

**EXH. CLW-21  
DOCKETS UE-220066/UG-220067 et al.  
2022 PSE GENERAL RATE CASE  
WITNESS: CAROL L. WALLACE**

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**Complainant,**

**v.**

**PUGET SOUND ENERGY,**

**Respondent.**

**Docket UE-220066  
Docket UG-220067**

**In the Matter of the Petition of**

**PUGET SOUND ENERGY**

**For an Order Authorizing Deferred  
Accounting Treatment for Puget Sound  
Energy's Share of Costs Associated  
with the Tacoma LNG Facility**

**Docket UG-210918**

**EIGHTH EXHIBIT (NONCONFIDENTIAL) TO THE  
PREFILED DIRECT TESTIMONY OF**

**CAROL L. WALLACE**

**IN SUPPORT OF PETITION TO AMEND FINAL ORDER  
ON BEHALF OF PUGET SOUND ENERGY**

**NOVEMBER 17, 2023**

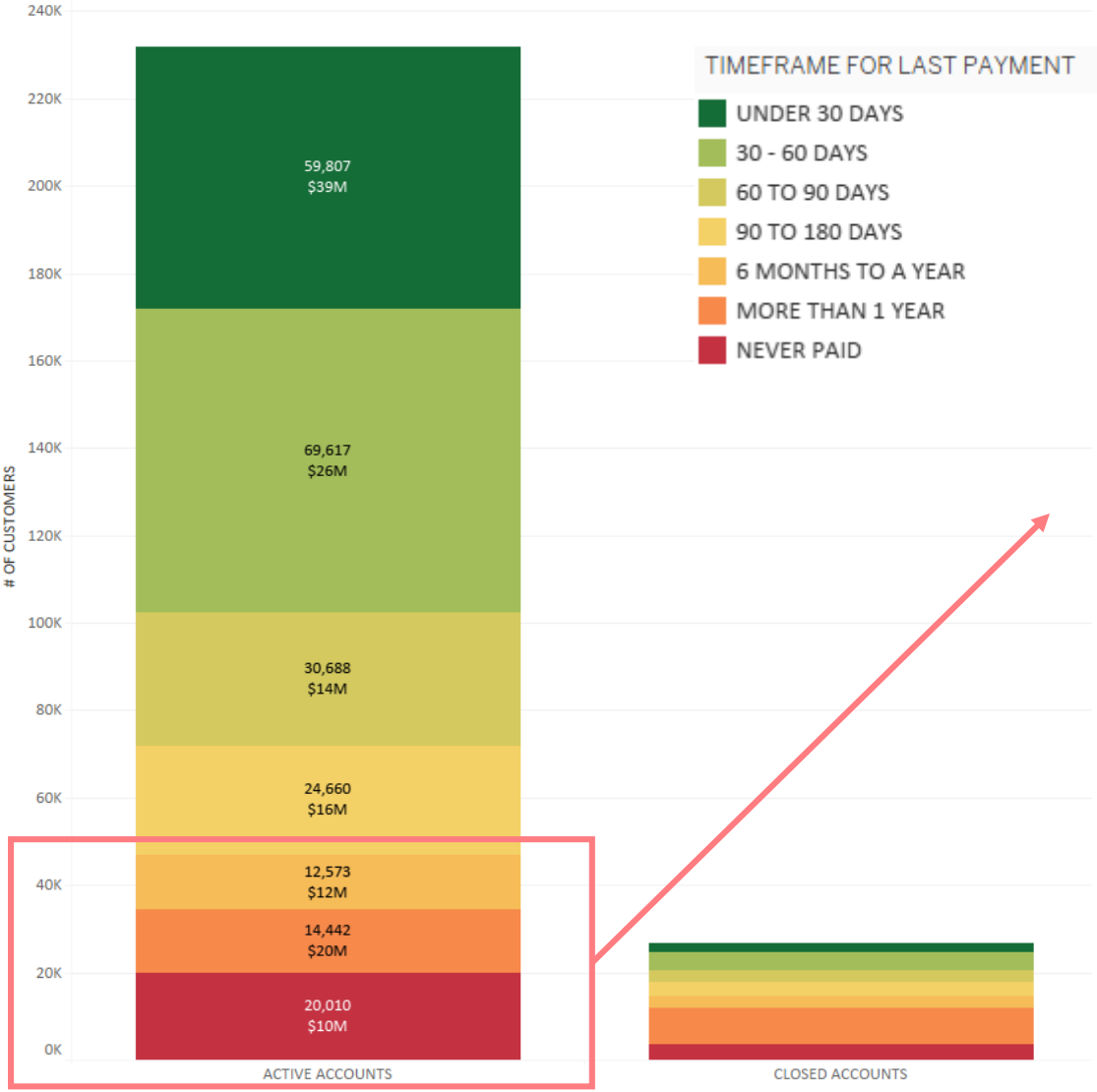
# Payment arrangement defaults

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- For payment arrangements set up between 2018 to present:
  - **Plans set up for over \$1,000 default at a rate of 90%**
  - Plans set up for under \$150 default at a rate of 53%

By the time a customer reaches \$1,000 past due, and attempts to set up a payment plan for that balance, their likelihood of successfully completing the payment arrangement drops to under 10%.

# Timeframe since last payment



- **47K** active customers with outstanding balances haven't made a payment or even partial payment in over 6 months
- **20K** active customers with outstanding balances have NEVER made a payment