

**EXHIBIT NO. ___(GJZ-2)
DOCKETS UE-17___/UG-17___
2017 PSE GENERAL RATE CASE
WITNESS: GREG J. ZELLER**

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY,

Respondent.

Docket UE-17___

Docket UG-17___

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

GREG J. ZELLER

ON BEHALF OF PUGET SOUND ENERGY

JANUARY 13, 2017

1 **PUGET SOUND ENERGY**

2 **FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE**
3 **PREFILED DIRECT TESTIMONY OF GREG J. ZELLER**

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

5 A. My name is Greg J. Zeller. My business address is 10885 NE 4th Street, P.O. Box
6 97034, Bellevue WA 98009-9734.

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

8 A. I am employed by Puget Sound Energy (“PSE”) as Director, Customer Care.

9 **Q. What are your duties as Director Customer Care?**

10 A. I am responsible for the strategy and overall operations of customer services
11 including the call center, customer experience (customer self-service channels),
12 applications support for call center technologies, billing services, credit and
13 collection services, customer related field and metering services, meter
14 maintenance and support, and business reporting and analytics. I direct efforts to
15 meet certain service quality indices as mandated by the Washington Utilities and
16 Transportation Commission (“WUTC”) and key business performance indicators,
17 WUTC tariff requirements, WAC and RCW rules, and customer privacy security
18 regulations and policies.

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

2 A. I graduated the University of Washington in 1973 with a Bachelor of Science in
3 Electrical Engineering, specializing in power systems analysis. I completed
4 professional development education from the University of Washington's
5 Business School Executive Program. I am a registered professional engineer in
6 Washington State and a member of IEEE.

7 I began working for Puget Sound Power & Light ("PSP&L") in 1973. I worked
8 my way up through increasingly progressive engineering responsibilities over the
9 next ten years. From 1984 through 1992, I managed the performance of PSP&L's
10 Customer Service Engineers. In this capacity, I was responsible for the work
11 provided for new construction, maintenance and operations of PSP&L's electrical
12 transmission and distribution system.

13 From 1992-2000, I was a consulting engineer on PSP&L's major projects. In
14 2000, I became manager of total energy system planning, where I managed
15 project service and planning for PSE. In 2003, I became Director of Safety
16 Operations and Performance, and in 2004 I became Director Electric Operations.

17 Between 2010-2012, I was Director, Engineering, where I provided technical
18 leadership for all engineering functions, including power generation technical
19 services, gas and electric transmission and distribution, protection automation and
20 controls, and maps and records. In 2012, I assumed the role of Program Director -
21 - PSE Technology Transformation, in which I oversaw PSE's implementation of

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new SAP CIS, GIS and OMS systems. The systems went live on April 1, 2013,
and that year I assumed my current position as Director, Customer Care.