

## Burdet, Kevin (ATG)

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**From:** Sandie Maki <sandiem8@yahoo.com>  
**Sent:** Sunday, January 5, 2020 5:11 PM  
**To:** ATG WWW E-mail Public Counsel  
**Subject:** Comment sent to UTC

The following is my comment I sent to the UTC about the rate change for PSE  
Docket UE-190529

Comment by:  
Sandra Maki  
1617 Fones Rd SE #48  
Olympia, WA 98501

Once again, I am trying to get the Commission to pay attention to the reality of homes like mine that have Puget Sound Energy (PSE) which is the foreign corporation over charging for use of power. In 2005, power usage was affordable.

The most current excuse for needing more money is not accurate. I have no idea where they get their information about usage or average temperature but it isn't Thurston County or maybe just apartments. My mobile home is approximately 1200 square feet. I had PSE perform a weatherization program and my home has less air loss than most houses. The only time of the year my friends and I have had 900 kilowatt hours of electricity during the month is a warm April or the month of May. After that, our weather is warm enough we turn off the furnace and do not turn it back on until September at the earliest. It depends on the weather.

Now, I do not know where PSE gets their average weather but it isn't anywhere near my home on the east side of Olympia. During winter months I will have several days of 35 degrees or lower and my bill says 45 degrees. We also have no way of knowing how many days our monthly bill will cover. It can be 29 to 34 days and not the same as the year before or the month before.

Now to get very personal. PSE has allowed the power drops to destroy some of my appliances. Oh, yes, they did. This house and nine (9) others were hooked up to a transformer that was installed in 1976 and we were having severe power drops. After many, many complaints, arguing with the, person who came to this area, my neighbor and I finally got some action. The transformer was outdated for the amount of electrical products being used in (I believe this was) 2006 or 2007. Before we could get anyone to pay attention, the power drops destroyed my 4-cup coffee maker, small Latte maker, electric grill, electric skillet, hair dryer, caused damage to my new refrigerator which I used until it was barely limping along. It also damaged my dryer and my dishwasher. I had to replace the dryer but could not afford the new dishwasher. The power drops also destroyed two (2) table lamps and a floor lamp. I was the last home on that old transformer so there could actually be some damage I did not notice at the time but discovered later...like my oven. PSE doesn't care.

When we had the power outage because of the unusual amount of snow, I believe that was 2012, I was out of power for over 5 (days). I could not get out and there were no motel rooms. Power trucks would go by on our road and not stop. One did stop finally and I could not get outside fast enough to make him understand we did not have power. I did hear him say, "I'm not climbing that pole." He got back in the truck and left. I kept calling and calling PSE but I was even told we had power and I said we didn't. Found out later this road did not and still does not show up on the grid. We lost power recently because two transformers blew up on different days somewhere on Ontario Street behind this road and that is where we are hooked up. The rest of this park is hooked up to the main road – Fones Road. My sister told me we did not show up on PSE as having no power.

That snow storm and power outage in 2012 caused a health problem for me. Because I could not get out and there was no place to go, I stayed home and bundled up. By the fourth day, I would get cold and get in my car to warm up and fall asleep and wake up when I was warm. My doctor said I was starting into hypothermia and when I fell asleep that would have been when I died. I asked him how I can get over it and he said he didn't know. I lost all the food in my freezer. PSE doesn't care after all they said, "We gave you a \$50 credit."

My 'almost hypothermia' seems to be better but I do not allow myself to get really cold because I cannot stay awake and I lay down fall asleep and I wake up when I am warm.

PSE's excuse for more money to keep in contact with users is ridiculous. I do not have a smart phone; I have a land line. I do not communicate with PSE online; my information leaked by a hack to Equifax and a federal agency as well. Care must be taken.

PSE needs to learn to live on better budgeting of their money; they get enough. I am 75 years old looking for work. My choice is freeze by lowering the temperature in my house so I can buy food or stay fairly warm and not be able to get much food. I cannot eat the food at the food bank due to the type of food I can eat. I do not have medical insurance because it is not affordable and I am not poor enough to get help.

PSE makes the statement they contribute a program that helps with power bills. I have used that program in the past but I am not poor enough to use it now and your really have to be destitute. You also have to get to the agency first or forget it. They do not have enough money for the need.

