

**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. 033:**

**Reference: Prefiled Rebuttal Testimony of Andrew Wappler, Exh. AW-5T at 11:8-16.**

Regarding the EnergyHELP digital portal referred to in Mr. Wappler's testimony, please provide the following information:

- a) A complete description of the portal, its content, purpose, connection with existing bill assistance or weatherization programs and intended customer audience.
- b) Any documents of any kind, including board presentations, reports, studies, memoranda and consultant materials prepared by or for Puget Sound Energy regarding the EnergyHELP portal.
- c) The current operational status of the portal and any data regarding customer usage since implementation.
- d) A chronology of the development of the EnergyHELP portal by PSE and any consultants from the time of inception.
- e) A list of the names and titles or job descriptions of all PSE personnel and PSE consultants who participated in the development and implementation of the portal.
- f) A chronology of the involvement of community action agencies in the planning and development of the portal.
- g) A list of community action agencies, community action agency personnel, their names and titles/job descriptions who participated in the planning and development of the portal.
- h) Any documents regarding community action agency participation in the planning and development of the portal, including but not limited to meeting agendas, minutes, and materials provided to agency participants.
- i) Any other persons, other than PSE or community action agency personnel who participated in the planning and development process for the portal.

**Response:**

- a) The EnergyHelp tool is a central platform by which customers, Community Action Partnership ("CAP") agencies, and Puget Sound Energy ("PSE"), can interact in the PSE Home Energy Lifeline Program ("HELP") application process. The

EnergyHelp content includes the PSE HELP application questionnaire and the necessary client billing information needed for the grant calculation, which the tool formulates automatically. The purpose of the EnergyHelp platform is to be more transparent in providing customers information on where their application is in the process. In doing so, if a customer is over-income in the prequalification steps, they are provided information for contacting agencies that administer the Low Income Weatherization Assistance program. The connection is with PSE's existing PSE HELP program. The intended customer audience is any customer who has the ability to use PSE.com or their PSE mobile app to begin the application process.

- b) PSE objects to providing additional documents "of any kind" in response to The Energy Project Data Request No. 033(b) as it is overly broad and unduly burdensome. Please refer to PSE's Response to Public Counsel Data Request No. 125, Attachment H, for a board presentation on Get to Zero low income programs.
- c) The EnergyHELP portal capabilities went into service on October 1, 2019. Please see the table below for customer usage since implementation. This data is from 10/1/2019-1/22/2020.

Customer initiated prescreen using PSE website or mobile app on EnergyHelp Portal	Agency started application using Commerce to EnergyHelp Portal	Agency started application using EnergyHelp Portal
3,147	8,321	3,584

- d) Please refer to PSE's Response to Public Counsel Data Request Nos. 185 and 228.
- e) PSE objects to The Energy Project Data Request No. 033(e) as overbroad and unduly burdensome and not reasonably calculated to lead to the discovery of admissible evidence in this proceeding.
- f) Please refer to PSE's Response to Public Counsel Data Request Nos. 185(d) and 228.
- g) Attached as Attachment A to PSE's Response to The Energy Project Data Request No. 033 is a list of community action agencies, their names and titles, for who participated in the planning and development of the portal. Each agency provided subject matter experts to collaborate with PSE during the design, build, testing, and implementation of the EnergyHelp portal. PSE requests that The Energy Project work with the agencies directly for job descriptions of the subject matter experts that they provided to PSE to participate in this effort.

- h) Please see PSE's Response to The Energy Project Data Request No. 033(f).
- i) There were no other persons other than PSE personnel, PSE consultants, and the list provided in Attachment A to this response.

**ATTACHMENT A to PSE's Response to  
The Energy Project  
Data Request No. 033**

Energy Assistance Project Agency and Commerce SME's

Below are the SME's and their backup person and their Manager

Dept Of Commerce:

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#2 Backup Jay Turner: [jay.turner@commerce.wa.gov](mailto:jay.turner@commerce.wa.gov)

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MSC

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Executive Director: Robin Corak: [robinc@multi-servicecenter.com](mailto:robinc@multi-servicecenter.com)

Pierce Co

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Director: Margi Rudy: [mrudy@co.pierce.wa.us](mailto:mrudy@co.pierce.wa.us): Social Service Administrative Manager

Snohomish

#1. Michelle Hall: [Michelle.Hall@co.snohomish.wa.us](mailto:Michelle.Hall@co.snohomish.wa.us)

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#3 Renee White [rwhite@mdc-hope.org](mailto:rwhite@mdc-hope.org) Program Manager of Energy Assistance

#4 Felice Davis: [fdavis@mdc-hope.org](mailto:fdavis@mdc-hope.org) Director of Homelessness and Energy Assistance

CEO Pamela Duncan [pduncan@mdc-hope.org](mailto:pduncan@mdc-hope.org)

### HopeSource

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### Hopelink

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#3. Scotty Reed : [ScottyR@caclmt.org](mailto:ScottyR@caclmt.org) (on Active Duty 3/20/19 - 8/15/19)

Director: Dale Lewis: [dalel@caclmt.org](mailto:dalel@caclmt.org)

#### Opportunity Council

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