



Puget Sound Energy
P.O. Box 97034
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PSE.com

October 23, 2020

Filed Via Web Portal

Mr. Mark L. Johnson, Executive Director and Secretary
Washington Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, Washington 98503

Received
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State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Re: **Docket UE-200027 – Do Not Redocket
Monthly Report -- Compliance with Settlement Requirements**

Dear Mr. Johnson:

This report is filed pursuant to paragraph 30 of the Initial Order in the above-referenced docket, which states as follow:

Puget Sound Energy, Commission Staff, and the Public Counsel Unit of the Attorney General’s Office must jointly file reports every 30 days after the date on which this Order becomes final on the status of Puget Sound Energy’s compliance with the settlement requirements to refund or credit the erroneous or unauthorized charges until the parties agree, and the Commission confirms, that the Company has fully complied with those requirements.

Puget Sound Energy (“PSE”) has conferred with Commission Staff and Public Counsel (the “Parties”) in preparing this report, and PSE has been authorized by those parties to file this report on behalf of all parties.

Reconnection Fee

In its Investigation Report published on April 2, 2020 (“Investigation Report”), Commission Staff found that PSE charged a reconnection fee to 15 customers who had their service improperly disconnected and recommended that PSE be required to calculate reconnection fees described by its Commission-approved tariff and apply a credit or provide a refund to the customers’ accounts as appropriate. PSE will be reviewing the credits issued to customers in a call scheduled with all Parties on October 26, 2020 to confirm agreement with the credit amounts.

Late Fees

In its Investigation Report, Commission Staff found that PSE charged late pay fees on 18 occasions from May 18, 2018, through March 15, 2019, to customers who made timely payments, but PSE improperly applied the payments to a wrong account. Commission Staff recommended in its Investigation Report that PSE be required to calculate the late fees as described by its Commission-approved tariff and apply a credit or provide a refund to the customers' accounts as appropriate. PSE will be reviewing the credits issued to customers in a call scheduled with all Parties on October 26, 2020 to confirm agreement with the credit amounts.

Security Deposits

In its Investigation Report, Commission Staff found that PSE improperly collected security deposits from 12 separate customers when the Company did not apply their payment to the proper account. Commission Staff recommended that PSE remit to affected customers a total refund of \$3,418.13 for charging security deposits in violation of WAC 480-100-113. Additionally, Staff recommended that PSE calculate and credit each of the 12 customers the accrued interest on their deposit. PSE returned each deposit with interest identified by Commission Staff, but found that the total amount differed slightly from the amount listed in the Investigation Report and that the total refund applied for security deposits was \$3,300. PSE has reviewed the original amount of \$3,418.13 with Commission Staff and confirmed that the number in question included some outstanding reconnect charges as well as the amounts of the security deposits. PSE will be reviewing the total amount of credits issued for security deposits in a call scheduled with All Parties on October 26, 2020 to confirm agreement with the calculation of the deposit and interest refund amounts.

Treble Damages for Improper Diversion of Energy

In its Investigation Report, Commission Staff recommended that PSE be required to remit to 286 affected customers a total refund of \$170,488.05 collected for treble damages for unlawful diversion of energy because the treble damages were not awarded in successfully litigated lawsuits per RCW 80.28.080 and RCW 80.28.240. These amounts were billed and collected between February 13, 2018 and September 1, 2019. PSE is in the process of returning amounts owed to each affected customer, and will review any amounts differing from the amount listed in the Investigative Report during a call scheduled with all Parties on October 26, 2020.

Please contact Veronica Martin at (425) 457-5624 for additional information about this report. If you have any other questions please contact me at (425) 456-2142.

Sincerely,

/s/ Jon Piliaris

Jon Piliaris
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cc: Lisa Gafken, Public Counsel
Sheree Carson, Perkins Coie