

From David C. Lindeblom
4403, 22nd Ave SE
Lacey, WA 98503

Jan. 6, 2020

Washington Utilities and Transportation Commission
P. O. Box 47250
Olympia WA, 98504

Re: Docket UE-190529

Dear Commissioners,

I have wanted to write or speak before you for some time on a number of matters regarding Puget Sound Energy service. Directly some topics might not appear related to this docket, but in that every thing that PSE does is related to its rates in some way, I will include all comments in the letter following.

1. I have a hard enough time paying my electric heating bill. I am 75, retired with a small pension of 20K per year plus a Social Security income based on historically low incomes of educators decades ago. My wife is 76, has only Social Security based on an income far lower than educators. She has no pension: ~~My~~ ^{MY} ~~now~~ ^{Teaching pensions} ~~had~~ had a total of 4% raise in at least the last 22 years. This is a 3% one time when I finally reached the age where that law kicked in after 12 years of retirement. Then the legislature repealed that law and in the 9 years since have managed a 1% raise. Health insurance continued to rise every year but one. There are retired educators living today who do not have enough teacher pension to even pay health insurance which can be more than double what an active state worker pays.

2. I have taken advantage of past PSE programs to cut energy loss.

a. Extra insulation in my attic.
b. Installed first ever insulation under the floor. This resulted in cutting air circulation and allowed bugs such as powder post beetles and carpenter ants to gain a foothold in wood now insulated, thus warmer for them to work on eating my house all year around. This resulted in extra expense to fight the bugs.

c. PSE had a refrigerator replacement program. One had to give up a working refrigerator in order to get a free PSE installed new fridge that was more energy efficient. PSE contracted with a manufacturer to get a brand name, but extremely cheap machine. Installers were quickly trained and came around to install my new fridge. They did not follow the manufacturer's instructions so the door would not stay closed, thereby using far more energy than the replaced old one. We complained after a lot of passing the buck and stalling, a crew came out to fix their installation. Perhaps because of the incorrect installation, I don't know, but the machine failed in a month, we lost food and had to again ask PSE for a replacement. After a period of time, they replaced it under manufacturer's warranty. There was a huge mountain of paperwork to get that, I think, because PSE had no mechanism set up to deal with appliance failure. Then a short time after the replacement model arrived, the handle broke off. We found that the Appliance Company and PSE would not replace the main handle used for opening and closing the fridge, because they considered the main handle as cosmetic. One could open and close it by just grabbing the door edge where the gasket is, thus repeatedly damaging the gasket. I took the

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freezer handle off, turned it upside down and installed it for the fridge, figuring we would not be opening the freezer as often as the fridge itself. To top it off, the fridge was a smaller model than the original one we replaced, so no wonder it used less power. That has made my wife unhappy from then until now. Basically the whole program was a rip off. It also hurt the local economy as Sears and other suppliers sold far fewer machines during that period and repair companies were not allowed to do warranty work under that program.

d. I was advised by PSE to get a programmable thermostat. For years none was even available that would work with a 220 volt in line thermostat wiring system. My main house thermostat did conk out and had to be replaced. It had burnt the wires in the electric box. I hired a professional electrician from a list provided, I think by PSE, maybe not. That one failed in about 4 years and really did a number. It melted the wire nuts and part of the thermostat housing, shorted out the system and caused the electric heater to way overheat and never shut off. That appeared to me to be possibly the entire heater failed. I went from March 2018 to March 2019 without any heat at all in the main part of my house except a ceiling heater in the bathroom, daytime heaters on cords plugged into the wall and a Woodland wood stove which had been installed professionally under a Lacey City Permit, but which because of its age did not have all the more modern efficiency items, so that during burn bans we were without even that heat. After a year without electric heat, we saved enough heating money to bring in a top notch electrician who thoroughly tested out the entire system from the electric meter to the thermostat. We bought a newly developed 220 volt in line thermostat. It has given us nothing but trouble since. The electrician set it to a much higher room temperature than needed, gave us no instructions at all, but worse the recommended thermostat, when shut down, erases the clock so that the programmed settings all come on at different times. Our house heats to 73 between 3 and 6 am then shuts off and drops to 63.

e. PSE constantly recommended CFL and later LED bulbs. Neither of these kill queen yellow jackets like the old incandescents when these insects invade the house or wake up in the firewood.

