

**EXH. CLW-26
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

**THIRTEENTH 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

Dunning Phases

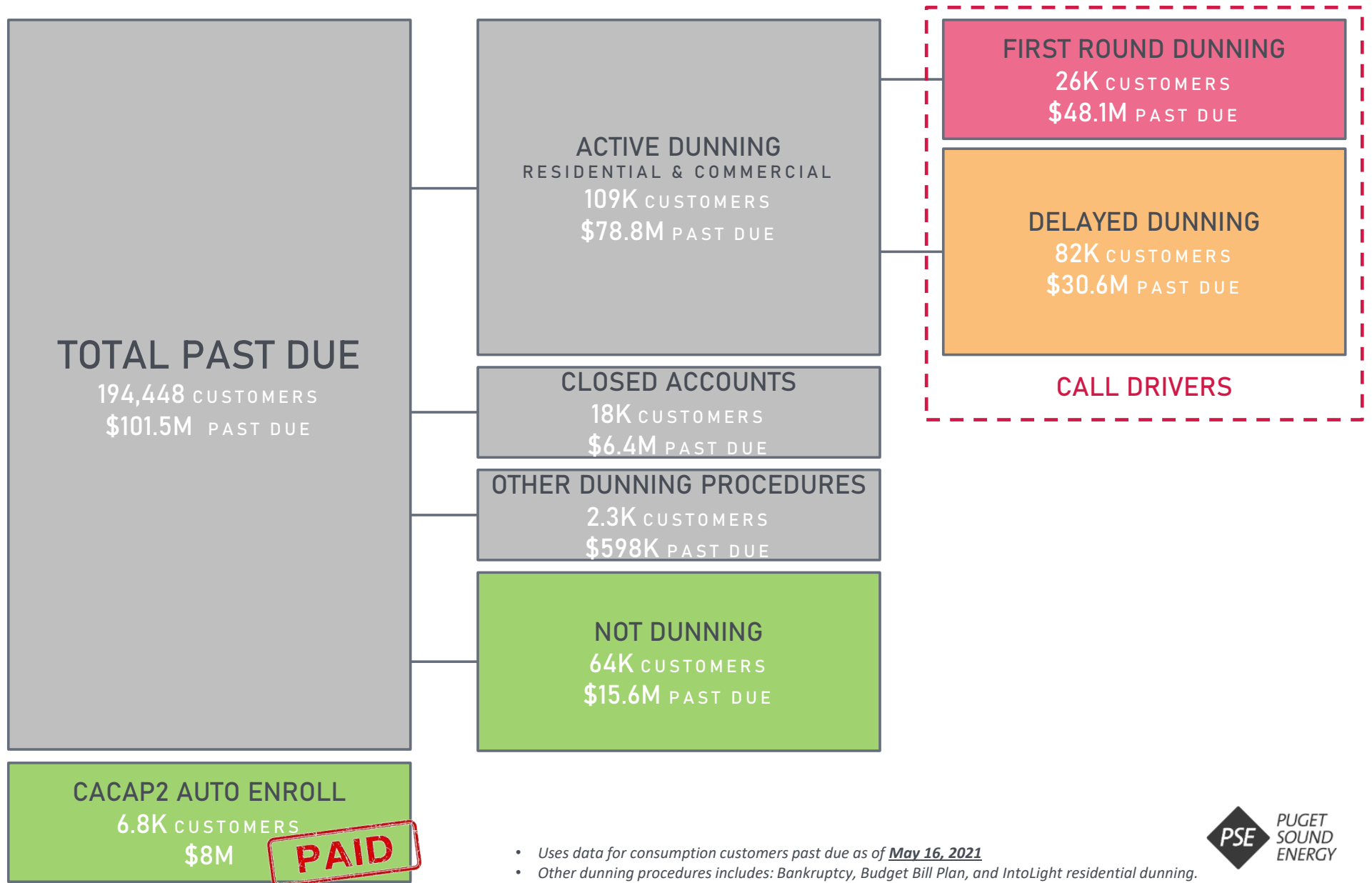


Arrearage data as of May 16, 2021

RESUMPTION OF CUSTOMER COLLECTIONS

- As of May 16th, over 194K customers were past due in some capacity on their energy bill. Of which, over 109K are eligible for active dunning.
- Releasing all of these customers at once back into dunning would flood PSE resources (e.g. Call Center, Customer Collections, etc.).
- PSE also wants to enable customers who qualify for energy assistance programs and/or CACAP to have the time to apply and receive assistance.
- Taking this into account, **PSE will be releasing customers into dunning in multiple phases.**

DUNNING PLAN



- Uses data for consumption customers past due as of May 16, 2021
- Other dunning procedures includes: Bankruptcy, Budget Bill Plan, and IntoLight residential dunning.



