

**BEFORE THE WASHINGTON  
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

Complainant,

v.

Puget Sound Energy

Respondent.

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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**

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**EXHIBIT CJD-4**

Puget Sound Energy Response to Public Counsel Data Request No. 441

**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. 441:**

REQUESTED BY: David Konisky

**Re: Testimony of Carol L. Wallace, Exh. CLW-13T at 17:6–8.**

The Testimony of Carol L. Wallace indicates that the Company uses an “internal collections team that conducts phone outreach for customers with past-due balances, both active and closed accounts.”

- a) How many phone outreach attempts do members of the internal collections team make to customers with past-due balances on active accounts? Please explain with particularity.
- b) How many phone outreach attempts do members of the internal collections team make to customers with past-due balances on closed accounts? Please explain with particularity.

**Response:**

Puget Sound Energy does not track the number of outreach attempts made to customers with past-due balances broken down between active and closed accounts. See Table 1 below for outreach conducted on customers with a past-due balance from calendar year 2022 and January 1 through October 31, 2023. For additional information regarding PSE’s outreach efforts, please see Attachment A to PSE’s comments dated September 26, 2023, and named “PSE Credit and Collection Processes Flowcharts (09-26-2023)” in Docket U-210800.

Table 1

Combined Phone Outreach on Past-Due Balances	CY 2022	1/1/2023-10/31/2023
Active/Closed Accounts w/Past-Due Balances	1,436,381	1,167,679