

**EXH. CLW-28  
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**

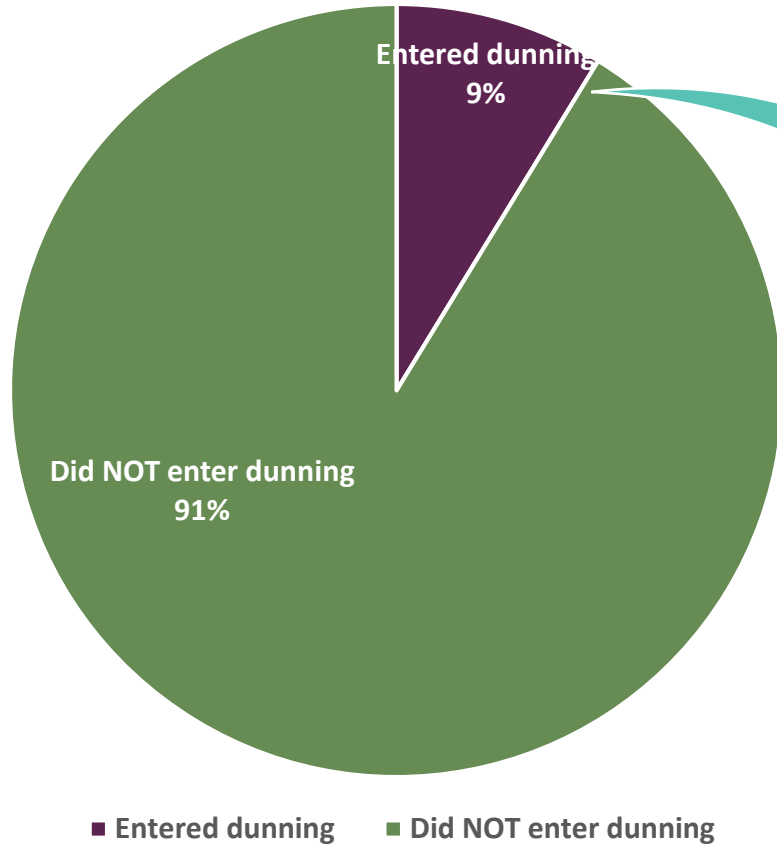
**FIFTEENTH EXHIBIT (NONCONFIDENTIAL) TO THE  
PREFILED DIRECT TESTIMONY OF**

**CAROL L. WALLACE**

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

**NOVEMBER 17, 2023**

**STEP 1:  
OF ANYONE PAST DUE\* AT SOME  
POINT DURING 2023, WHAT %  
ACTUALLY ENTER DUNNING?**

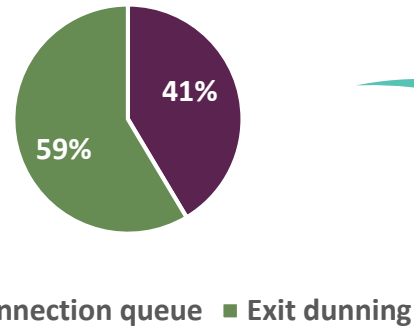


**PSE has disconnected less than 1% of customers who at some point found themselves past due during 2023.**

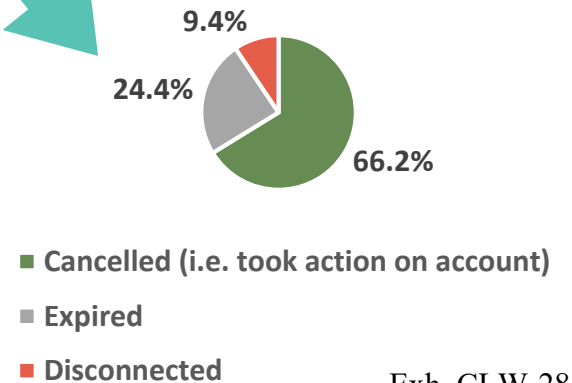
The vast majority never enter dunning, and of those that do enter active dunning, 59% will exit the process before hitting the disconnection queue (meaning they took action on their account).

For customers who then go onto hit the disconnection queue, 62% took action on their account and had the disconnection order cancelled.

**STEP 2:  
OF ANYONE WHO ENTERED  
DUNNING, WHAT % HIT THE  
DISCONNECT QUEUE?**



**STEP 3:  
OF ANYONE WHO HIT THE  
DISCONNECT QUEUE, WHAT %  
ACTUALLY GET DISCONNECTED?**



\*Even if past due only for a \$1 or for 1 single day.