

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,

Complainant,

v.

PUGET SOUND ENERGY,

Respondent.

DOCKETS UE-220066 and UG-220067  
*(Consolidated)*

EXHIBIT APR-5

PSE Response to TEP DR 136

December 8, 2023

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**Dockets UE-220066 & UG-220067  
Puget Sound Energy  
2022 General Rate Case**

**THE ENERGY PROJECT DATA REQUEST NO. 136:**

**Reference: PSE Response to TEP Data Request 119(B).**

Does the Company propose, in any phase, to resume dunning, collections, or disconnections for customers with debts over \$1,000 and incomes less than 200% of the federal poverty level. If yes, please clearly state PSE's proposed treatment for this group of customers, and explain the Company's reasoning.

**Response:**

Yes; as outlined in Table 2 on page 19 of the Prefiled Direct Testimony of Carol L. Wallace, Exh. CLW-13T, when phase 2 begins, the income threshold is removed, resuming dunning for all customers. The table shows the number of "new" customers estimated to begin in each phase along with customer's from the prior phase.

Please refer to Attachment A – PSE Credit and Collection Processes Flowcharts (09-26-2023) to PSE comments in Docket U-210800, which shows PSE's outreach attempts that occur during the dunning process alongside notices sent to customers. The dunning process is an effective tool to encourage customers to take positive action(s) on their account and understand what assistance or programs are available to them to help reduce or eliminate their arrearages.

Please also see PSE's Response to The Energy Project Data Request No. 112 for more information regarding phase dates.