



STATE OF WASHINGTON  
**UTILITIES AND TRANSPORTATION COMMISSION**  
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March 9, 2018

Steve King  
Executive Director and Secretary  
Utilities and Transportation Commission  
PO Box 47250  
Olympia, WA 98504-7250

Re: PSE Meter and Billing Performance Annual Filing  
Docket Nos. UE-111048 and UG-111049 (consolidated)

Dear Mr. King:

On January 30, 2018, Puget Sound Energy (PSE) submitted its fifth Meter and Billing Performance Annual Filing for the period Jan. 1, 2017, through Dec. 31, 2017.

The final order (Order 08) in dockets UE-111048 and UG-111049 set guidelines for enforcement action related to PSE's meter and billing issues. Order 08 requires PSE to meet the following standards.

**Standards**

*12-month standard*

PSE will identify and correct 98 percent of all stopped meter and unassigned energy usage meter problems for both gas and electric meters within 12 months from initial occurrence of the problem.

*24-month standard*

PSE will identify and correct all stopped meter and unassigned energy problems for both gas and electric meters within 24 months from the initial problem.

**Results**

*12-month standard*

- PSE successfully corrected 100 percent of all electric and natural gas meters reporting unassigned electric and natural gas usage within 12 months, exceeding the minimum 98 percent benchmark.
- PSE successfully corrected 100 percent of all electric and natural gas stopped meters within 12 months, exceeding the minimum 98 percent benchmark.

*24-month standard*

- PSE successfully corrected all electric and natural gas stopped meters within 24 months, meeting the benchmark.
- PSE successfully corrected all meters reporting unassigned usage within 24 months.

<b>Unassigned Energy Use</b>							
	Within 6 months	Within 12 months	Within 24 months	Exceeds 24 months	Total Meters	Percent within 12 months	Percent exceeding 24 months
Electric	5,478	6	0	0	<b>5,484</b>	100%	0%
Gas	4,796	5	0	0	<b>4,801</b>	100%	0%
<b>Total</b>	<b>10,274</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>10,285</b>	<b>100%</b>	<b>0%</b>

<b>Stopped Meters</b>							
	Within 6 months	Within 12 months	Within 24 months	Exceeds 24 months	Total Meters	Percent within 12 months	Percent exceeding 24 months
Electric	181	7	0	0	<b>188</b>	100%	0%
Gas	2,598	80	0	0	<b>2,678</b>	100%	0%
<b>Total</b>	<b>2,779</b>	<b>87</b>	<b>0</b>	<b>0</b>	<b>2,866</b>	<b>100%</b>	<b>0%</b>

**Staff Recommendation**

These reports and benchmarks were established to monitor and correct persistent and lengthy backbilling issues. Staff believe it is important for the company to identify and correct stopped meters, as well as unidentified energy usage in a reasonable timeframe. Further, staff believes standards established in Order 08 are reasonable. This report is the first since standards were established in 2012 where PSE successfully met all established 12 and 24 month unassigned usage and stopped meter benchmarks. Staff recommends PSE continue to submit annual meter and billing reports until they consistently show the ability to meet all benchmarks.

If you have any questions, please contact Mr. Andrew Roberts at (360) 664-1101 or [aroberts@utc.wa.gov](mailto:aroberts@utc.wa.gov).

Sincerely,

*/s/ Andrew Roberts*

Andrew Roberts  
Regulatory Analyst, Consumer Protection