

Pam Smith



06/07/99 02:23 PM

To: Kathy Hunter/WUTC@WUTC
cc:
Subject: Comment for rulemakings from consumer.

Memo to: Records Center
From: Pam Smith, Consumer Affairs
Date: June 3, 1999
Subject: Rulemaking Docket Numbers
UG-990294
UE-9904813
UT-990146

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CONSUMER PROTECTION

Ralph Reid Informal Complaint # 51874
9301 23rd Ave. NW
Seattle, Wa 98117

Mr. Reid has asked that his informal complaint be included as comments to the rule makings. His comment is : He would like more payment stations be made available to customers who wish to pay in cash.

Text of his informal complaint:

Customer used to take his payments to the Mercer Street facility where there was a drop box. Then the company changed that to the Big Apple. That has been canceled. The customer called the company today to find out if the Mercer Street Facility was still open and they said yes, that's where they're located, but they will not accept a payment there.

Told the customer that there was a pay station downtown Seattle, and in Rainier Valley but nothing in the North End. Customer feels it's wrong when a company won't take a payment at their business office or provide a closer way to pay in cash.

Puget Sound Energy Response:

The rules on business offices are WAC 480-100-311 and WAC 480-90-211. These rules are identical except one is electric and the other is gas. There is not requirement as to number of customers per payment agency. The rules says "Companies shall also make available to applicants and customers a location to make cash and urgent payments." There is also nothing that says that we have to have an office or payment agency in each and every

Kathy Hunter04:55:39 PM06/07/992

city, or part of a city.