There are people around this area who have wood stoves and burn illegal wood. They do it because they cannot afford the power when a furnace is needed. This is contributing to our environmental problems.

If shareholders do not like PSE returns, they can move their money. This is not a local corporation; who are the shareholders. PSE can stop printing colored bills and inserts and stop TV cartoon commercials. That would help with their inability to make only 10% net profit. How do you know they really only make a 10% net profit?

## **Burdet, Kevin (ATG)**

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**From:** Sandie Maki <sandiem8@yahoo.com>  
**Sent:** Monday, January 6, 2020 1:23 PM  
**To:** ATG WWW E-mail Public Counsel  
**Subject:** Re: Comment sent to UTC, UE-190529 PSE 2019 GRC  
**Attachments:** PSE Comment.docx

Thank you for the acknowledgement. I added part of a sentence to this comment I sent to UTC and have attached a copy of that comment titled PSE Commnet here for you. It is in paragraph five (5) " Found out later this road did not and still does not show up on the grid because we are connect to Ontario Street, a short dead end road behind us."

Sandra Maki

On Monday, January 6, 2020, 10:08:30 AM PST, ATG WWW E-mail Public Counsel <utility@atg.wa.gov> wrote:

Dear Ms. Maki,

Thank you for providing us a copy of your comments on Puget Sound Energy's (PSE) general electrical rate increase request filed June 20, 2019, and assigned as Docket UE-190529 (consolidated with their general gas rate increase request filed also on June 20, 2019). Public Counsel represents residential and small business utility consumers in proceedings before the Washington Utility and Transportation Commission (UTC). Public Counsel will represent PSE's ratepayers in this proceeding.

As a part of our work, we collect public comments received by our office and the UTC and submit them as an exhibit for the Commission to consider when making their decision. **Your comment will be included in this exhibit.**

Your comments on PSE's rate request can be heard directly by the UTC Commissioners at the upcoming public comment hearing that they will be holding. We encourage you attend as well as anybody you know that may have comments regarding this rate increase. The hearings will take place at the following date, time, and location:

**Tuesday, January 7, 2020**

**Washington Utilities and Transportation Commission**

**Richard Hemstad Hearing Room**

621 Woodland Square Loop SE

Lacey, WA 98503

Starting at 6:00 p.m.

And

**Wednesday, January 22, 2020**

**Washington Utilities and Transportation Commission**

## Bellevue City Hall Council Chamber

### Room 1E-126

450 110<sup>th</sup> Ave. NE

Bellevue, WA

If you are unable to attend in person, you may also provide comments directly to the UTC. It sounds like you have already done this according to your email to us, but just in case, here are several methods to submit your comments:

Via email at: [consumer@utc.wa.gov](mailto:consumer@utc.wa.gov)

Via online comment form at: <http://www.utc.wa.gov/comment/form>

By mail at: UTC, P.O. Box 47250, Olympia, WA 98504

By phone at: 1-888-333-WUTC (9882)

Please include your return address and a description of the filing with any written comments.

Public Counsel is currently in the process of reviewing PSE's testimony, and we are preparing our Cross-Answering to their testimony. You can find more information about this case at the website link: <https://www.utc.wa.gov/docs/Pages/DocketLookup.aspx> (enter 190529 in the docket look-up field). For more information about Public Counsel, see our website <https://www.atg.wa.gov/about-public-counsel>.

Again, thank you for taking the time to contact our office on this important matter,

Sincerely,

**Kevin Burdet**

Legal Assistant

*For Lisa Gafken, Unit Chief*

*For Nina Suetake, AAG*

Public Counsel Unit | Washington State Office of the Attorney General

800 5<sup>th</sup> Avenue Suite 2000 | Seattle, Washington 98104 | MS: TB-14

Main: (206) 464-7744 | Direct: (206) 464-6215 | Email: [Kevin.Burdet@atg.wa.gov](mailto:Kevin.Burdet@atg.wa.gov)

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PSE needs to learn to live on better budgeting of their money; they get enough. I am 75 years old looking for work. My choice is freeze by lowering the temperature in my house so I can buy food or stay fairly warm and not be able to get much food. I cannot eat the food at the food bank due to the type of food I can eat. I do not have medical insurance because it is not affordable and I am not poor enough to get help.

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There are people around this area who have wood stoves and burn illegal wood. They do it because they cannot afford the power when a furnace is needed. This is contributing to our environmental problems.

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