

9/7/22, 1:18 PM

Case Report

## Washington State Complaint: CAS-39919-Q0C6N7

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**Company: Puget Sound Energy**

**Industry: Electric**

**Customer: Elena Argunov**

**Alt Contact:**

**Account Number:**

**Service Phone:** [REDACTED]

**E-mail Address:** [REDACTED]

**Service Address:** [REDACTED]

**Complaint: CAS 39919 Q0C6N7**

**Type: Complaint**

**Serviced By: Corey Cook**

**Grouped By: Disputed Bill**

**Opened On: 6/14/2022, 1:26:41 PM**

**Closed On: 6/17/2022, 11:31:08 AM**

**Disposition: Company upheld with violations**

**Violations Total: 1**

**TA Total: 0**

**Amount Customer Saved:**

**Description:**

Since PSE installed the customer's AMI meter, they have received estimated bills of unrealistically high amounts.

In three months, the customer was billed [REDACTED] for a single-family home. The customer does not understand how PSE came to these estimates.

6/14/2022, 1:35 p.m. passed to PSE via email. Response due 6/16/2022, by 5 p.m.

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**Supervisor Result:**

**Customer Resolution:**

**Result:**

On 3/3/2022, the customer requested PSE complete a meter test due to a high bill. The customer was incorrectly advised their bills had been estimated; however, PSE has not issued an estimated bill to this customer On 5/4/2022, PSE completed the meter test with the following results: Full Load: 100.14% Light Load: 100.13% Average Load 100 135% PSE's meter reads and account history reflect an accurate billing of this customer for their usage. Violation recorded - 1

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**Violations**

**WAC or RCW: 480-100-183(3)**

**Count: 1**

**TA:**

**Description: On 3/3/2022, the customer requested PSE complete a meter test. PSE failed to complete the test within 20 business days. On 5/4/2022, the meter test was completed. The company was notified of the violation.**

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**Activities**

**Activity Type: Email**

**Activity Date: 6/14/2022, 1:35:54 PM**

**To: WUTC Complaints@pse.com;**

**From: corey.cook@utc.wa.gov**

**Subject: [WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132117](#)**

**Attachments: 0**

**Body:**

**New complaint**

+++++

**Washington UTC Complaint CAS 39919 Q0C6N7**

Company: Puget Sound Energy

Customer: Elena Argunov

Account #:

Contact

9/7/22, 1:18 PM

Case Report

Service Address:

[REDACTED]

Primary Phone:

Secondary Phone:

Email Address

[REDACTED]

Complaint Information:

Complaint ID: CAS-39919-Q0C6N7

Serviced By: Corey Cook

Opened On 6/14/2022 1 26 PM

Grouped By: Disputed Bill

Description:

Since PSE installed the customer's AMI meter, they have received estimated bills of unrealistically high amounts

In three months, the customer was billed [REDACTED] for a single-family home. The customer does not understand how PSE came to these estimates.

6/14/2022, 1:35 p.m. passed to PSE via email. Response due 6/16/2022, by 5 p.m.

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**Activity Type: Email**

**Activity Date: 6/14/2022, 1:39:31 PM**

**To:**

[REDACTED]

**From: corey.cook@utc.wa.gov**

**Subject: [WA UTC Complaint CAS 39919 Q0C6N7 for Elena Argunov CRM:0132118](#)**

**Attachments: 0**

**Body:**

Elena Argunov,

Thank you for speaking with me today regarding your dispute with Puget Sound Energy (PSE).

I have registered your complaint with PSE. As we discussed, please feel free to provide me any information you believe may be relevant to the complaint.

If you have any questions or concerns, I can be reached by telephone at 1 888 333 9882 I am available Monday through Friday, from 8:30 a.m. to 4:30 p.m. I can also be reached by email at [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov).

Regards,

Corey Cook

Complaint Investigator

**Corey Cook**

Consumer Program Specialist

9/7/22, 1:18 PM

Case Report

(360) 664-1106 Office  
(360) 664-4291 Fax  
[corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)

**Utilities and Transportation Commission**  
Respect. Professionalism. Integrity. Accountability.  
[www.utc.wa.gov](http://www.utc.wa.gov)

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**Activity Type: Email**

**Activity Date: 6/15/2022, 7:52:13 AM**

**To: corey.cook@utc.wa.gov;**

**From:** [REDACTED]

**Subject: [Re: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132118](#)**

**Attachments: 1**

**Body:**

External Email

Hello Corey,

Attached is a file showing my research vs PSE data and notes. To understand the issue with PSE billing without going into technical stuff, I provide the example. When you go to the store and on the shelf there is a box of clorox wipes (4 packs per box), let's say. And you want to buy only one but the cashier charges you for the whole box. This is what PSE is doing to their customers and this is not only residential. So even though I filed a complaint in regards to my account, their data integrity is compromised and they must check all accounts associated with these readings. Potentially, they took advantage of thousands of customers (and not only residential), and got a huge spike in revenue.

The PSE supervisor called me yesterday stating that they cannot discuss anything with me since I filed a complaint. Is this a true statement?

