

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**Dockets UE-170033 and UG-170034  
Puget Sound Energy  
2017 General Rate Case**

**THE ENERGY PROJECT DATA REQUEST NO. 002**

**THE ENERGY PROJECT DATA REQUEST NO. 002:**

Please respond to the following regarding the processing and referral of low-income customers for assistance through the HELP and LIHEAP programs:

- a. Please state how customers are identified for referral for low-income energy bill assistance.
- b. Please state the medium that PSE uses to refer customers to Community Action agencies for low-income energy bill assistance.
- c. Please state the number of customers who are referred to Community Action agencies by PSE for assistance through the HELP and LIHEAP programs. To the extent data is available, please provide this information on a monthly basis for 2014, 2015 and 2016.

**Response:**

- a. Customers are identified for referral for low-income energy bill assistance through contact with a Puget Sound Energy ("PSE") employee or Community Action Program ("CAP") agency personnel via phone call, in person, email, or social media (Facebook, Twitter). The communication with the customer is to assist them in paying their energy bill. That communication can be initiated by a customer inquiry, or by a PSE employee referring them to the CAP agency when they identify a possible candidate.
- b. The medium PSE uses to refer customers to CAP agencies for bill assistance is via phone, email, bill packaging, and in-person at outreach events.
- c. PSE does not track customer referrals to CAP agencies.