

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

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

**BENCH REQUEST NO. 3:**

In its supplemental response to Public Counsel Data Request No. 431, admitted into evidence as Exhibit CJD-5, PSE noted that in March 2023, the Company conducted outreach to 68,000 customers. As a class, these customers were past due more than 30 days with balances between \$250 and \$999. The purpose of this communication was to advise the customers of the options available to assist them with their past due amounts. Please provide the following information related to this outreach:

- a. Provide a copy of the postcard that was mailed to the approximately 68,000 past due customers in March 2023, including versions translated into other languages and including the mailing dates of these postcards.
- b. Please provide information as to whether these 68,000 customers, noted above, were known low-income, estimated low-income, members of highly impacted communities, members of vulnerable populations, or falling into the category of deepest need. If the Company does not possess customer-specific data to allow a full response to this subpart of Bench Request No. 3, please provide the Company's best estimate as to what proportion of these customers are known low-income or fall under other categories discussed immediately above.

**Response:**

- a. Attached as Attachments A, B and C to Puget Sound Energy's ("PSE") Response to Bench Request No. 3 for copies of outreach campaign materials sent to the approximately 68,000 customers with past-due balances in March 2023.

Attachments A and B were part of the direct mail campaign sent to customers who did not have an email address on file. Attachments A and B were mailed on March 14, 2023, and they would have been received between approximately March 15 and March 17, 2023.

Attachment C was sent to customers that did have an email address on file, and it was sent on March 9, 2023.

- b. Of the customers referenced above:
  - 3,377 were Known Low-Income,
  - 33,149 were Estimated Low-Income,

- 20,160 were members of Highly Impacted Communities,
- 28,800 were members of a High Vulnerability Population, and
- 6,290 were in the category of Deepest Need.

# **Attachment A**



# PUGET SOUND ENERGY

Page 1 of 2



## PUGET SOUND ENERGY

### T SUMMARY

of last billing  
for your payment(s)  
orward  
charges  
amount  
NT TOTAL

Account No.  
Account Balance  
\$76.35 CR  
\$119.00 CR  
\$195.35 CR

Amount to Pay  
\$119.00  
\$119.00 CR  
\$0.00  
\$119.00

AMOUNT DUE THIS STATEMENT

### Summary of Budget Plan

Amount  
\$76.35 CR  
\$119.00 CR  
\$195.35 CR

Budget Balance  
Balance as of last billing  
Payments Applied  
Balance Forward

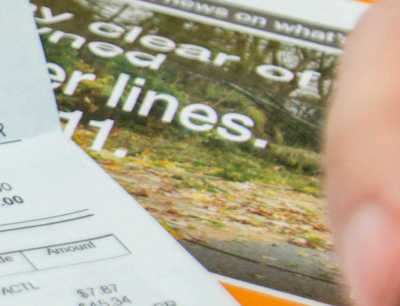
Amount  
\$119.00  
\$119.00 CR  
\$0.00  
\$119.00  
\$119.00

### Budget Amount Budget Payment Due

\$230.83  
\$35.48

Code	Amount
ACTL	\$7.87
	\$45.24
	\$4.60 CR
	\$2.30
	\$0.26 CR
	\$0.17 CR
	\$1.65 CR
	\$0.11 CR
	\$2.61
	\$51.33

THE VOICE OF myPSE  
The latest news on what's



get back on track ▶▶▶

the reverse side for details on late payment  
approximately \$1.00

## How to eliminate an overdue balance

If you're behind on paying your gas or electric bill, there is a way to make catching up on your overdue balance easier.

Payment arrangements allow you to pay down your past-due balance by adding it a little at a time to your bill for up to 18 months. Select a payment schedule that works for you by choosing weekly, bi-weekly, or monthly payments. Need more help? See if you qualify for our bill assistance programs.

It's easy to get started. Just login to **[pse.com/paymentoptions](https://pse.com/paymentoptions)** or call 1-888-225-5773.

[pse.com/paymentoptions](https://pse.com/paymentoptions)

7905 03/23



Puget Sound Energy | P.O. Box 97034 | Bellevue, WA 98009-9734

# **Attachment B**



PUGET  
SOUND  
ENERGY

**SUMMARY**

last billing  
r your payment(s)  
ward  
arges  
ount  
TOTAL

Account No.	Amount to Pay
Account Balance	\$119.00
\$76.35 CR	\$119.00 CR
\$119.00 CR	\$0.00
\$195.35 CR	

\$119.00

**AMOUNT DUE THIS STATEMENT**

**Summary of Budget Plan**

<b>Amount</b>	<b>Budget Balance</b>	<b>Amount</b>
\$76.35 CR	Balance as of last billing	\$119.00
\$119.00 CR	Payments Applied	\$119.00 CR
\$195.35 CR	Balance Forward	\$0.00
	Budget Amount	\$119.00
	<b>Budget Payment Due</b>	\$119.00

**Balance**  
e as of last billing

\$230.83  
\$35.48

	ACTL	Amount
LEVUE		\$7.87
Mail		\$45.34
KWH (Usage)		\$4.60 CR
Bill Demand		\$2.30
KVAR Hours		\$0.26 CR
		\$0.17 CR
		\$1.65 CR
		\$0.00
		\$0.17 CR
		\$2.67
		\$51.33

how to eliminate an overdue balance ▶▶▶

the reverse side for details on late payment  
approximately \$1.90

## Get back on track

If your business is behind on paying a gas or electric bill, there is a way to make catching up on your overdue balance easier.

Payment arrangements allow you to pay down your past-due balance by adding it a little at a time to your bill for up to 18 months. Select a payment schedule that works for you by choosing weekly, bi-weekly, or monthly payments.

It's easy to get started. Just login to your PSE online account or call 1-888-225-5773 to set up your payment arrangement.

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[pse.com/paymentoptions](https://pse.com/paymentoptions)





# **Attachment C**



## Get back on track

If you're behind on paying your gas or electric bill, there is a way to make catching up on your overdue balance easier.

Payment arrangements allow you to pay down your past-due balance by adding it a little at a time to your bill for up to 18 months. Select a payment schedule that works for you by choosing weekly, bi-weekly, or monthly payments.

It's easy to get started. Just [login to your PSE online account](#) to set up payment arrangements.

**GET STARTED**

[BILL ASSISTANCE](#) | [REBATES](#) | [ENERGY TIPS](#)

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