

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. 027:

Re: PSE Response to TEP Data Request No. 2.

PSE's Response to TEP Data Request No. 2 states that total field interactions for "dunning," described as "disconnections for non-payment," ranged from approximately 113,000 in 2014 to 255,000 in 2016. PSE's Response to TEP Data Request 3 reports that the number of disconnections for non-payments for the years 2014 through 2018 ranged from approximately 42,000 to 52,000.

Please provide an explanation of the discrepancy between the two responses. In responding, please provide a detailed description of the types of field interactions included under "dunning" in Data Request No. 2, and the numbers of each type of interaction, if available.

Response:

Puget Sound Energy's Response to The Energy Project Data Request No. 002 includes all field interaction orders with a status of "Completed." The following table shows the completion description for each task associated to these orders. Please note that the total number of tasks exceeds the total number of orders because dunning orders can have more than one task associated to them.

Description	2014	2015	2016	2017	2018
Disconnected	46,132	52,283	42,391	51,660	47,928
Access	3	2	5	1	1
Left Notices	33,066	27,086	17,173	15,502	15,115
Payment	41,178	49,399	32,445	38,881	37,531
Miscellaneous	69	39	46	37	39
Expired	66,224	75,255	212,566	136,090	165,802
Total	186,672	204,064	304,626	242,171	266,416