Regards,  
Elena Argunov (Sr. Financial Data Analyst)

On Tue, Jun 14, 2022 at 1:39 PM Cook, Corey (UTC) <[corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)> wrote:

Elena Argunov,

Thank you for speaking with me today regarding your dispute with Puget Sound Energy (PSE).

I have registered your complaint with PSE. As we discussed, please feel free to provide me any information you believe may be relevant to the complaint.

If you have any questions or concerns, I can be reached by telephone at 1-888-333-9882. I am available Monday through Friday, from 8:30 a.m. to 4:30 p.m. I can also be reached by email at

9/7/22, 1:18 PM

Case Report

[corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov).

Regards,  
Corey Cook  
Complaint Investigator

**Corey Cook**  
Consumer Program Specialist  
(360) 664-1106 Office  
(360) 664-4291 Fax  
[corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)

**Utilities and Transportation Commission**  
Respect. Professionalism. Integrity. Accountability.  
[www.utc.wa.gov](http://www.utc.wa.gov)

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**Activity Type: Email**

**Activity Date: 6/15/2022, 3:34:21 PM**

**To: corey.cook@utc.wa.gov;**

**From: wutc\_complaints@pse.com**

**Subject: [6-15-22 PSE Initial Response to WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132117](#)**

**Attachments: 4**

**Body:**

External Email

Hi Corey,

Please see our attached initial response and supporting documents.

Thank you,

---

**Melissa Thomas** | Sr. Escalated Complaints Examiner  
[cid](#) Performance Quality - Puget Sound Energy  
Mobile: 425-491-0815

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**From:** Cook, Corey (UTC) <corey.cook@utc.wa.gov>  
**Sent:** Tuesday, June 14, 2022 1:36 PM

9/7/22, 1:18 PM

Case Report

To: WUTC Complaints - mail - <WUTC\_Complaints@pse.com>  
Subject: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132117

**CAUTION - EXTERNAL EMAIL**

Phishing? Click the PhishAlarm "Report Phish" button.

**New complaint**

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**Washington UTC Complaint CAS-39919-Q0C6N7**

Company: Puget Sound Energy

Customer: Elena Argunov

Account #:

Contact:

Service Address:

[REDACTED]

Primary Phone:

Secondary Phone:

Email Address: [REDACTED]

Complaint Information:

Complaint ID: CAS-39919-Q0C6N7

Serviced By: Corey Cook

Opened On: 6/14/2022 1:26 PM

Grouped By: Disputed Bill

Description:

Since PSE installed the customer's AMI meter, they have received estimated bills of unrealistically high amounts.

In three months, the customer was billed [REDACTED] for a single-family home. The customer does not understand how PSE came to these estimates.

6/14/2022, 1:35 p.m. passed to PSE via email. Response due 6/16/2022, by 5 p.m.

---

**Activity Type: Activity**

**Activity Date: 6/15/2022, 3:35:00 PM**

**Contact:**

**Subject: [PSE's Word response copied here](#)**

**Attachments: 0**

**Description:**

WA UTC Complaint CAS-39919-Q0C6N7 Elena Argunov Opened: 6/14/22 Grouped By: Disputed Bill

Customer Account Name: ALEXANDER ARGUNOV Account#: [REDACTED] Service Address: [REDACTED]

[REDACTED] 6/14/22 WA-UTC INITIAL REQUEST: Since PSE installed the customer's AMI meter, they have received estimated bills of unrealistically high amounts. In three months, the customer was billed [REDACTED] for a single-family home. The customer does not understand how PSE came to these estimates. 6/14/2022, 1:35 p.m. passed to PSE via email. Response due 6/16/2022, by 5 p.m. 6/15/22 PSE

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INITIAL RESPONSE: Included in our response is an account history along with a copy of the daily meter reads since the AMI meter installation. PSE replaced the AMR meter with an AMI meter on 8/4/21 because we were having trouble hearing from the AMR meter. Since the AMI meter installation, we've received good reads every day which you'll see in the included daily read report. On 3/3/22, Ms. Argunov was misinformed by an Energy Advisor that we had been estimating the bill. Unfortunately, this call is more than 60 days old therefore I can no longer see the recorded video to determine what he was looking at. On 5/4/22, PSE tested Ms. Argunov's meter and the results are as follows: Full Load: 100.14% Light Load: 100.13% Average: 100.135% The Meter Journeyman noted in his completion notes that he found the meter operating with 3.3kW load, the voltage was good testing at 120/240V, and that he discussed billing and loads with customer. The customer has since requested that we remove the AMI meter and have an NCM meter installed. On 5/12/22, the customer's NCM enrollment form was received and accepted. There is an active service notification for the AMI removal/NCM installation.

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**Activity Type: Phone Call**

**Activity Date: 6/17/2022, 11:10:00 AM**

**Direction: Outgoing**

**Customer: Elena Argunov**

**UTC POC: Corey Cook**

**Subject: [Phone Call](#)**

**Description:**

I called the customer to discuss my findings. I left a voicemail requesting a call back. I left the toll-free number.

