

**EXHIBIT NO. \_\_\_(GA-3C)**  
**DOCKET NO. U-110808**  
**WITNESS: GILBERT ARCHULETA**

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

<b>WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,</b>  <b>Complainant,</b>  <b>v.</b>  <b>PUGET SOUND ENERGY, INC.,</b>  <b>Respondent.</b>	<b>Docket No. U-110808</b>
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**SECOND EXHIBIT (CONFIDENTIAL) TO THE  
PREFILED INITIAL TESTIMONY OF  
GILBERT ARCHULETA  
ON BEHALF OF PUGET SOUND ENERGY, INC.**

**APRIL 3, 2012**

**REDACTED  
VERSION**



# UTC Disconnect Investigation Response

PSE Respondent Name	UTC Examiners Name	UTC Examiners Email Address	Customer Service Address	Customer Statement Account #	Customer Name
Kristina McClenahan	Rayne Pearson				

Activity Date	Billed Date	Due Date	Activity Description	Credit Event		Activity Amount		Balance		Total Amount Owing
				Electric	Gas	Electric	Gas	Electric	Gas	
			Balance Forward					\$ 82.94		\$ 82.94
4/1/2009	4/1/2009		Residential Secondary Service			\$ 204.61		\$ 287.55		\$ 287.55
4/1/2009		4/21/2009	Statement	\$ 287.55				\$ 287.55		\$ 287.55
4/7/2009	5/1/2009		Residential Late Pay Fee			\$ 0.82		\$ 288.37		\$ 288.37
5/1/2009	5/1/2009		Residential Secondary Service			\$ 138.68		\$ 427.05		\$ 427.05
5/1/2009		5/21/2009	Statement	\$ 427.05				\$ 427.05		\$ 427.05
5/6/2009	6/2/2009		Residential Late Pay Fee			\$ 2.87		\$ 429.92		\$ 429.92
6/2/2009	6/2/2009		Residential Secondary Service			\$ 111.56		\$ 541.48		\$ 541.48
6/2/2009		6/22/2009	Statement	\$ 541.48				\$ 541.48		\$ 541.48
6/5/2009			PAYMENT			\$ (139.50)		\$ 401.98		\$ 401.98
6/11/2009			PAYMENT - Returned			\$ 139.50		\$ 541.48		\$ 541.48
6/11/2009	7/1/2009		Residential Late Pay Fee			\$ 4.26		\$ 545.74		\$ 545.74
7/1/2009	7/1/2009		Residential Secondary Service			\$ 67.35		\$ 613.09		\$ 613.09
7/1/2009		7/22/2009	Statement	\$ 613.09				\$ 613.09		\$ 613.09
7/8/2009	7/31/2009		Residential Late Pay Fee			\$ 1.14		\$ 614.23		\$ 614.23
7/13/2009	7/31/2009		Residential Late Pay Fee			\$ 4.26		\$ 618.49		\$ 618.49
7/31/2009	7/31/2009		Residential Secondary Service			\$ 56.32		\$ 674.81		\$ 674.81
7/31/2009		8/20/2009	Statement	\$ 674.81				\$ 674.81		\$ 674.81
8/6/2009	9/1/2009		Residential Late Pay Fee			\$ 1.86		\$ 676.67		\$ 676.67
8/10/2009	9/1/2009		PAYMENT			\$ (100.00)		\$ 576.67		\$ 576.67
