP Eligibility and Details

<b>Service</b>	Active Residential Gas and Electric Customers
<b>Income</b>	Aligns with BDR and PSE HELP
<b>Benefit</b>	<ul style="list-style-type: none"><li>▪ 1/12<sup>th</sup> forgiven for each on-time payment on current bill</li></ul>
<b>Past Due Balance</b>	<ul style="list-style-type: none"><li>▪ Account balance needs to be greater than \$300 that's at least 60 days overdue</li></ul>
<b>Benefit Amount</b>	Maximum \$2,500
<b>Participation Requirement</b>	<ul style="list-style-type: none"><li>▪ Must have received all available assistance</li><li>▪ Removed from the program for two (2) consecutive missed payments</li><li>▪ Discretion to approve application for additional attempt</li></ul>
<b>Application Process</b>	<ul style="list-style-type: none"><li>• Customers visit the PSE Payment Assistance page and select Get Started to apply (<a href="https://www.pse.com/pages/bill-and-weatherization-assistance">https://www.pse.com/pages/bill-and-weatherization-assistance</a>)</li><li>• Customers select and complete the AMP application on the MiCustomer Portal</li><li>• TBD on who applications will be processed by</li></ul>
<b>Benefit Frequency</b>	Available once every two (2) years during the history of the account

# Up Next

- PSE will file the program design and tariff schedule requirements by July 1, 2023
- When project launches a small work group will be formed for LIAC and other's engagement