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**Activity Type: Email**

**Activity Date: 6/17/2022, 11:25:09 AM**

**To:** [REDACTED]

**From: corey.cook@utc.wa.gov**

**Subject: [WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)**

**Attachments: 1**

**Body:**

Elena Argunov,

I am writing to you regarding your June 14, 2022, complaint against Puget Sound Energy (PSE). I have completed my investigation of your complaint. Today, I called you at the telephone number you provided, [REDACTED]; however, I was not able to reach you. I am following up to provide you the results of my investigation.

9/7/22, 1:18 PM

Case Report

In your complaint, you said your bills have been estimated at unreasonably high amounts since PSE installed its AMI meter at your residence and you did not understand how PSE determined the estimated amounts.

My investigation confirms on March 3, 2022, when you spoke with PSE's representative, they incorrectly advised you of estimated bills. Please understand, you have not been billed an estimated amount since Aug. 4, 2022, the date PSE's AMI meter was installed at your home. My review of your account reflects PSE has only billed you for actual usage which has passed through PSE's meter to your home. I have attached to this email a copy of PSE's records reflecting good daily meter reads from its meter from its installation date through June 14, 2022.

On May 4, 2022, PSE tested its meter at your home, and found a full load reading of 100.14 percent, a light load reading of 100.13 percent, and an average load of 100.135 percent. PSE's meter test reflects the usage it billed to you is accurate. Because of the length of time PSE took to complete the meter test, I have recorded one violation against the company.

Regarding your billing, my investigation does not find PSE in violation of any law, rule, tariff, or commission order. At this time, I have closed your complaint.

If you have additional questions or concerns, please feel free to contact me at your convenience. I can be reached by telephone at 1-888-333-9882. I am available Monday through Friday, from 8:30 a.m. to 4:30 p.m. I can also be reached via email at [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov).

Regards,  
Corey Cook  
Complaint Investigator

---

**Activity Type: Email**

**Activity Date: 6/17/2022, 11:27:43 AM**

**To: wutc\_complaints@pse.com;**

**From: corey.cook@utc.wa.gov**

**Subject: [WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132117](#)**

**Attachments: 0**

**Body:**

Melissa,

Thank you for your response.

Please note, I have recorded one violation of WAC 480-100-183(3) because on 3/3/2022, the customer requested PSE complete a meter test; however, PSE failed to complete the test within 20 business days and on 5/4/2022, it completed the test.

The complaint is now closed. The disposition is company upheld with violations. Please note that the Consumer Protection section has an internal quality review program and all closed complaints are subject to review



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Case Report

and/or re-opening.

The explanation of the violations recorded constitutes technical assistance. Please make all corrections necessary to ensure future compliance. Repeat violations may result in enforcement action, including monetary penalties. Staff considers a number of factors when recommending penalties, including whether past technical assistance was provided and subsequently followed.

The company may request a review of this investigation by Sheri Hoyt, Consumer Protection Manager. Please clearly note why the company requests a review and I will forward the request. To contact Sheri directly, email [sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov) or call 360-664-1102.

Thanks,  
Corey

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**Activity Type: Email**

**Activity Date: 6/17/2022, 12:28:26 PM**

**To: [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov);**

**From:** [REDACTED]

**Subject: [Re: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)**

**Attachments: 0**

**Body:**

External Email

Hello Corey,

The PSE representative provided incorrect information. As I stated via the phone their estimates are based on the invalid data. therefore, all their estimates are compromised. I have "raw" data of these readings, PSE does not apply the formula that is supposed to be embedded into their billing process. Please provide UTC contact (preferably supervisor), someone who understands the data flow. so I can present the information I gathered.

Thank you,

Elena Argunov

On Fri, Jun 17, 2022 at 11:25 AM Cook, Corey (UTC) <[corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)> wrote:

Elena Argunov,

I am writing to you regarding your June 14, 2022, complaint against Puget Sound Energy (PSE). I have completed my investigation of your complaint. Today, I called you at the telephone number you provided, [REDACTED]; however, I was not able to reach you. I am following up to provide you the results of my investigation.

In your complaint, you said your bills have been estimated at unreasonably high amounts since PSE installed its AMI meter at your residence and you did not understand how PSE determined the estimated amounts.

My investigation confirms on March 3, 2022, when you spoke with PSE's representative, they incorrectly advised you of estimated bills. Please understand, you have not been billed an estimated amount since Aug.

9/7/22, 1:18 PM

Case Report

4, 2022, the date PSE's AMI meter was installed at your home. My review of your account reflects PSE has only billed you for actual usage which has passed through PSE's meter to your home. I have attached to this email a copy of PSE's records reflecting good daily meter reads from its meter from its installation date through June 14, 2022.

On May 4, 2022, PSE tested its meter at your home, and found a full load reading of 100.14 percent, a light load reading of 100.13 percent, and an average load of 100.135 percent. PSE's meter test reflects the usage it billed to you is accurate. Because of the length of time PSE took to complete the meter test, I have recorded one violation against the company.

Regarding your billing, my investigation does not find PSE in violation of any law, rule, tariff, or commission order. At this time, I have closed your complaint.

If you have additional questions or concerns, please feel free to contact me at your convenience. I can be reached by telephone at 1-888-333-9882. I am available Monday through Friday, from 8:30 a.m. to 4:30 p.m. I can also be reached via email at [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov).

