

Puget Sound Energy
Disconnections Practices Compliance Filing
Docket UE-240004 et. al.
July 15, 2025

1. Introduction to Regulatory Requirement

Pursuant to ¶180 of Final Order 09/07 approved by the Commission¹, Puget Sound Energy (PSE) is required “to review its disconnection practices in consultation with LIAC [Low-Income Advisory Committee] and EAG [Equity Advisory Group]” and “to submit a letter to the Commission documenting its collaboration with these advisory groups within six months of the date of this order.”

This filing provides an overview of how PSE consulted with its Equity Advisory Group (EAG) and Low Income Advisory Committee (LIAC) on its disconnection practices.

2. Consultation with the EAG and LIAC

On May 19, 2025, PSE discussed the disconnection practices topic at the EAG meeting. Four LIAC members attended as well, after PSE extended the meeting invitation to all LIAC members. PSE first reviewed its energy assistance programs, focusing on its Bill Discount Rate (BDR) and Past Due Bill Forgiveness (PDBF) programs, followed by an overview of its disconnections or dunning practices. PSE described its targeted outreach approach on past due balances and the results of a recent customer survey PSE conducted on the customer disconnection experience. LIAC members raised concerns about the propensity-to-pay model, noting that customers who have a history of not paying and are disconnected are placed into dunning again. Some LIAC members expressed the desire to revisit the disconnection topic in the future, including further dialogue on the propensity model.

The May 19th EAG meeting presentation and meeting summary with the feedback report can be found in **Attachment A: May 19, 2025 EAG Meeting Materials**.

On June 10, 2025, PSE continued a deeper dive on disconnections at its LIAC meeting, presenting customer disconnections data by year, along with the amount of energy assistance PSE Home Energy Lifeline Program (HELP) provided to its customers. LIAC members provided the following feedback and questions to PSE for additional consideration:

- How many customers were disconnected multiple times and where are they located?
- What are the customer demographics (eg language barriers, income, owner vs renter, etc) of those who get disconnected?

The June 10th LIAC meeting presentation and notes can be found in **Attachment B: June 10, 2025 LIAC Meeting Materials**.

¹ *Wash. Utils. & Transp. Comm’n v. Puget Sound Energy*, Dockets UE-240004 and UG-240005 (consolidated) (Dockets UE-240004 et. al.), Final Order 09/07, 60, ¶¶ 179-180 (January 15, 2025) (Final Order 09/07).

4. Conclusion and Next Steps

PSE recognizes this is the start of the disconnection practices conversation with the EAG and LIAC this year. PSE plans to hold further conversations at future EAG and LIAC meetings in response to advisory group member requests for continued dialog to continue this discussion to consider whether there are steps PSE could take to improve the equity considerations in the dunning process.

5. List of Attachments

This filing includes the following attachments to support the information provided.

Attachment A – May 19, 2025 EAG Meeting Materials

Attachment B – June 10, 2025 LIAC Meeting Materials