

EXH. AW-2
DOCKETS UE-19 ___/UG-19 ___
2019 PSE GENERAL RATE CASE
WITNESS: ANDREW WAPPLER

BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY,

Respondent.

Docket UE-19 ___
Docket UG-19 ___

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

ANDREW WAPPLER

ON BEHALF OF PUGET SOUND ENERGY

JUNE 20, 2019

1 **PUGET SOUND ENERGY**

2 **FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE**
3 **PREFILED DIRECT TESTIMONY OF**
4 **ANDREW WAPPLER**

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

6 A. My name is Andrew Wappler. My business address is 355 110th Avenue NE,
7 Bellevue, WA 98004.

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

9 A. I am employed by Puget Sound Energy (“PSE”) as Vice President, Customer
10 Operations and Communications.

11 **Q. What are your duties as Vice President, Customer Operations and**
12 **Communications of PSE?**

13 A. I lead PSE’s customer service, customer engagement, communications,
14 community engagement, and strategic business intelligence teams. These groups
15 are charged with coordinating customer/community outreach, enhancing PSE’s
16 data capability, developing PSE’s customer service platform, and generating
17 internal customer information.

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

19 A. I have a Bachelor of Arts degree with Honors in English from the University of
20 Washington, and a Master of Science degree in Journalism from the Medill

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School at Northwestern University. In addition, I hold a Certificate in Broadcast Meteorology from Mississippi State University.

My professional experience outside of Puget Sound Energy includes working in communications and public affairs for The Boeing Company and in broadcasting for KIRO-TV, a unit of Cox Media Group.

As an industry member, I serve on the customer experience and service committees of the American Gas Association and the Edison Electric Institute.

As a community volunteer, I have served on the boards of the Bellevue Downtown Association, Bellevue Chamber of Commerce, Forterra (Cascade Land Conservancy), the Red Cross of King and Kitsap Counties, and the Woodland Park Zoo.