Regards,  
Corey Cook  
Complaint Investigator

---

**Activity Type: Phone Call**

**Activity Date: 6/17/2022, 12:37:00 PM**

**Direction: Outgoing**

**Customer: Elena Argunov**

**UTC POC: Corey Cook**

**Subject: [Phone Call](#)**

**Description:**

The customer said PSE is not applying their "formula for billing". The customer argued that I don't know what I'm doing and the customer is an "expert" in this field. The customer says the smart meter readings use 15-minute interval readings and using kWh. The customer says kWh calculation is total kWh x time measured, but since it measures in 15-minute intervals, PSE is billing 4x the actual usage. I explained to the customer they seem to be misunderstanding how energy is billed. The customer argued that I was not intelligent enough to understand the information they presented; however, the information does not support the customer's point. The customer claimed AMI regulation requires the company to divide the usage by four. I asked the customer for a code or law which I may reference. The customer took roughly five minutes before stating they could not locate a law to support their theory. The customer forwarded me a link to a 2015 research report from the EIA that did not seem to have any relevance or provenance to the complaint. The customer spent 20 minutes trying to convince me PSE doesn't know what its doing and is billing every customer 4x their usage. I explained to the customer they have not presented anything to support that allegation. The customer requested a supervisor and I transferred them accordingly to my supervisor's voicemail.

---

**Activity Type: Phone Call**

9/7/22, 1:18 PM

Case Report

**Activity Date:** 6/17/2022, 12:45:00 PM

**Direction:** Incoming

**Customer:** Elena Argunov

**UTC POC:** Sheri Hoyt

**Subject:** [Customer called](#)

**Description:**

The customer left a message, she would like to speak with me about her complaint.

---

**Activity Type:** Email

**Activity Date:** 6/17/2022, 12:58:34 PM

**To:** corey.cook@utc.wa.gov;

**From:** [REDACTED]

**Subject:** [Re: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)

**Attachments:** 0

**Body:**

External Email

[An Assessment of Interval Data and Their Potential Application to Residential Electricity End-Use Modeling \(eia.gov\)](#)

On Fri, Jun 17, 2022 at 12:28 PM Elena Argunov <[REDACTED]> wrote:

Hello Corey,

The PSE representative provided incorrect information. As I stated via the phone their estimates are based on the invalid data. therefore, all their estimates are compromised. I have "raw" data of these readings, PSE does not apply the formula that is supposed to be embedded into their billing process. Please provide UTC contact (preferably supervisor), someone who understands the data flow. so I can present the information I gathered.

Thank you,

Elena Argunov

On Fri, Jun 17, 2022 at 11:25 AM Cook, Corey (UTC) <[corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)> wrote:

Elena Argunov,

I am writing to you regarding your June 14, 2022, complaint against Puget Sound Energy (PSE). I have completed my investigation of your complaint. Today, I called you at the telephone number you provided, [REDACTED]; however, I was not able to reach you. I am following up to provide you the results of my investigation.

9/7/22, 1:18 PM

Case Report

In your complaint, you said your bills have been estimated at unreasonably high amounts since PSE installed its AMI meter at your residence and you did not understand how PSE determined the estimated amounts.

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On May 4, 2022, PSE tested its meter at your home, and found a full load reading of 100.14 percent, a light load reading of 100.13 percent, and an average load of 100.135 percent. PSE's meter test reflects the usage it billed to you is accurate. Because of the length of time PSE took to complete the meter test, I have recorded one violation against the company.

Regarding your billing, my investigation does not find PSE in violation of any law, rule, tariff, or commission order. At this time, I have closed your complaint.

If you have additional questions or concerns, please feel free to contact me at your convenience. I can be reached by telephone at 1-888-333-9882. I am available Monday through Friday, from 8:30 a.m. to 4:30 p.m. I can also be reached via email at [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov).

Regards,  
Corey Cook  
Complaint Investigator

---

**Activity Type: Email**

**Activity Date: 6/17/2022, 1:17:52 PM**

**To: [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov);**

**From:** [REDACTED]

**Subject: [Re: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)**


**Attachments: 1**

**Body:**

External Email

9/7/22, 1:18 PM

Case Report

 image.png

On Fri, Jun 17, 2022 at 12:58 PM Elena Argunov <[REDACTED]> wrote:

[An Assessment of Interval Data and Their Potential Application to Residential Electricity End-Use Modeling \(eia.gov\)](#)

On Fri, Jun 17, 2022 at 12:28 PM Elena Argunov <[REDACTED]> wrote:

Hello Corey,

The PSE representative provided incorrect information. As I stated via the phone their estimates are based on the invalid data. therefore, all their estimates are compromised. I have "raw" data of these readings, PSE does not apply the formula that is supposed to be embedded into their billing process. Please provide UTC contact (preferably supervisor), someone who understands the data flow. so I can present the information I gathered.

