

**BEFORE THE WASHINGTON
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

Complainant,

v.

Puget Sound Energy

Respondent.

DOCKETS UE-220066, UG-220067, and UG-210918 (*Consolidated*)

**COREY J. DAHL
ON BEHALF OF THE
WASHINGTON STATE OFFICE OF THE ATTORNEY GENERAL
PUBLIC COUNSEL UNIT**

EXHIBIT CJD-16

Puget Sound Energy Response to Public Counsel Data Request No.

440, with First Supplemental Response

December 8, 2023

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

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

PUBLIC COUNSEL DATA REQUEST NO. 440:

REQUESTED BY: David Konisky

Re: Disconnections for Non-Payment

Does PSE believe there are any individual costs or harms experienced by customers who are disconnected for non-payment? Please explain with particularity and provide references to any supporting studies or information.

Response:

Puget Sound Energy (“PSE”) does not collect individual costs or other personal information from its customers. PSE offers multiple programs and protections that are available to all customers and income eligible programs, including a bill discount, through a streamlined self-declaration process. Such protections are designed to keep customers connected, so long as the customer takes action on their account.

**PSE'S FIRST SUPPLEMENTAL RESPONSE
TO PUBLIC COUNSEL DATA REQUEST NO. 440**

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

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

PUBLIC COUNSEL DATA REQUEST NO. 440:

REQUESTED BY: David Konisky

Re: Disconnections for Non-Payment

Does PSE believe there are any individual costs or harms experienced by customers who are disconnected for non-payment? Please explain with particularity and provide references to any supporting studies or information.

First Supplemental Response:

Puget Sound Energy (“PSE”) does not know of individual costs or harms experienced by customers who are disconnected for non-payment because PSE does not collect individual costs or other personal information from its customers. Accordingly, PSE has no basis for any such opinion or belief. However, PSE offers multiple programs and protections which are available to all customers and income eligible programs including a bill discount, through a streamlined self-declaration process, that are designed to keep customers connected, so long as the customer takes action on their account.