

Graciela Etchart  
06/15/2000  
RE:

UE-990473

11:16:32 AM



"Popoff, Phillip"  
<PPopof@puget.com>  
06/15/00 11:05 AM

To: bfolsom@avistacorp.com, "Popoff, Phillip" <PPopof@puget.com>, carole.rockney@pacificcorp.com, kbarnard@cngc.com, ork@nwnatural.com, "tthursto@wutc.wa.gov" <tthursto@wutc.wa.gov>  
cc: matts1@atg.wa.gov, anmkarp@pacificrim.net, "velliott@wutc.wa.gov" <VElliott@wutc.wa.gov>, psmith@wutc.wa.gov, jrussell@wutc.wa.gov, getchart@wutc.wa.gov  
Subject: RE:

> Good morning, All,  
>  
> Currently, we track customer requests by name, address, and account  
> number. PSE believes this system provides reasonable and acceptable  
> results while providing a more personalized level of customer service.  
>

It is possible that PSE could decide to shift toward a service order tracking system in the future, if it creates a more efficient way of improving service to our customers. Thus, PSE would be opposed to a rule that limits utilities' flexibility or rights to move in such a direction at some time in the future. A rule requiring utilities to issue a service order tracking number, however, is not needed. Additionally, such a rule would probably result in a level of micro-management that the Commission, as a matter of policy, typically avoids.

Please contact me if I can be of any additional assistance.

Thanks.  
Phillip Popoff

> -----  
> From: tthursto@wutc.wa.gov [SMTP:tthursto@wutc.wa.gov]  
> Sent: Wednesday, June 07, 2000 3:07 PM  
> To: bfolsom@avistacorp.com; ppopof@puget.com;  
> carole.rockney@pacificcorp.com; kbarnard@cngc.com; ork@nwnatural.com  
> Cc: matts1@atg.wa.gov; anmkarp@pacificrim.net; velliott@wutc.wa.gov;  
> psmith@wutc.wa.gov; jrussell@wutc.wa.gov; getchart@wutc.wa.gov  
>

> At our last stakeholders meeting, there was a written comment provided by  
> Public Counsel which I forgot to address with the group.  
>

> I would appreciate your response to this comment:  
>

> 480-90/100-046 Application for Service  
>

> 3a.i. and 3bi New language -

> "The utility shall provide the customer with a service order tracking  
> number so the customer can easily identify the service request in  
> subsequent interactions with the company. "  
>

> Thank you.  
>

> Tani Thurston  
>

RMM