Thank you,  
Elena Argunov

On Fri, Jun 17, 2022 at 11:25 AM Cook, Corey (UTC) <[corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)> wrote:

Elena Argunov,

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In your complaint, you said your bills have been estimated at unreasonably high amounts since PSE installed its AMI meter at your residence and you did not understand how PSE determined the estimated amounts.

My investigation confirms on March 3, 2022, when you spoke with PSE's representative, they incorrectly advised you of estimated bills. Please understand, you have not been billed an estimated amount since

9/7/22, 1:18 PM

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Aug. 4, 2022, the date PSE's AMI meter was installed at your home. My review of your account reflects PSE has only billed you for actual usage which has passed through PSE's meter to your home. I have attached to this email a copy of PSE's records reflecting good daily meter reads from its meter from its installation date through June 14, 2022.

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Regards,  
Corey Cook  
Complaint Investigator

---

**Activity Type: Email**

**Activity Date: 6/17/2022, 1:27:19 PM**

**To: [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov);**

**From:** [REDACTED]

**Subject: [Re: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)**

**Attachments: 3**

**Body:**


External Email

 image.png


Hi Corey,  
Here's the formula for billing calculations

9/7/22, 1:18 PM

Case Report

 image.png

On Fri, Jun 17, 2022 at 1:17 PM Elena Argunov <[REDACTED]> wrote:

 image.png

On Fri, Jun 17, 2022 at 12:58 PM Elena Argunov <[REDACTED]> wrote:

[An Assessment of Interval Data and Their Potential Application to Residential Electricity End-Use Modeling \(eia.gov\)](#)

On Fri, Jun 17, 2022 at 12:28 PM Elena Argunov <[REDACTED]> wrote:

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Elena Argunov

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Elena Argunov,

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Regards,  
Corey Cook  
Complaint Investigator

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**Activity Type: Email**

**Activity Date: 6/17/2022, 1:45:52 PM**

**To:** [REDACTED];

**From:** [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)

**Subject:** [WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)

**Attachments: 0**

**Body:**

Elena,

Thank you for the additional details. I appreciate the opportunity to respond.

Please understand, in the screenshot you provided, the second sentence reads: "The meter records your kWh use for each of those 15-minute intervals." During our telephone conversation today, you were insistent PSE should be billing in KW and not kWh; however, the document you provided shows it is a mathematical conversion between the two. Regardless of how the data is represented, in KW or



9/7/22, 1:18 PM

Case Report

kWh, PSE still has only issued bills to you for electricity which passed through your meter since Aug. 4, 2021, when it installed your AMI meter. Again, I encourage you to review your bills for the last six months and confirm each bill reads "Actual Usage".

Additionally, the formula you provided is prefaced with: "Assuming the power is constant for every 15 minute interval". Electric usage very rarely, if ever, remains at a constant draw for this formula to be applicable. Again, I fail to understand why you believe PSE needs to implement this formula.

I hope this helps clear up any confusion. At this time, your complaint remains closed.

Regards,  
Corey Cook  
Complaint Investigator

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**Activity Type: Phone Call**

**Activity Date: 6/17/2022, 1:51:00 PM**

**Direction: Outgoing**

**Customer: Elena Argunov**

**UTC POC: Sheri Hoyt**

**Subject: [Called the customer](#)**

**Description:**

I returned the customer's call. The customer believes that kilowatt hour is a unit of time measurement and not a unit of energy measurement. The customer provided a plethora of data she's gleaned from the usage information she can see in her PSE account. The customer believes that the meter is accurate, she witnessed the meter test, but believes PSE is billing all customers four times their electric usage because AMI meters have 15-minute usage intervals and energy is recorded by kilowatt hour. The customer believes that the usage recorded on meters should be divided by 0.25. I explained to the customer that commission staff, Corey and I specifically, disagree with her assessment and do not believe PSE is billing all of its customers four times their energy usage. I explained to the customer that although some of PSE's meters allow customers to track their usage in daily usage, perhaps even less than daily, the usage is billed from last reading to current reading for a total amount of energy, kilowatts, used in a bill period. I explained to the customer that commission staff does not believe PSE's billing system to be calculating usage wrong and we cannot assert it is and ask it to change its billing system. I explained what an informal complaint is and what commission staff can do for a consumer in an informal complaint, and what we cannot. The customer was very understanding and asked what the next step is. I advised that I'm very regretful commission staff cannot assist her further and her next recourse is a formal filing on the commission itself as she believes PSE should be ordered to change its billing methodology. The customer was receptive to that and I told her I would email her the formal complaint fact sheet and I would provide her the pertinent WACs that will assist her in her filing. The customer understands that a formal complaint is on the commission itself and, if accepted, would be docketed to be presented before an administrative law judge. The customer and I ended the approximate 30 minute telephone call very amiably.

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**Activity Type: Email**

9/7/22, 1:18 PM

Case Report

**Activity Date: 6/17/2022, 3:30:30 PM**

**To:** [REDACTED]

**From:** [sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov)

**Subject:** [WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0023908](#)

**Attachments:** 1

**Body:**

Good afternoon Elena Argunov.

Thank you for speaking with me this afternoon. As we discussed, please find attached the Utilities and Transportation Commission's fact sheet on filing a Formal Complaint.