3. PSE closed their customer service office in Olympia/Lacey. This office was good PR for PSE in that it provided a human contact for older people who often were shut in and only got out to pay some bills. I personally have talked to many such people as I waited in line. That started after I retired and did not get out much myself. And most, but not all the clerks were very friendly. They got to know you. And they were always helpful in other ways when problems came up regarding electrical service. Once I had complained for several years that the downleads to my meter pole had lost their insulation and were bare and I was afraid to clean my roof or gutters near them. The people in the office made a referral and it got fixed right away. One such teller was rather mean and unfriendly. He now collects my utility bill in his new job at Lacey City Hall, but all the other clerks in the last 48 years have been wonderful. But PSE let go one of their best PR programs going.

4. We always get notices to stay 10 feet away from where the power comes into our houses. That is impossible. As one walks to the front door, one's head is about 6 feet away. The gutters are aluminum with aluminum downspouts and they run within 3 feet of these power heads. So cleaning the gutters puts one's body within 2 feet of the power heads. If PSE is responsible to the meter, they should either replace these short heads with taller ones or increase the insulation around them and stop scaring the h out of people working on their own houses.

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5. Then we get these silly notices which are somewhat fun, so I keep them coming that compares our usage to neighbors with the same size house within a mile radius. I think the math on these does not pan out. Plus they are always measuring usage a month apart from what they chart. Thus March usage is really February, etc. I was always in the worst group until I forced myself to get used to 66 degrees in the house in winter. Then we moved to the middle group. During the year our heating system was not working, I moved into the top group. But I wonder how many others in the top group are really heating with wood pellets or wood logs instead of their baseboards..

6. I used to keep a small greenhouse heated for winter vegetables. Still do for gerraniums, but a much smaller unit. Used to use incandescent heat lamps. Can't find them anymore.

In summary, I have tried all sorts of PSE gimmicks to save power. Some save^{ed} on one way but raise expenses in other ways, some are just crackpot ideas. I do like their tree wire, that has saved many winter outages. But I think if the gimmicks are done, they need to be limited to practical ideas. I do not think they need to keep raising rates on householders who got stuck with electric heat when electricity was cheap. There are so many areas of society that do not seem to care about turning off the lights at night, mostly government buildings. I would like to see higher rates for rich businesses than continually raising rates on poorly compensated retirees who at this stage in life cannot afford the expensive new systems.

7. And finally P.S. stop the nonsense about going green and saving paper and trees by using computers that just use more power, both in manufacture and in use. So called saving trees costs schools money, because harvesting trees off state lands benefits schools. Over half of all forest land is privately owned, a good share by small farmers, and cutting paper production hurts their lively hood. All those old file cabinets full of paper stored more carbon than any computer.

David C. Lindeblom

P.S. Sorry for the typos, my eyes are getting bad sitting in this darkended room saving power.



Mr. David Lindeblom

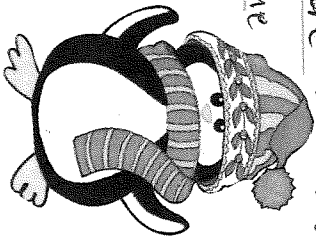
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1/9/20

I really tried to get to the live hearing for the purpose of reading part of Paul's letter aloud, but I could not find

It turns out I was at your office in West Olympia not at some place in Lacey that I still do not know where,

I really don't like a lot of PSE policies that are against paying more for worse service. But one can find humor sometimes in bad stuff, (over)



So please read what
I wrote carefully.

Note the serious
issues, but enjoy the
humor in some of P&E's
silly ideas to some
extent.

Sorry for the typos,
wrote this right after
an eye exam with dilation,

Blurry screen,
Sorry I couldn't meet
call you fine folks,

Should
C. Zirkelhorn

49th year in some
house
53rd year in Lacey
25 ~~26~~th year in Thurston Co.
(oops 1yr-in-between)

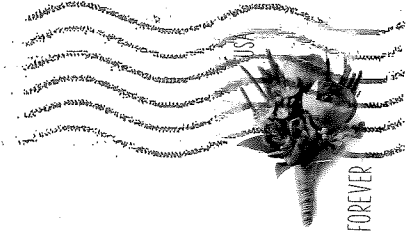


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