

**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*)

**CROSS-EXAMINATION EXHIBIT OF CAROL L. WALLACE
ON BEHALF OF THE
WASHINGTON STATE OFFICE OF THE ATTORNEY GENERAL
PUBLIC COUNSEL UNIT**

EXHIBIT CLW-__X

Puget Sound Energy Response to Public Counsel Data Request Nos. 444 through 446.

January 11, 2024

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

**Washington Utilities & Transportation Commission v. Puget Sound Energy
Dockets UE-220066, UG-220067, and UG-210918 (*Consolidated*)**

Public Counsel Data Requests Nos. 444 through 446 to Puget Sound Energy

To: PUGET SOUND ENERGY (PSE or “the Company”)

PC-444 through PC-446: Credit and Collections

PC-444 Re: Testimony of Carol L. Wallace, Exh. CLW-31T at 11:16–18.

PSE Witness Carol L. Wallace testifies, “PSE does not have a process in place, or the technology required to do such outreach outside of dunning.”

- a) Are lack of processes in place and current lack of required technology the only reasons PSE has not conducted targeted outreach outside the dunning process? Please explain with particularity.
- b) If answering “no” to part a, please enumerate and explain with particularity the other reasons why targeted outreach outside of the dunning process has not been conducted.

PC-445 Re: Rate Impacts.

Has the Company considered the effect or impact of bill assistance enrollment in altering the magnitude of uncollected arrearages on customer rates? Please explain with particularity.

PC-446 Re: Rate Impacts.

Has PSE considered the rate impacts of their proposed phased dunning process as it relates to enrollment changes in bill assistance programs? Please explain with particularity.

/s/ Lisa W. Gafken

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