

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

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

PUBLIC COUNSEL DATA REQUEST NO. 119:

Re: Get to Zero – Web Platform Redesign project and Medical Customers

Does the Company offer an option for those customers who rely on life-sustaining equipment to be flagged for non-termination?

- a) If so, how many customers in each of the past five years are flagged?
- b) If so, provide a copy of the Company's policies and procedures and customer service representatives' scripts regarding this option.
- c) If so, please explain where on the Company's web site information about this option exists.
- d) If so, explain all the ways in which the Company informs customers, health care providers, and community organizations of this option.
- e) If this option does not exist, why not?

Response:

Puget Sound Energy ("PSE") offers an option for those customers who rely on life-sustaining equipment to be flagged, as described in more detail below.

- a) The following table shows the quantity of customers that have been flagged as having life-sustaining equipment:

Year	Customers
2014	1,002
2015	1,476
2016	1,936
2017	2,064
2018	1,781

- b) PSE policies and procedures and customer service representative scripts regarding the option are attached as Attachment A to PSE's Response to Public Counsel Data Request No. 119.
- c) The option for flagging customers who rely on life-sustaining equipment is outlined in the "*Your customer rights and responsibilities*" area on our Customer

Service Guarantee page. The section for this mentions, ***“If you have a serious health condition and receive a disconnection notice: If you or a member of your household has a serious medical condition and you receive a disconnection notice, contact us immediately at 1-888-225-5773. We can postpone disconnection or reinstate customer utility service after we have been informed that there is a medical emergency situation in the home. Once you notify PSE about the medical emergency, within five business days you must provide a medical emergency certificate from a medical professional who provides your health care and pay a minimum of 10 percent of the past-due balance and agree to pay the remaining balance within 120 days along with subsequent bills when due.”***

- d) The information that outlines the procedure for postponing disconnection for medical emergencies is sent to all new customers as part of our New Customer Mailing Packet in our Customers Rights & Responsibilities brochure. Customers also receive this message on a quarterly basis through our newsletter which promotes the Customer Service Guarantee web page, where their Rights & Responsibilities can be found.

ATTACHMENT A to PSE's Response to PUBLIC COUNSEL Data Request No. 119

Life Support

Introduction

Life Support involves a resident who depends on the electric service to run life sustaining equipment. Once PSE is informed of life sustaining equipment in the home, a seal is placed around the electric meter which provides an indication to field personnel that life support is being used inside the residence. This ensures every effort is made to avoid disconnection of service, particularly in the event of a delinquent balance.

A Life Support seal:

- Alerts the field technician to place a 48 hour notice on the door before disconnection of service can occur.
- PSE sends Life Support renewal letters annually. If letter is not filled out and returned, then Life Support will be removed from the account.

The Life Support process is only available for electric service as there is only life-sustaining electric equipment available at this time.

Determine Life Support Qualification

PSE may be notified by a customer or a person living at the premise who requires life support. PSE also receives letters from a variety of health organizations.

- The individual requiring life support equipment must live at the location.
- Life support is only valid for residential customers with an active electric contract.

Agent Scripting:

Advise the customer: *"Thank you for making us aware of the use of life sustaining medical equipment in your home. A Letter along with a life support form will be arriving in the mail shortly. The form is to be completed by both you and your medical provider, to ensure life support is noted on the account. Once the completed life support form is approved, a letter will be mailed indicating the approval. Once approved, PSE will periodically send review forms to update the life support status. It is necessary that these reviews are completed in order to keep your life support status. - The life support status only provides a 48 hour notice before disconnection of service and when available, advanced notice for scheduled outages due to maintenance purposes. It is not a guarantee of service and does not give priority in restoration efforts. It is still strongly suggested that there is an emergency plan in place for your family."*

Remove Life Support

The Back Office annually reviews the following conditions and removes indicators in the case of a move out or transfer:

- Life Support customer no longer resides at the address
- The customer requests removal of life support
- The customer moves out (Life Support attribute will automatically end when the move out is processed)
- Life support validation form not returned