

**EXH. CLW-27
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

**FOURTEENTH 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

From: Yochi Zakai <yzakai@smwlaw.com>
Sent: Thursday, November 10, 2022 4:34 PM
To: Sasville, Suzanne <Suzanne.Sasville@pse.com>; Burch, Theresa <theresa.burch@pse.com>; Piliaris, Jon <Jon.Piliaris@pse.com>; Carson, Sheree S. (Perkins Coie) <SCarson@perkinscoie.com>
Cc: Lisa.gafken@atg.wa.gov; Lauren McCloy <Lauren@nwenergy.org>; Jaimini Parekh <jparekh@earthjustice.org>; Charlee Thompson <charlee@nwenergy.org>; 'Corey.dahl@atg.wa.gov' <corey.dahl@atg.wa.gov>; Lorena Shah <lorena_shah@oppco.org>; Simon ffitich <simon@ffitchlaw.com>; Hanna Navarro, WUTC, <hanna.navarro@utc.wa.gov>; 'jeff.roberston@utc.wa.gov' <jeff.roberston@utc.wa.gov>
Subject: Changes to PSE's Credit and Collection Practices

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Hello Puget Sound Energy,

At the Low-Income Advisory Committee meeting on November 9, 2022, PSE announced that it unilaterally plans to change its credit and collection practices by allowing known low-income customers to enter the dunning/disconnection process, and adjusting the threshold of accounts sent to the dunning/disconnection process from \$1,000 to an unknown lower amount. At the meeting, we raised multiple concerns about this change and requested the opportunity to review a written draft of PSE's proposed change, and provide feedback on the proposed change before it goes into effect.

In PSE's general rate case, Dockets UE-220066 et al, parties reached a settlement agreement. Paragraph 40 of the *Settlement Stipulation and Agreement on Revenue Requirement and All Other Issues Except Tacoma LNG and PSE's Green Direct Program*, which is supported by the signatories to this email, states that "PSE agrees to continue its existing credit and collection processes until the conclusion of the proceeding currently being conducted in Docket U-210800."

The proposed change to PSE's dunning/disconnection process is inconsistent with paragraph 40 of the Settlement agreement, and therefore we request that PSE not make any changes to its existing dunning/disconnection processes until the conclusion of Docket U-210800.

Please do not hesitate to contact us if you have any questions.

Sincerely,

Yochi Zakai, The Energy Project
Lisa Gafken, Public Counsel
Lauren McCloy, NW Energy Coalition