8/11/2009	9/1/2009		Residential Late Pay Fee			\$ 3.26		\$ 579.93		\$ 579.93
9/1/2009	9/1/2009		Residential Secondary Service			\$ 78.42		\$ 658.35		\$ 658.35
9/1/2009		9/22/2009	Statement	\$ 658.35				\$ 658.35		\$ 658.35
9/4/2009	10/1/2009		Residential Late Pay Fee			\$ 2.48		\$ 660.83		\$ 660.83
9/10/2009	10/1/2009		Residential Late Pay Fee			\$ 3.26		\$ 664.09		\$ 664.09
9/23/2009			URGENT NOTICE Sent	\$ 657.62				\$ 664.09		\$ 664.09
10/1/2009	10/1/2009		Residential Secondary Service			\$ 86.44		\$ 750.53		\$ 750.53
10/1/2009		10/21/2009	Statement	\$ 750.53				\$ 750.53		\$ 750.53
10/5/2009		10/13/2009	FINAL NOTICE Sent	\$ 657.62				\$ 750.53		\$ 750.53
10/6/2009	10/30/2009		Residential Late Pay Fee			\$ 2.48		\$ 753.01		\$ 753.01
10/7/2009	10/30/2009		Residential Late Pay Fee			\$ 0.84		\$ 753.85		\$ 753.85
10/9/2009	10/30/2009		Residential Late Pay Fee			\$ 3.26		\$ 757.11		\$ 757.11
10/21/2009			System Disconnect	\$ 657.62				\$ 757.11		\$ 757.11
10/22/2009			System Reconnect					\$ 757.11		\$ 757.11
10/22/2009	10/30/2009		Miscellaneous Reconnection Charge			\$ 37.00		\$ 794.11		\$ 794.11
10/22/2009	10/30/2009		Residential Deposit			\$ 274.00		\$ 1,068.11		\$ 1,068.11
10/30/2009	10/30/2009		Residential Secondary Service			\$ 138.46		\$ 1,206.57		\$ 1,206.57
10/30/2009		11/19/2009	Statement	\$ 1,206.57				\$ 1,206.57		\$ 1,206.57
11/13/2009	12/2/2009		PAYMENT			\$ (124.00)		\$ 1,082.57		\$ 1,082.57
11/18/2009	12/2/2009		PAYMENT - Pledge			\$ (964.00)		\$ 118.57		\$ 118.57
12/2/2009	12/2/2009		Residential Secondary Service			\$ 177.37		\$ 295.94		\$ 295.94
12/2/2009		12/22/2009	Statement	\$ 295.94				\$ 295.94		\$ 295.94
12/7/2009	12/31/2009		PAYMENT			\$ (150.00)		\$ 145.94		\$ 145.94
12/31/2009	12/31/2009		Residential Secondary Service			\$ 206.06		\$ 352.00		\$ 352.00
12/31/2009		1/22/2010	Statement	\$ 352.00				\$ 352.00		\$ 352.00
1/1/2010	2/1/2010		DEPOSIT INTEREST APPLICATION			\$ (0.03)		\$ 351.97		\$ 351.97
1/8/2010	2/1/2010		Residential Late Pay Fee			\$ 1.45		\$ 353.42		\$ 353.42
1/11/2010	2/1/2010		PAYMENT			\$ (100.00)		\$ 253.42		\$ 253.42
1/26/2010	2/1/2010		PAYMENT			\$ (200.00)		\$ 53.42		\$ 53.42
2/1/2010	2/1/2010		Residential Secondary Service			\$ 216.50		\$ 269.92		\$ 269.92
2/1/2010		2/22/2010	Statement	\$ 269.92				\$ 269.92		\$ 269.92
2/8/2010	3/3/2010		Residential Late Pay Fee			\$ 0.52		\$ 270.44		\$ 270.44



