

**EXH. AAA-2  
DOCKETS UE-240004/UG-240005  
2024 PSE GENERAL RATE CASE  
WITNESS: AARON A. AUGUST**

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**Complainant,**

**v.**

**PUGET SOUND ENERGY,**

**Respondent.**

**Docket UE-240004  
Docket UG-240005**

**FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE  
PREFILED DIRECT TESTIMONY OF**

**AARON A. AUGUST**

**ON BEHALF OF PUGET SOUND ENERGY**

**FEBRUARY 15, 2024**

1 **PUGET SOUND ENERGY**

2 **FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE**  
3 **PREFILED DIRECT TESTIMONY OF**  
4 **AARON A. AUGUST**

5 **Q. Please state your name and business address.**

6 A. My name is Aaron A. August, and my business address is 355 110th Avenue NE,  
7 Bellevue, Washington 98004.

8 **Q. By whom are you employed and in what capacity?**

9 A. I am employed by Puget Sound Energy as the Senior Vice President, Chief  
10 Customer and Transformation Officer.

11 **Q. What are your duties as the Senior Vice President, Chief Customer and**  
12 **Transformation Officer of Puget Sound Energy?**

13 A. I oversee PSE's departments that lead customer experience design creation, local  
14 and national business account engagement, customer energy management  
15 program design & delivery, customer clean energy (EV, solar and storage)  
16 program design & delivery, customer energy innovation development, and  
17 customer operations (billing, credit, and contact center). Charged with enabling  
18 customer energy orchestration efforts, I am focused on empowering customers to  
19 manage and optimize their desired energy experience. This includes coordinating  
20 customer and community outreach, and continually refining customer experience  
21 journeys and developing customer engagement programs and services.

1 Empowering our customers is all in support of delivering on our clean energy  
2 transformation.

3 **Q. Briefly describe your education and relevant employment experience.**

4 A. I graduated from California State University – East Bay (Hayward) with a  
5 Bachelors of Science in Business Administration and Marketing Management in  
6 2002. In 2014, I attended the Utility Executive Program in Organizational  
7 Leadership at the University of Idaho, and in 2015 I attended the Stanford  
8 University School of Business in the Strategically Leading Executive Program for  
9 Organizational Leadership.

10 Before my employment at Puget Sound Energy, I held leadership roles at Del  
11 Monte Foods, Comcast Cable, and Comcast Business Class. From 2013-2023, I  
12 worked at Pacific Gas and Electric Company, most recently as Vice President,  
13 Utility Partnerships and Innovation.

14 I have worked for Puget Sound Energy since July, 2023.

15