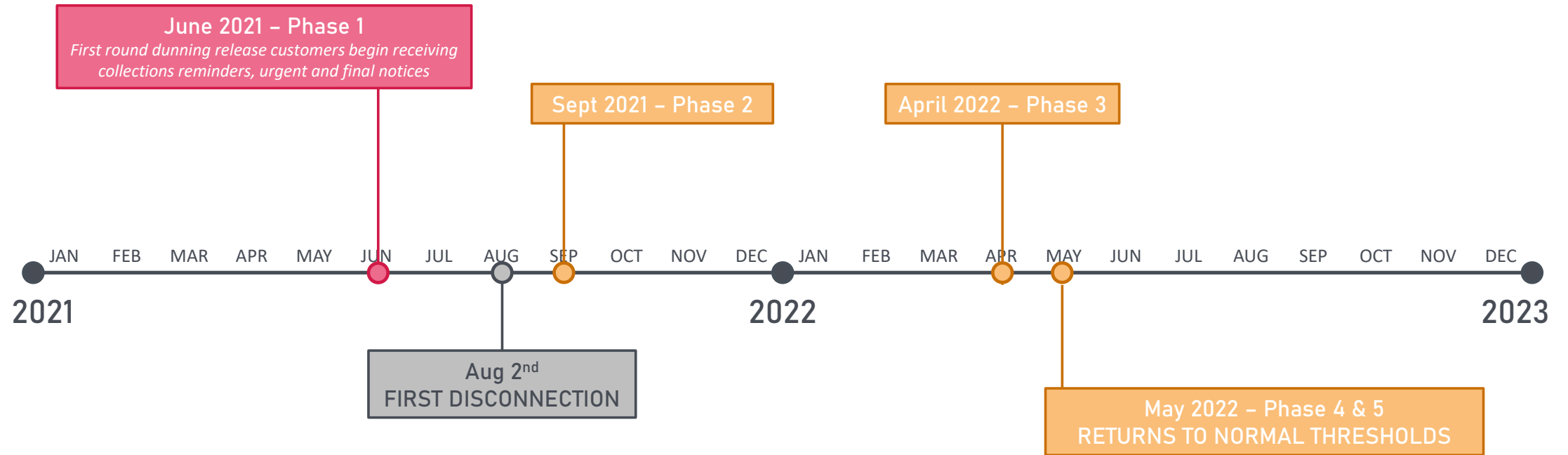
DUNNING CUSTOMER SEGMENTS

CATEGORY	QUALIFICATIONS	DUNNING PHASE
FIRST ROUND DUNNING	<ul style="list-style-type: none"> RS or CI dunning procedure (active accounts) Total past due balance over \$500 Above 200% FPL or unknown income* 	<ul style="list-style-type: none"> Phase 1
DELAYED DUNNING	<ul style="list-style-type: none"> RS or CI dunning procedure (active accounts) Total past due balance > \$200 RS and > \$250 CI Above 200% FPL or unknown income 	<ul style="list-style-type: none"> Phase 2
	<ul style="list-style-type: none"> RS or CI dunning procedure (active accounts) Total past due balance > \$100 RS Above 200% FPL or unknown income 	<ul style="list-style-type: none"> Phase 3
	<ul style="list-style-type: none"> RS or CI dunning procedure (active accounts) Total past due balance > \$70 RS Above 200% FPL or unknown 	<ul style="list-style-type: none"> Phase 4
	<ul style="list-style-type: none"> RS or CI dunning procedure (active accounts) Total past due balance > \$70 RS BELOW 200% FPL 	<ul style="list-style-type: none"> Phase 5
CACAP2 AUTO-ENROLL ELIGIBLE	<ul style="list-style-type: none"> Active customer Residential Past due balance over 60 days old Received energy assistance between October 2019 and present 	<ul style="list-style-type: none"> N/A (customer would enter dunning in phase 5 should they accumulate a new arrearage and hit their maximum energy assistance awards)

*Income estimate is based on 3rd party income data and/or prior energy assistance pledge applications.



DUNNING TIMELINE¹



PHASE #	\$ THRESHOLD	INCOME THRESHOLD	EST CUSTOMERS ²	\$ PAST DUE
1	> \$500	ABOVE 200% FPL	26,437	\$ 48,132,439
2	> \$200 RS, \$250 CI	ABOVE 200% FPL	22,752	\$ 7,240,143
3	> \$100 RS	ABOVE 200% FPL	20,948	\$ 3,033,347
4	> \$70 RS	ABOVE 200% FPL	8,632	\$ 734,080
5	> \$70 RS	BELOW 200% FPL	30,446 ³	\$ 19,701,391

¹Tentative timeline, subject to change based on customer behavior, dunning levels and CCC calls.

²Estimated customers and dollars past due are based on arrearages as of May 16th

³PSE expects this number to be significantly lower as customers begin receiving assistance