# UTC Disconnect Investigation Response

PSE Respondent Name	UTC Examiners Name	UTC Examiners Email Address	Customer Service Address	Customer Statement Account #	Customer Name
Kristina McClenahan	Rayne Pearson		[REDACTED]	[REDACTED]	[REDACTED]

Activity Date	Billed Date	Due Date	Activity Description	Credit Event		Activity Amount		Balance		Total Amount Owing
				Electric	Gas	Electric	Gas	Electric	Gas	
3/3/2010	3/3/2010		Residential Secondary Service			\$ 219.58		\$ 490.02		\$ 490.02
3/3/2010		3/23/2010	Statement	\$ 490.02				\$ 490.02		\$ 490.02
3/5/2010	4/1/2010		PAYMENT			\$ (270.44)		\$ 219.58		\$ 219.58
4/1/2010	4/1/2010		Residential Secondary Service			\$ 183.70		\$ 403.28		\$ 403.28
4/1/2010		4/21/2010	Statement	\$ 403.28				\$ 403.28		\$ 403.28
4/6/2010	5/3/2010		PAYMENT			\$ (201.64)		\$ 201.64		\$ 201.64
4/26/2010	5/3/2010		Residential Late Pay Fee			\$ 0.18		\$ 201.82		\$ 201.82
5/3/2010	5/3/2010		Residential Secondary Service			\$ 185.21		\$ 387.03		\$ 387.03
5/3/2010		5/21/2010	Statement	\$ 387.03				\$ 387.03		\$ 387.03
5/19/2010	6/2/2010		PAYMENT - Pledge			\$ (815.00)		\$ (427.97)		\$ (427.97)
6/2/2010	6/2/2010		Residential Secondary Service			\$ 135.92		\$ (292.05)		\$ (292.05)
6/2/2010		6/22/2010	Statement	\$ (292.05)				\$ (292.05)		\$ (292.05)
7/1/2010	7/1/2010		Residential Secondary Service			\$ 104.52		\$ (187.53)		\$ (187.53)
7/1/2010		7/22/2010	Statement	\$ (187.53)				\$ (187.53)		\$ (187.53)
8/2/2010	8/2/2010		Residential Secondary Service			\$ 85.39		\$ (102.14)		\$ (102.14)
8/2/2010		8/20/2010	Statement	\$ (102.14)				\$ (102.14)		\$ (102.14)
9/1/2010	9/1/2010		Residential Secondary Service			\$ 90.91		\$ (11.23)		\$ (11.23)
9/1/2010		9/22/2010	Statement	\$ (11.23)				\$ (11.23)		\$ (11.23)
10/1/2010	10/1/2010		Residential Secondary Service			\$ 100.80		\$ 89.57		\$ 89.57
10/1/2010		10/21/2010	Statement	\$ 89.57				\$ 89.57		\$ 89.57
11/1/2010	11/1/2010		Residential Secondary Service			\$ 141.58		\$ 231.15		\$ 231.15
11/1/2010		11/22/2010	Statement	\$ 231.15				\$ 231.15		\$ 231.15
11/5/2010	12/2/2010		Residential Late Pay Fee			\$ 0.90		\$ 232.05		\$ 232.05
12/2/2010	12/2/2010		Residential Secondary Service			\$ 241.35		\$ 473.40		\$ 473.40
12/2/2010		12/22/2010	Statement	\$ 473.40				\$ 473.40		\$ 473.40
12/13/2010	1/3/2011		PAYMENT - Pledge			\$ (1,000.00)		\$ (526.60)		\$ (526.60)
1/1/2011	1/3/2011		DEPOSIT INTEREST APPLICATION			\$ (0.93)		\$ (527.53)		\$ (527.53)
1/3/2011	1/3/2011		Residential Secondary Service			\$ 228.12		\$ (299.41)		\$ (299.41)
1/3/2011		1/24/2011	Statement	\$ (299.41)				\$ (299.41)		\$ (299.41)
2/1/2011	2/1/2011		Residential Secondary Service			\$ 254.22		\$ (45.19)		\$ (45.19)
2/1/2011		2/22/2011	Statement	\$ (45.19)				\$ (45.19)		\$ (45.19)
3/3/2011	3/3/2011		Residential Secondary Service			\$ 244.50		\$ 199.31		\$ 199.31
3/3/2011		3/23/2011	Statement	\$ 199.31				\$ 199.31		\$ 199.31
4/1/2011	4/1/2011		Residential Secondary Service			\$ 190.52		\$ 389.83		\$ 389.83
4/1/2011		4/21/2011	Statement	\$ 389.83				\$ 389.83		\$ 389.83
4/18/2011	5/2/2011		PAYMENT - Pledge			\$ (862.00)		\$ (472.17)		\$ (472.17)
5/2/2011	5/2/2011		Residential Secondary Service			\$ 175.02		\$ (297.15)		\$ (297.15)
5/2/2011		5/20/2011	Statement	\$ (297.15)				\$ (297.15)		\$ (297.15)
5/17/2011	6/1/2011		Residential Secondary Service			\$ 254.22		\$ (42.93)		\$ (42.93)
5/17/2011	6/1/2011		Residential Secondary Service			\$ 244.50		\$ 201.57		\$ 201.57
5/17/2011	6/1/2011		Residential Secondary Service			\$ 241.35		\$ 442.92		\$ 442.92
5/17/2011	6/1/2011		Residential Secondary Service			\$ 228.12		\$ 671.04		\$ 671.04
5/17/2011	6/1/2011		Residential Secondary Service			\$ 219.58		\$ 890.62		\$ 890.62
5/17/2011	6/1/2011		Residential Secondary Service			\$ 216.50		\$ 1,107.12		\$ 1,107.12
5/17/2011	6/1/2011		Residential Secondary Service			\$ 206.06		\$ 1,313.18		\$ 1,313.18
5/17/2011	6/1/2011		Residential Secondary Service			\$ 190.52		\$ 1,503.70		\$ 1,503.70
5/17/2011	6/1/2011		Residential Secondary Service			\$ 185.21		\$ 1,688.91		\$ 1,688.91
5/17/2011	6/1/2011		Residential Secondary Service			\$ 183.70		\$ 1,872.61		\$ 1,872.61
5/17/2011	6/1/2011		Residential Secondary Service			\$ 177.37		\$ 2,049.98		\$ 2,049.98
5/17/2011	6/1/2011		Residential Secondary Service			\$ 175.02		\$ 2,225.00		\$ 2,225.00
5/17/2011	6/1/2011		Residential Secondary Service			\$ 141.58		\$ 2,366.58		\$ 2,366.58
5/17/2011	6/1/2011		Residential Secondary Service			\$ 138.46		\$ 2,505.04		\$ 2,505.04



