

UTILITIES AND TRANSPORTATION COMMISSION STAFF
RESPONSE TO BENCH REQUEST

DATE PREPARED: February 8, 2024
DOCKETS: UE-220066/UG-220067
REQUESTER: Bench

WITNESS: Jacque Hawkins-Jones
RESPONDER: Jacque Hawkins-Jones
TELEPHONE: 360-664-1292

BENCH REQUEST NO. 10:

During the Evidentiary Hearing for this filing, Staff witness Hawkins-Jones confirmed support for The Energy Project's alternative recommendation including Term 04 and Term 05 proposed by Witness Stokes in testimony at Stokes, Exh. SNS-1T at 33:13-31 and 34:1-5.

- a. Has Staff conducted any analysis or estimate of the costs that Commission Staff would incur for the processes covered in Term 04 and Term 05 of the alternative recommendation? If so, please provide the cost analysis or study Staff prepared estimating the costs for such a process?
- b. If no cost estimate has been conducted, please provide an estimate for the costs that would be incurred by the Commission to carry out the process outlined in Term 05?
 - i. Additional postage and materials,
 - ii. Wages for representatives to respond to increased customer contacts in response to increased dunning activities,
 - iii. Increased costs incurred by Commission Staff to address increased workloads,
 - iv. Any other ancillary or administrative costs? If there are other costs, please specify the nature of those costs.

RESPONSE:

- a) Staff did not conduct any analysis of the costs that Commission Staff would incur for the process covered in Term 04 and Term 05. However, Regulatory Services Staff did discuss with Consumer Protection Staff the process for authorizing disconnections after the COVID pandemic in order to gather data about how Terms 04 and 05 here would impact Commission Staff.
- b) Staff estimates it would incur around \$40,000 in annual costs if assigned the work described in proposed Term 04 and Term 05. The following is a breakdown of those costs:
 - Postage and supplies - \$500
 - Commission Staff time for Intake, Investigation, Review and Reporting:
 - a. Consumer Program Specialist 3 – \$20,000
 - b. Consumer Protection Manager – \$4,500
 - c. Regulatory Analyst 3 - \$10,000
 - Administrative Costs that include escalating an unknown number of referrals to the Deputy Director of Consumer Protection and any Assistant Attorney General involvement - \$5,000