

**EXH. JJJ-14  
DOCKETS UE-190529/UG-190530  
UE-190274/UG-190275  
2019 PSE GENERAL RATE CASE  
WITNESS: JOSHUA J. JACOBS**

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**Complainant,**

**v.**

**PUGET SOUND ENERGY,**

**Respondent.**

**Docket UE-190529  
Docket UG-190530 (*Consolidated*)**

**In the Matter of the Petition of**

**PUGET SOUND ENERGY**

**For an Order Authorizing Deferral  
Accounting and Ratemaking Treatment  
for Short-life IT/Technology Investment**

**Docket UE-190274  
Docket UG-190275 (*Consolidated*)**

**THIRD EXHIBIT (NONCONFIDENTIAL) TO THE  
PREFILED REBUTTAL TESTIMONY OF**

**JOSHUA J. JACOBS**

**ON BEHALF OF PUGET SOUND ENERGY**

**JANUARY 15, 2020**

**GTZ PRO FORMA PERIOD PROJECT LIST UPDATE**

PROJECT	IN SERVICE	CATEGORY	PRE-FILED COSTS EXPECTED TO BE IN SERVICE BETWEEN JANUARY AND JUNE 2019	UPDATED COSTS IN SERVICE BETWEEN JANUARY AND JUNE 2019 AS OF 11/30/2019	PROJECT EXPLANATION
Auto-Call Categorization*	2019	CI	\$866,000.00	\$363,422.62	Implementation of new technology that analyzes customer call recordings and categorizes them based on actions taken by the PSE customer. This project was incorrectly described as the Visual IVR project in Exhibit JJJ-6.
Visual IVR*	2019	CI	\$4,809,376.59	\$4,056,242.47	Visual Integrated Voice Response or "VIVR" functionality allows consumers with smartphones to type the call prompts on their phone screens instead of waiting to listen for them in the IVR. This project was incorrectly described as the "Additional Web/Mobile/IVR enhancements" project in Exhibit JJJ-6.
Billing Performance Improvement Phase 3	2019	BPCC	\$683,132.13	\$707,577.47	Building on the work done in phases 1 & 2, Phase 3 will reduce the number of EMMA cases that require manual processing by back office billing agents. An EMMA case is an exception to the normal billing process or a situation where a billing correction is necessary.
IWM to MNS and Automated Time Entry	2019	IWM	\$11,824,198.43	\$13,095,028.91	Delivery of Integrated Work Management for the Meter Network Services (MNS) Group, which performs credit disconnects and electric reconnects, as well as field collections. Delivery of automated time entry functionality for field workers using IWM mobile tools.
Field Payment Strategy	2019	IWM	\$823,000.00	\$734,285.51	Providing PSE Customer Field Reps (CFR) with a mobile, streamlined and secure solution for accepting customer credit/debit card payments in the field that will post in real time to the customer's account.

Data Governance	2019	Data Management	\$13,039,355.54	\$12,589,985.20	Continuation of the Data Governance project which will provide the ability to create and govern data-driven insights that will drive future business decisions and effectiveness in delivering the goals of the GTZ initiative.
GTZ PMO	2019	General GTZ	\$414,050.10	\$416,376.72	Hardware and Software costs associated with GTZ PMO.
			\$32,459,112.79	\$32,562,918.90	

\*These projects were incorrectly labelled in Exhibit JJJ-6