# UTC Disconnect Investigation Response

PSE Respondent Name	UTC Examiners Name	UTC Examiners Email Address	Customer Service Address	Customer Statement Account #	Customer Name
Kristina McClenahan	Rayne Pearson		[REDACTED]	[REDACTED]	[REDACTED]

Activity Date	Billed Date	Due Date	Activity Description	Credit Event		Activity Amount		Balance		Total Amount Owing
				Electric	Gas	Electric	Gas	Electric	Gas	
5/17/2011	6/1/2011		Residential Secondary Service			\$ 135.92		\$ 2,640.96		\$ 2,640.96
5/17/2011	6/1/2011		Residential Secondary Service			\$ 104.52		\$ 2,745.48		\$ 2,745.48
5/17/2011	6/1/2011		Residential Secondary Service			\$ 100.80		\$ 2,846.28		\$ 2,846.28
5/17/2011	6/1/2011		Residential Secondary Service			\$ 90.91		\$ 2,937.19		\$ 2,937.19
5/17/2011	6/1/2011		Residential Secondary Service			\$ 86.44		\$ 3,023.63		\$ 3,023.63
5/17/2011	6/1/2011		Residential Secondary Service			\$ 85.39		\$ 3,109.02		\$ 3,109.02
5/17/2011	8/2/2010		Residential Secondary Service			\$ (85.39)		\$ 3,023.63		\$ 3,023.63
5/17/2011	10/1/2009		Residential Secondary Service			\$ (86.44)		\$ 2,937.19		\$ 2,937.19
5/17/2011	9/1/2010		Residential Secondary Service			\$ (90.91)		\$ 2,846.28		\$ 2,846.28
5/17/2011	10/1/2010		Residential Secondary Service			\$ (100.80)		\$ 2,745.48		\$ 2,745.48
5/17/2011	7/1/2010		Residential Secondary Service			\$ (104.52)		\$ 2,640.96		\$ 2,640.96
5/17/2011	6/2/2010		Residential Secondary Service			\$ (135.92)		\$ 2,505.04		\$ 2,505.04
5/17/2011	10/30/2009		Residential Secondary Service			\$ (138.46)		\$ 2,366.58		\$ 2,366.58
5/17/2011	11/1/2010		Residential Secondary Service			\$ (141.58)		\$ 2,225.00		\$ 2,225.00
5/17/2011	5/2/2011		Residential Secondary Service			\$ (175.02)		\$ 2,049.98		\$ 2,049.98
5/17/2011	12/2/2009		Residential Secondary Service			\$ (177.37)		\$ 1,872.61		\$ 1,872.61
5/17/2011	4/1/2010		Residential Secondary Service			\$ (183.70)		\$ 1,688.91		\$ 1,688.91
5/17/2011	5/3/2010		Residential Secondary Service			\$ (185.21)		\$ 1,503.70		\$ 1,503.70
5/17/2011	4/1/2011		Residential Secondary Service			\$ (190.52)		\$ 1,313.18		\$ 1,313.18
5/17/2011	12/31/2009		Residential Secondary Service			\$ (208.06)		\$ 1,107.12		\$ 1,107.12
5/17/2011	2/1/2010		Residential Secondary Service			\$ (216.50)		\$ 890.62		\$ 890.62
5/17/2011	3/3/2010		Residential Secondary Service			\$ (219.58)		\$ 671.04		\$ 671.04
