

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

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

**BENCH REQUEST NO. 6:**

In response to Public Counsel Data Request No. 441, admitted into evidence as Exhibit CJD-4, PSE provides aggregated outreach data for accounts with past-due balances for the years 2022 and year-to-date 2023.

During the hearing, PSE witness Carol Wallace testified that limitations in staffing and resources required a phased approach to expanding dunning practices. Wallace also testified that the Company believed it was unable to reach out to customers whose arrearage was below \$1,000.

- a. Please identify the number of employees and individuals employed on a contract basis that PSE maintained in 2023 for customer outreach related to arrearages.
- b. Since the signature date of the Revenue Requirement Settlement on August 26, 2022, please explain whether PSE's customer outreach teams, including employees and any contractors, has been operating at full capacity, or whether it has been operating under-capacity due to PSE's interpretation of the settlement agreement.

**Response:**

- a. Puget Sound Energy ("PSE") utilized 32 credit and collection representatives during 2023 to conduct customer outreach related to arrearages.
- b. PSE's customer outreach teams have been operating under full capacity because the volume of customers in arrearages far exceeds PSE's normal/planned volume for outreach and resulting call volumes for our Customer Care Center. The phased resumption approach, paired with the automated dunning outreach processes, can handle the larger volumes as opposed to only doing manual outreach.