



Elena Argunov &lt;eargunov@gmail.com&gt;

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**FW: WA UTC Complaint CAS-39911-X0W9W9 for Thomas Johnson CRM:0133165**

1 message

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**Heidi Johnson** <h.e.johnson@comcast.net>  
To: Elena Argunov <eargunov@gmail.com>

Sun, Jul 31, 2022 at 7:31 AM

Just looked at my email and this was sent on Friday, the day we left so I hadn't seen it until now. Looks like we're screwed. I guess we continue to pursue some kind of fight, but with the giant monopoly I fear for those of us that got hit with this will have no recourse. We will be forced unfairly to pay this giant monopoly or have them disconnect us.

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**From:** "Trier, John (UTC)" <[john.trier@utc.wa.gov](mailto:john.trier@utc.wa.gov)>  
**Date:** Friday, July 29, 2022 at 11:09 AM  
**To:** Thomas Johnson <[h.e.johnson@comcast.net](mailto:h.e.johnson@comcast.net)>  
**Subject:** WA UTC Complaint CAS-39911-X0W9W9 for Thomas Johnson CRM:0133165

I am getting back to you regarding your Puget Sound Energy complaint about a high bill of \$4,520.30 for meter X165444844.

During my investigation I found that on 5/6/22 PSE was on site and performed a meter test for the permanent service account, and the meter tested accurate within 0.12 percent. By rule the customer is permitted to witness the test, but a review of your 3/7/22 phone call to PSE showed that PSE did offer the option to witness the test which was declined. In response to the same call, PSE locked the account so further bills would not be issued pending the resolution of a billing / meter investigation. When the bill investigation was completed, on 5/19/22 PSE released a delayed bill of \$4,520.30 for three billing periods between 2/11/22 and 5/12/22. On 6/9/22 the amount due was processed through the autopay method on the account and there was no evidence of an attempt to halt that payment. Having Wells Fargo do a chargeback on that payment, PSE reapplied the amount to your PSE account, but as there is no longer autopay on file so it will not automatically process the payment again.

Construction work, especially during winter, can be extremely electrically intensive especially if doing any work that requires space heating in order to cure or dry floors and walls in unfinished spaces. I am not able to sustain the claim that the construction crew was exclusively connecting tools to the temporary connection at the trailer and while there is a significant increase in consumption compared to historical consumption on the temporary connection. The increase to the temporary connection seems significantly lower than would be expected if all construction power was routed through that connection.

It would appear that the documentation sent to you by PSE was a copy of Schedule 171 and an application form to have a non-communicating meter installed. This schedule has been approved by the Commission and while you are free to have an attorney review the non-communicating service request form, it is required in order to have the meter switched out. I do now, however, believe that a non-communicating meter would resolve the issue of high consumption though as the actual readings themselves are not influenced by the AMI communication module and actual meter reads taken from the meter register during the meter test

matched the reads that had been transmitted to PSE. Opting out to have a non-communicating meter installed would not change the actual consumption only how frequently meter readings are obtained by PSE.

I did not find PSE to be in violation of any law, rule, or tariff in this matter. I understand this may not be the result you were hoping for, but at this time I have closed your complaint. If you have any questions or need additional assistance please call the UTC at 1-888-333-9882, Monday through Friday, 8:30 a.m. to 4:30 p.m.

Sincerely,

**John Trier**

Consumer Complaint Investigator

(888) 333-9882 Toll Free

[John.Trier@utc.wa.gov](mailto:John.Trier@utc.wa.gov)

**Utilities and Transportation Commission**

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