5/17/2011	1/3/2011		Residential Secondary Service			\$ (228.12)		\$ 442.92		\$ 442.92
5/17/2011	12/2/2010		Residential Secondary Service			\$ (241.35)		\$ 201.57		\$ 201.57
5/17/2011	3/3/2011		Residential Secondary Service			\$ (244.50)		\$ (42.93)		\$ (42.93)
5/17/2011	2/1/2011		Residential Secondary Service			\$ (254.22)		\$ (297.15)		\$ (297.15)
5/17/2011	5/3/2010		Residential Late Pay Fee			\$ (0.18)		\$ (297.33)		\$ (297.33)
5/17/2011	3/3/2010		Residential Late Pay Fee			\$ (0.52)		\$ (297.85)		\$ (297.85)
5/17/2011	12/2/2010		Residential Late Pay Fee			\$ (0.90)		\$ (298.75)		\$ (298.75)
5/17/2011	2/1/2010		Residential Late Pay Fee			\$ (1.45)		\$ (300.20)		\$ (300.20)
5/17/2011	6/1/2011		Residential Deposit			\$ 332.00		\$ 31.80		\$ 31.80
5/17/2011	6/1/2011		DEPOSIT INTEREST APPLICATION			\$ (0.36)		\$ 31.44		\$ 31.44
5/17/2011	6/1/2011		DEPOSIT APPLICATION			\$ (274.00)		\$ (242.56)		\$ (242.56)
6/1/2011	6/1/2011		Residential Secondary Service			\$ 118.56		\$ (124.00)		\$ (124.00)
6/1/2011	6/1/2011	6/2/2011	Statement		\$ (124.00)			\$ (124.00)		\$ (124.00)
6/7/2011			PAYMENT - Pledge			\$ 1,000.00		\$ 876.00		\$ 876.00
6/7/2011			PAYMENT - Pledge			\$ 964.00		\$ 1,840.00		\$ 1,840.00
6/7/2011			PAYMENT - Pledge			\$ 862.00		\$ 2,702.00		\$ 2,702.00
6/7/2011			PAYMENT - Pledge			\$ 815.00		\$ 3,517.00		\$ 3,517.00
6/7/2011			PAYMENT - Pledge			\$ (124.00)		\$ 3,393.00		\$ 3,393.00
6/7/2011			PAYMENT - Pledge			\$ (332.00)		\$ 3,061.00		\$ 3,061.00
6/7/2011			PAYMENT - Pledge			\$ (632.00)		\$ 2,429.00		\$ 2,429.00
6/7/2011			PAYMENT - Pledge			\$ (738.00)		\$ 1,691.00		\$ 1,691.00
6/7/2011			PAYMENT - Pledge			\$ (815.00)		\$ 876.00		\$ 876.00
6/7/2011			PAYMENT - Pledge			\$ (1,000.00)		\$ (124.00)		\$ (124.00)
6/30/2011	6/30/2011	7/2/2011	Residential Secondary Service		\$ 85.50			\$ (38.50)		\$ (38.50)
6/30/2011		7/2/2011	Statement		\$ (38.50)			\$ (38.50)		\$ (38.50)
7/5/2011	7/5/2011	7/25/2011	Residential Secondary Service		\$ 8.65			\$ (29.85)		\$ (29.85)
7/5/2011	7/5/2011		DEPOSIT APPLICATION			\$ (332.00)		\$ (361.85)		\$ (361.85)
7/5/2011	7/5/2011		DEPOSIT INTEREST APPLICATION			\$ (0.07)		\$ (361.92)		\$ (361.92)
7/5/2011		7/25/2011	Statement		\$ (361.92)			\$ (361.92)		\$ (361.92)
9/22/2011			REFUND			\$ (361.92)		\$ (361.92)		\$ (361.92)



