

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Dockets UE-190529 & UG-190530
Puget Sound Energy
2019 General Rate Case**

THE ENERGY PROJECT DATA REQUEST NO. 032:

Re: Joshua J. Jacobs, Exh. JJJ-6 at 9.

The exhibit includes one Get To Zero Project described as "Field Payment Strategy" to be brought in to service in 2019, with expected costs of \$823,000 between January and June 2019. The Project Explanation describes the project as follows:

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.

Please provide the following information:

- a) How many PSE Customer Field Reps (CFRs) does PSE currently employ?
- b) What number of CFRs does PSE plan to employ each year through 2024?
- c) Do CFRs currently participate in premise visits for disconnection of residential customers for non-payment?
- d) What professional qualifications and training are CFRs required to have?
- e) Do CFRs perform the electrical work necessary to disconnect the customer's electric service?
- f) How many personnel currently participate in the premise visit and what are their specific functions?
- g) What are the total projected annual costs for the Field Payment Strategy GTZ Project for each year through 2024?

Response:

- a) Puget Sound Energy ("PSE") currently employs 41 Customer Field Representatives.
- b) PSE does not have a multi-year staffing plan for Customer Field Representatives at this time. In order to achieve the benefits shown in PSE's Response to The Energy Project Data Request No. 014, Attachment A, the Metering Networks Services group will reduce an additional six FTE over the next several years with the intention to reach a final number of 35.
- c) Yes, Customer Field Representatives participate in premise visits for disconnection of residential customers for non-payment.

- d) The Customer Field Representative is an entry level position. PSE provides six weeks of comprehensive training for Customer Field Representatives. In addition, PSE requires a Basic Electrical Course to be completed within 12 months of hire.
- e) PSE Customer Field Representatives are qualified to perform disconnects and reconnects on single phase meters.
- f) Please see PSE's Response to The Energy Project Data Request No. 032(a).
- g) There are no projected annual costs to support the Field Payment Strategy project. The hardware tablets field workers use for field payments were deployed as part of the larger IWM Meter Network Services / Meter Operations project. Additional functionality in SAP is supported by existing employees and the additional employees added because of the IWM Meter Network Services / Meter Operations project.