You will also find helpful information regarding formal filings in the following Washington Administrative Codes:

[Chapter 480-07 WAC:](#)

[WAC 480-07-370:](#)

[WAC 480-07-395:](#)

For rules pertaining to regulated electric utility companies, please refer to [Chapter 480-100 WAC:](#)

Regards,  
Sheri

**Sheri Hoyt**

Consumer Protection Manager

Phone: (360) 664-1102

Email: [sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov)

**Utilities and Transportation Commission**

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[www.utc.wa.gov](http://www.utc.wa.gov)

*pronouns: she/her*



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Case Report

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**Activity Type: Email**

**Activity Date: 6/21/2022, 10:53:36 AM**

**To: corey.cook@utc.wa.gov;sheri.hoyt@utc.wa.go;**

**From:** [REDACTED]

**Subject: [Re: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)**

**Attachments: 0**

**Body:**

External Email

Hello Corey and Sheri,

Thank you for your speaking with me last week!

As discussed, I am moving forward with a formal complaint, and I want to make sure I capture all the details we discussed over the phone and via email.

Corey,

1. During our initial call, you refused to discuss any data issues based on my file because this is out of your area of knowledge.

2. The conversation with PSE rep was strictly about Meter readings and you have not reviewed the "raw" data included into my excel file.

Sheri,

1. During our phone conversation you mentioned that you disagree with my calculations and you also stated " it doesn't matter" what units of measure are used during the 15 minutes interval, because PSE billing is looking at ending and beginning balance regardless of what type of reading is happening in the background.

2. You haven't reviewed my file with PSE rep

Please confirm that the statements above are correct, and feel free to add details if I missed something.

Corey, thank you so much for providing the PSE file, which I didn't have access to. I reviewed the file and it also confirms that PSE data integrity was compromised a long time ago. The file you provided and 'raw' data collected from PSE website will be an excellent prove.

It's a shame that neither of you took time to dive more into this issue causing hundreds of their customers to suffer from PSE irresponsible behavior and lack of professionalism.

Below, I am providing a couple links, so you can learn more about AIM data and interval measurements. In general, 15,30, or 60 minutes intervals were implemented to simplify data collection and billing. Officially it's called " Peak Demand", where software determines the highest point of peak demand (KW) during billing cycle. In order to calculate the actual Energy consumption (KWH) the following formula is used by all energy companies across the board (except PSE , apparently)

$KWH = KW/4.$

For residential customers billing the calculation for monthly consumption would be "(KWH\*24) \*days/billing cycle.

For example, the highest demand for the billing cycle ending 01/13/2022 PSE file show Daily KW demand of [REDACTED] (KW). Therefore, [REDACTED] KWH. the number of days in that billing cycle is 29. So the billable usage calculation is ([REDACTED] KWH. I was billed for [REDACTED] (estimated bill)!!!

9/7/22, 1:18 PM

Case Report

So, billing is not supposed to look at the start/ending readings at all. The whole point of AIM data collecting and 15 minutes interval is to be able to calculate monthly charges voiding dependencies on service interruptions and other issues which PSE had a lot.

[power - Convert 15 minute kW readings to a monthly kWh total - Electrical Engineering Stack Exchange](#) - this is an official site where engineers share their computations.

[New Metering Pulse Totalizers | SSI News \(solidstateinstruments.com\)](#) - pay attention to two last paragraphs.

Sorry for taking time from you busy schedule, but I am a full-time working mom with three kids and I can't tolerate any longer the fact that one of the largest energy companies of WA state is trying to rip off my family and hundreds other families. They didn't forget to increase the energy charge rates, but they forgot how to do their job!!!

Have a great day,  
Elena Argunov

On Fri, Jun 17, 2022 at 11:25 AM Cook, Corey (UTC) <[corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)> wrote:

Elena Argunov,

I am writing to you regarding your June 14, 2022, complaint against Puget Sound Energy (PSE). I have completed my investigation of your complaint. Today, I called you at the telephone number you provided, [REDACTED]; however, I was not able to reach you. I am following up to provide you the results of my investigation.

In your complaint, you said your bills have been estimated at unreasonably high amounts since PSE installed its AMI meter at your residence and you did not understand how PSE determined the estimated amounts.

My investigation confirms on March 3, 2022, when you spoke with PSE's representative, they incorrectly advised you of estimated bills. Please understand, you have not been billed an estimated amount since Aug. 4, 2022, the date PSE's AMI meter was installed at your home. My review of your account reflects PSE has only billed you for actual usage which has passed through PSE's meter to your home. I have attached to this email a copy of PSE's records reflecting good daily meter reads from its meter from its installation date through June 14, 2022.

On May 4, 2022, PSE tested its meter at your home, and found a full load reading of 100.14 percent, a light load reading of 100.13 percent, and an average load of 100.135 percent. PSE's meter test reflects the usage it billed to you is accurate. Because of the length of time PSE took to complete the meter test, I have recorded one violation against the company.

Regarding your billing, my investigation does not find PSE in violation of any law, rule, tariff, or commission order. At this time, I have closed your complaint.