REDACTED

CONFIDENTIAL PER WAC 480-07-160

# UTC Disconnect Investigation Response

PSE Respondent Name	UTC Examiners Name	UTC Examiners Email Address	Customer Service Address	Customer Statement Account #	Customer Name
Kristina McClenahan	Rayne Pearson				

Activity Date	Billed Date	Due Date	Activity Description	Credit Event		Activity Amount		Balance		Total Amount Owing
				Electric	Gas	Electric	Gas	Electric	Gas	
			COMMENT							
6/11/2009			6/11/09 rd check for 139.50 p-ecom no bank acct/unable to locate dtd 6/10/09. AC 81-6751							
8/4/2009			will be making payment in the morning - doesn't know how much - wanted it noted - #4139							
10/19/2009			called to have noted that is going to contact account does not hold the account, account updated and verified jweiss 816983							
10/19/2009			wanted extension on pending disconnect. Advised account over 60 days past due and pending disconnect is active so payment arrangement isn't eligible at this time. said EA is out of funds. Offered to give other numbers and declined. said could pay \$500.00 on 5th of NOV. MArchbald 81-6915							
10/20/2009			has an appt with KCR on 11/009 @ 11:00AM...dcarter814177							
10/21/2009			OFFER PRIOR OBLIGATION - indicated was unable to pay disconnect amount \$657.62. Explained prior obligation requirements and details. Discussed energy assistance. Will pay new deposit of \$274.00 + \$37.00 = \$311.00_(or =) and reconnect fee to restore service and call back to make payment arrangements on the balance of account total and prior obligation balance of \$750.53 (less any deposit) up to 09/30/09 (date). C. Tenzler 814198							
10/22/2009			called to out if there is service order out to reconnect service. Confirm. Account updated and verified. MMitchell 81-4571							
10/22/2009			Pledge to electric from PSE Help funds. Placed reconnect order, customer unaware of deposit and reconnect fee. mnewton 81-4101							
2/26/2010			PAYMENT ARRANGEMENTS: requesting arrangements. Reviewed account payment history for eligibility. Arrangements made based on credit guidelines. Account verified and updated. Broffe 81-4558							
4/6/2010			PAY BY PHONE: calling to make payment by phone of \$201.64 in fulfillment of her TPA first installment. Discussed service charge and urged call back with conf #. Transfer to pay by phone. account info updated and verified. dpalmer 81-4295							
4/6/2010			REPORT OF PAYMENT: reporting a payment was made in the amount of [\$201.64] through pay by phone system. Customer provided a confirmation number of [9201.64]. I advised customer of balance forward and verified account information. Custo							
3/28/2011			3:53pm has appointment on 04/05/11 at 11:30am, put account on hold until 04/10/11. ncordova 88-4038							
3/28/2011			calling to inform us that will try to make a payment of \$99 by 4-8, but is not able to guarantee any payment and is trying to get energy assistance. Account verified. pritchie 88-4192							
5/17/2011			5/17/11 - Prior obligation has been processed.							
5/17/2011			PRIOR OBLIGATION CORRECTION: Credit disconnect occurred 10/22/2009. Per PSE business practice processed Prior Obligation, effective as of the last billed to date before original credit disconnect. Ended Product Assignment as of 9/30/2009 and started new Product Assignment as of 10/1/2009. Contacted Low-Income and requested energy assistance dollars of \$964.00, \$815.00, \$1000.00 and \$862.00, to apply towards product assignment # 032889976. Placed 30 credit action suspension and off-cycled statement for review. SBooker 88-4250							

