

UE-240550

Received

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Filed Via Web Portal

Jeff Killip, Executive Director and Secretary Washington
Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

**RE: Advice No. 2024-26
Puget Sound Energy's Electric Tariff Revision**

Dear Executive Director Killip:

Pursuant to RCW 80.28.060, and WAC 480-80-101 and -105, please find enclosed for filing the following proposed revisions to the WN U-60, tariff for electric service of Puget Sound Energy ("PSE" or "the Company"):

WN U-60 - (Electric Tariff):

Original	Sheet 129-A.7	Low Income Program (Continued)
Original	Sheet 129-A.8	Low Income Program (Continued)

Purpose of Filing and Background

On June 30, 2023, PSE submitted a Subsequent Filing pursuant to paragraphs 11 and 263 of Final Order 24/10 ("the Order") in Dockets UE-220066, UG-220067, and UG-210918 (Consolidated) in which it provided its Arrearage Management Plan ("AMP") Design. The purpose of this filing is for PSE to offer the AMP as an optional service as part of its efforts to develop and enhance its services for low-income customers and to help ensure that customers have access to energy that is affordable, safe, and sustainable. PSE is proposing to establish the AMP as a part of its existing electric Schedule 129 Low Income Program.

Interested Party Engagement

Prior to this filing and as described in the Order, PSE launched a project which included the forming of a small work group to develop the AMP through the Low-Income Advisory Committee ("LIAC") process. PSE held meetings with the LIAC small work group on September 28, 2023, October 26, 2023, November 13, 2023, November 27, 2023, and April 26, 2024. Topics ranged broadly across requirements of the program. Some of the larger areas of discussion included; the program goals and enrollment requirements, the requirements and processes surrounding program application, and the marketing and communications plan.

Additionally, PSE provided a copy of its draft tariff schedule language to the working group for review on June 27, 2024.

Cost Recovery

The costs of benefits provided by the AMP will be collected under electric Schedule 129 Low Income Program. PSE consulted with the LIAC prior to making this filing for Commission approval.¹

The Customer Experience

Customer engagement and enrollment will begin on October 1, 2024, concurrent with the launch of the AMP service, which will also be referred to as Past Due Bill Forgiveness. A Customer may contact the Company or designated agencies that meet the criteria for a “Qualifying Organization” as defined in RCW 82.16.0497 to collectively enroll in this Schedule and other bill assistance programs. To gain visibility and customer engagement, PSE is planning the following customer engagement elements:

- The AMP service will be added to the existing Payment Assistance web page: <https://www.pse.com/en/account-and-billing/assistance-programs>
- In addition to linking to the application portal, the AMP program page on pse.com will direct customers to the application portal to apply for the service. The purpose of this call to action is to drive customers towards completing the application process and taking advantage of automatic and frequent eligibility review.
 - Any customer who has applied to the AMP program and is found to be eligible during these reviews will be enrolled in the AMP program, and be notified via email and/or information printed on the customer’s bill.
- Program support – Beginning October 1, 2024, PSE will engage in a bilingual campaign for two distinct audiences.
 - Primary audience of about 12,000 customers, already enrolled in an assistance program, owing \$300-\$2,500, are 30+ days past due, and have made at least one on time payment.
 - Secondary audience of about 46,000 customers, believed to be income eligible, are 30+ days past due, and not currently enrolled in an assistance program.
- Further, AMP is a tertiary program within PSE’s suite of assistance offerings, and will organically be discovered by users who receive marketing for PSE HELP and the Bill Discount Rate program.

PSE Roles and Obligations

PSE will open the AMP for enrollment beginning on October 1, 2024. To enroll in the AMP, a customer must declare their eligibility during the enrollment process. The AMP will incrementally reduce a customer’s past due balance over 12 bill periods by providing an incentive for each on-time payment of the customer’s current bill in the form of a bill credit. The

¹ Agreement Section G Low Income Issues, Settlement Stipulation and Agreement on Revenue Requirement and All Other Issues Except Tacoma LNG and PSE Green Direct Program in consolidated Dockets UE-220066, UG-220067 and UG-210918

Jeff Killip, Executive Director and Secretary

July 11, 2024

Page 3 of 4

AMP will commence with the customer's normal billing cycle for that specified account under which the customer is taking service.

The tariff sheets described herein reflect an issue date of July 11, 2024, and effective date of August 10, 2024. Posting of proposed tariff changes, as required by WAC 480-100-193, is being accomplished by posting the proposed tariff sheets on the PSE web site coincident with the date of this transmittal letter.

Please contact Veronica Martin at veronica.martin@pse.com for additional information about this filing. If you have any other questions, please contact me at birud.jhaveri@pse.com.

Sincerely,

/s/ Birud D. Jhaveri

Birud D. Jhaveri
Director, Regulatory Affairs
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cc: Tad O'Neill, Public Counsel
Sheree Carson, Perkins Coie

Attachments:
Electric Tariff Sheets (listed above)