If you have additional questions or concerns, please feel free to contact me at your convenience. I can be reached by telephone at 1-888-333-9882. I am available Monday through Friday, from 8:30 a.m. to 4:30 p.m. I can also be reached via email at [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov).

Regards,  
Corey Cook  
Complaint Investigator

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**Activity Type: Email**

9/7/22, 1:18 PM

Case Report

**Activity Date: 6/21/2022, 10:59:03 AM**

**To: sheri.hoyt@utc.wa.gov;**

**From:** [REDACTED]

**Subject: [Fwd: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)**

**Attachments: 0**

**Body:**

External Email

Sorry Sheri, I sent it to the invalid email address

Hello Corey and Sheri,

Thank you for your speaking with me last week!

As discussed, I am moving forward with a formal complaint, and I want to make sure I capture all the details we discussed over the phone and via email.

Corey,

1. During our initial call, you refused to discuss any data issues based on my file because this is out of your area of knowledge.

2. The conversation with PSE rep was strictly about Meter readings and you have not reviewed the "raw" data included into my excel file.

Sheri,

1. During our phone conversation you mentioned that you disagree with my calculations and you also stated " it doesn't matter" what units of measure are used during the 15 minutes interval, because PSE billing is looking at ending and beginning balance regardless of what type of reading is happening in the background.

2. You haven't reviewed my file with PSE rep

Please confirm that the statements above are correct, and feel free to add details if I missed something.

Corey, thank you so much for providing the PSE file, which I didn't have access to. I reviewed the file and it also confirms that PSE data integrity was compromised a long time ago. The file you provided and 'raw' data collected from PSE website will be an excellent prove.

It's a shame that neither of you took time to dive more into this issue causing hundreds of their customers to suffer from PSE irresponsible behavior and lack of professionalism.

Below, I am providing a couple links, so you can learn more about AIM data and interval measurements. In general, 15,30, or 60 minutes intervals were implemented to simplify data collection and billing. Officially it's called " Peak Demand", where software determines the highest point of peak demand (KW) during billing cycle. In order to calculate the actual Energy consumption (KWH) the following formula is used by all energy companies across the board (except PSE , apparently)

$KWH = KW/4.$

For residential customers billing the calculation for monthly consumption would be "(KWH\*24) \*days/billing cycle.

For example, the highest demand for the billing cycle ending 01/13/2022 PSE file show Daily KW demand of [REDACTED] (KW). Therefore, [REDACTED] KWH. the number of days in that billing cycle is 29. So the billable usage calculation is ([REDACTED] KWH. I was billed for [REDACTED] (estimated bill)!!!

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Case Report

So, billing is not supposed to look at the start/ending readings at all. The whole point of AIM data collecting and 15 minutes interval is to be able to calculate monthly charges voiding dependencies on service interruptions and other issues which PSE had a lot.

[power - Convert 15 minute kW readings to a monthly kWh total - Electrical Engineering Stack Exchange](#) - this is an official site where engineers share their computations.

[New Metering Pulse Totalizers | SSI News \(solidstateinstruments.com\)](#) - pay attention to two last paragraphs.

Sorry for taking time from you busy schedule, but I am a full-time working mom with three kids and I can't tolerate any longer the fact that one of the largest energy companies of WA state is trying to rip off my family and hundreds other families. They didn't forget to increase the energy charge rates, but they forgot how to do their job!!!

Have a great day,  
Elena Argunov

On Fri, Jun 17, 2022 at 11:25 AM Cook, Corey (UTC) <[corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)> wrote:

Elena Argunov,

I am writing to you regarding your June 14, 2022, complaint against Puget Sound Energy (PSE). I have completed my investigation of your complaint. Today, I called you at the telephone number you provided, [REDACTED]; however, I was not able to reach you. I am following up to provide you the results of my investigation.

In your complaint, you said your bills have been estimated at unreasonably high amounts since PSE installed its AMI meter at your residence and you did not understand how PSE determined the estimated amounts.

My investigation confirms on March 3, 2022, when you spoke with PSE's representative, they incorrectly advised you of estimated bills. Please understand, you have not been billed an estimated amount since Aug. 4, 2022, the date PSE's AMI meter was installed at your home. My review of your account reflects PSE has only billed you for actual usage which has passed through PSE's meter to your home. I have attached to this email a copy of PSE's records reflecting good daily meter reads from its meter from its installation date through June 14, 2022.

On May 4, 2022, PSE tested its meter at your home, and found a full load reading of 100.14 percent, a light load reading of 100.13 percent, and an average load of 100.135 percent. PSE's meter test reflects the usage it billed to you is accurate. Because of the length of time PSE took to complete the meter test, I have recorded one violation against the company.

Regarding your billing, my investigation does not find PSE in violation of any law, rule, tariff, or commission order. At this time, I have closed your complaint.

If you have additional questions or concerns, please feel free to contact me at your convenience. I can be reached by telephone at 1-888-333-9882. I am available Monday through Friday, from 8:30 a.m. to 4:30 p.m. I can also be reached via email at [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov).

