

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Dockets UE-190529 & UG-190530
 Puget Sound Energy
 2019 General Rate Case**

THE ENERGY PROJECT DATA REQUEST NO. 018:

Please provide any information in PSE's possession regarding customer complaints related to disconnection for non-payment from 2014 to the present, including number of complaints by year, the nature of the complaint, the resolution of the complaint, and the number of complaints which resulted in involvement by UTC Staff.

Response:

The following tables show total customer complaints by year related to disconnection for non-payment (the nature of the complaint), as well as the resolution status of each complaint.

Year	Total Disconnect Complaints
2014	98
2015	122
2016	77
2017	110
2018	67
2019*	49

Year	Complaint Resolution						
	Company upheld	Company Upheld With Arrangements	Company upheld with violations	Company upheld with violations & arrangements	Consumer upheld	Non-Jurisdictional	Still Open
2014	53	8	17	5	15	0	0
2015	57	7	27	6	23	2	0
2016	46	7	16	1	7	0	0
2017	63	13	19	2	13	0	0
2018	39	9	10	1	8	0	0
2019*	34	3	7	0	4	0	1

*Numbers are through August 2019