

**EXHIBIT NO. \_\_\_(SMS-2)  
DOCKETS UE-17\_\_\_/UG-17\_\_\_  
2017 PSE GENERAL RATE CASE  
WITNESS: SUZANNE M. SASVILLE**

**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**

**SUZANNE M. SASVILLE**

**ON BEHALF OF PUGET SOUND ENERGY**

**JANUARY 13, 2017**

1 **PUGET SOUND ENERGY**

2 **FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE PREFILED**  
3 **DIRECT TESTIMONY OF SUZANNE M. SASVILLE**

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

5 A. My name is Suzanne M. Sasville. My business address is 10885 N.E. 4th Street,  
6 P.O. Box 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 Supervisor for Energy  
9 Assistance Programs.

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

11 A. I Hold a Bachelor of Arts degree in French and a Project Management  
12 Certification from the University of Washington. With twenty seven years of  
13 Customer Service experience in the regulated energy and utility industry,  
14 I specialize in Customer Service leadership, program and project management,  
15 customer relations and outreach, credit and collections, policy development,  
16 contract management, and coordination of partnership projects.  
17 I joined PSE’s predecessor in September 1989 as a Customer Service  
18 Representative and subsequently became Lead in the Customer Care Center.  
19 Since its inception 14 years ago, I have served as PSE's Program Manager and  
20 external and internal Company liaison for The PSE HELP program, Warm Home  
21 Fund, LIHEAP and other Low Income grant programs involving over 120 non-  
22 profit agencies and \$36 million dollars per year in grant funding to help low-

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income PSE families pay their natural gas and electric bills. I work closely with  
11 Community Action Partnership agencies and the Washington State Department  
of Commerce who help to administer the PSE HELP and LIHEAP programs.