



Elena Argunov <eargunov@gmail.com>

Account #220023882420 - Elena Argunov . Ongoing billing issue

7 messages

Elena Argunov <eargunov@gmail.com>
To: tracey.hackendorf@pse.com

Wed, Jun 22, 2022 at 10:48 AM

Hello Tracey,

Thank you so much for talking to me yesterday!

Attached is a summarized sheet including calculations, notes, PSE data, helpful links etc.

You can learn more about AIM data and interval measurements. In general, 15,30, or 60 minutes intervals were implemented to simplify data collection and billing. Officially it's called " Peak Demand", where software determines the highest point of peak demand (KW) during the billing cycle. In order to calculate the actual Energy consumption (KWH) the following formula is used by all energy companies across the board (except PSE , apparently)

KWH = KW/4.

For residential customers billing the calculation for monthly consumption would be "(KWH*24) *days/billing cycle.

Please note this is the formula for monthly billing. My calculations are based on averages for the whole period from 07/13/2020 to 06/13/2022.

Average (hourly KWH) = 1.61

Average (daily KWH) = 38.63

Average cost = \$0.11

Best Regards,
Elena Argunov
cell ; (425)306-2305**PSE Billing summary.xlsx**

607K

Elena Argunov <eargunov@gmail.com>
To: tracey.hackendorf@pse.com

Mon, Jun 27, 2022 at 5:16 PM

Hello Tracey,
I just wanted to follow up on the email below.
Please provide updates.
Thank you,
Elena Argunov
[Quoted text hidden]

Hackendorf, Tracey <Tracey.Hackendorf@pse.com>
To: Elena Argunov <eargunov@gmail.com>

Tue, Jun 28, 2022 at 12:30 PM

Dear Elena,

Thank you for reaching out with the additional information. While I appreciate the information, it appears that the WUTC has upheld PSE and its method for calculating usage. So up to this point what has been billed to you is accurate. If you have any further concerns, please feel free to contact me.

Thank you,

Tracey L Hackendorf

Supervisor Customer Service

Puget Sound Energy

Cell 425-214-3595

Tracey.Hackendorf@pse.com

www.pse.com

From: Elena Argunov <eargunov@gmail.com>
Sent: Monday, June 27, 2022 5:17 PM
To: Hackendorf, Tracey <Tracey.Hackendorf@pse.com>
Subject: Re: Account #220023882420 - Elena Argunov . Ongoing billing issue

CAUTION - EXTERNAL EMAIL

Phishing? Click the PhishAlarm "**Report Phish**" button.

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Elena Argunov <eargunov@gmail.com>
To: "Hackendorf, Tracey" <Tracey.Hackendorf@pse.com>

Tue, Jun 28, 2022 at 12:41 PM

Hello Tracey,
Thank you for the response!
I will proceed with joint formal complaint. Based my communications with UTC as well as PSE, both parties do not have enough knowledge about data structure, or do not want to perform a full scale research on absolute KWH calculations and proper billing set up when it comes to 15 interval method. Therefore, I am moving to the next step.

Regards,
Elena Argunov
[Quoted text hidden]

Elena Argunov <eargunov@gmail.com>
To: "Hackendorf, Tracey" <Tracey.Hackendorf@pse.com>

Thu, Jun 30, 2022 at 12:32 PM

Hi Tracey,
I hope
You're doing well. Can you please provide a documentation referencing calculations of usage and billing? I need to understand the process to be able to identify the issue. I have my data and facts, but PSE have not provided theirs.
Thank you,
Elena Argunov

On Tue, 28 Jun 2022 at 12:30 pm, Hackendorf, Tracey <Tracey.Hackendorf@pse.com> wrote:
[Quoted text hidden]

Hackendorf, Tracey <Tracey.Hackendorf@pse.com>
To: Elena Argunov <eargunov@gmail.com>

Tue, Jul 5, 2022 at 2:16 PM

Hi Elena,

Sorry for the delayed response. I have been on PTO and am just back from a long weekend. The actual calculations are printed on your bill in the section under the read dates. Aside from that, I can have the technician that originally tested your meter contact you if you would like?

Sincerely,

[Quoted text hidden]

Elena Argunov <eargunov@gmail.com>
To: "Hackendorf, Tracey" <Tracey.Hackendorf@pse.com>

Tue, Jul 5, 2022 at 3:01 PM

Hi Tracey,

Thank you so much for the reposinse!

The actuals reading are not applicable to the method of 15 minutes interval that are currently set up on smart meters we are using. And this is where all calculations went wrong. The 15 minutes interval is designed to measure KW and then convert those readings into actual consumption (KWH) based on the period of time, or measure average consumption per hour.

Could you please review the attached file provided by PSE to the UTC investigator and clarify, what does column "G" (DAILYKW) represent? Please respond at the earliest convenience.

The AMI readings are not the same as "old school" beginning-ending meter reading, and it requires a number of data management tools such as MDMS, CIS, and Billing integration. Please click on the link below (pages 64-67)

[AMI infrastructure](#)

The computed data is incorrect, PSE implemented a new system without putting enough effort into the study about new elements of the system. New system cannot work with "old methods". The PSE is fundamentally wrong and implications are impacting a lot of families including mine.

I am preparing documentation to file a joint formal complaint (there are more customers that want to come forward).


Please put my account onhold, as formal complaints are a very time-consuming process. I'll do my best to complete all steps as soon as possible, but I want to make sure that PSE is not going to shut off the power.

It would be great if I could contact the technician who tested the equipment. I also wanted him to come out here again and use his tools to measure an actual consumption, so I can show how the readings are different from what it really is.

Regards,

Elena Argunov

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 **PSE 07.05.2022.xlsx**
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