Regards,  
Corey Cook  
Complaint Investigator

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**Activity Type: Email**

9/7/22, 1:18 PM

Case Report

**Activity Date: 6/21/2022, 11:38:22 AM**

**To:** [REDACTED]

**From:** [sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov)

**Subject:** [WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)

**Attachments: 0**

**Body:**

Good morning Elena Argunov.

Per your request, I am responding to the statements you have, as I understand it, directed to me and asked for my confirmation on. My responses are in-line, in green.

1. During our phone conversation you mentioned that you disagree with my calculations and you also stated " it doesn't matter' what units of measure are used during the 15 minutes interval, because PSE billing is looking at ending and beginning balance regardless of what type of reading is happening in the background.

I stated I disagree with you that PSE is charging all of its customers four times their actual consumption and I also stated daily readings are not used for billing purposes. Only beginning and ending reads in a bill cycle are used for billing purposes.

2. You haven't reviewed my file with PSE rep

I reviewed the informal complaint record in its entirety; however, it's unclear to me what you mean by your "file with PSE rep."

Regards,  
Sheri

**Sheri Hoyt**

Consumer Protection Manager

Phone: (360) 664-1102

Email: [sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov)

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*pronouns: she/her*



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9/7/22, 1:18 PM

Case Report

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**Activity Type: Email**

**Activity Date: 6/21/2022, 1:54:35 PM**

**To: [sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov);**

**From:** [REDACTED]

**Subject: [Re: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)**

**Attachments: 2**

**Body:**

External Email

Hi Sheri,

Thank you so much for the quick response!

I was talking about a file that I sent to Corey to review during a conversation with PSE, and you also reviewed this with me when we were over the phone.

As I stated in the email, sent this morning, the beginning and end reads are not allowed to be used if Smart Meters are set to 15 minutes interval mode. This method is for detecting the highest peak demand and/calculating hourly consumption based on average. Instead, PSE is billing us for the readings that have nothing to do with actual KWH used during the month. Again, according to PSE billing, I use about [REDACTED] KWH ([REDACTED]) PER hour, [REDACTED] !!! per day. I am not running a welding factory here. We live in a new trailer, our house is still under construction, and whatever we have there is highly efficient equipment, so is it not that obvious that there is an error on the PSE side?

I am attaching a "raw" data file loaded from the PSE website, as a proof that this is how it is set up since 2021.

On Tue, Jun 21, 2022 at 11:38 AM Hoyt, Sheri (UTC) <[sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov)> wrote:

Good morning Elena Argunov.

Per your request, I am responding to the statements you have, as I understand it, directed to me and asked for my confirmation on. My responses are in-line, in green.

1. During our phone conversation you mentioned that you disagree with my calculations and you also stated " it doesn't matter" what units of measure are used during the 15 minutes interval, because PSE billing is looking at ending and beginning balance regardless of what type of reading is happening in the background. I stated I disagree with you that PSE is charging all of its customers four times their actual consumption and I also stated daily readings are not used for billing purposes. Only beginning and ending reads in a bill cycle are used for billing purposes.

2. You haven't reviewed my file with PSE rep

I reviewed the informal complaint record in its entirety; however, it's unclear to me what you mean by your "file with PSE rep."

Regards,



9/7/22, 1:18 PM

Case Report

Sheri

**Sheri Hoyt**

Consumer Protection Manager

Phone: (360) 664-1102

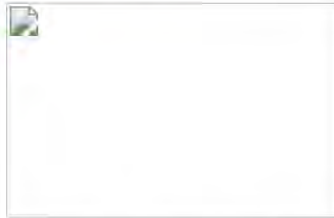
Email: [sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov)

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*pronouns: she/her*



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**Activity Type: Email**

**Activity Date: 6/21/2022, 2:09:27 PM**

**To:** [REDACTED]

**From:** [sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov)

**Subject:** [WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)

**Attachments: 0**

**Body:**

Elena Argunov,

Corey has reopened your informal complaint and will provide all of the information you've provided to commission staff to PSE for a response. The rules require regulated utility companies to provide a response within three business days; however, due to the volume of information you've provided, I anticipate PSE will request an extension for its response. We want PSE to thoroughly investigate your assertions that you are being billed incorrectly for the usage flowing through your meter and provide a comprehensive response so Corey will grant that extension request. Corey will respond to you as soon as he has information to provide to you.

9/7/22, 1:18 PM

Case Report

Regards,  
Sheri

---

**Activity Type: Email**

**Activity Date: 6/21/2022, 2:37:04 PM**

**To: wutc\_complaints@pse.com;**

**From: corey.cook@utc.wa.gov**

**Subject: [WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132117](#)**

**Attachments: 2**

**Body:**

Melissa,

Please be advised, this complaint is reopened. Additional information is needed.

Please review the attached email, and its included documentation, from the customer.

In response to being advised the customer was advised, incorrectly, by PSE's representative regarding the estimated bills, the customer states:

"The PSE representative provided incorrect information. As I stated via the phone their estimates are based on the invalid data. therefore, all their estimates are compromised. I have "raw" data of these readings, PSE does not apply the formula that is supposed to be embedded into their billing process. Please provide UTC contact (preferably supervisor), someone who understands the data flow. so I can present the information I gathered. Thank you,  
Elena Argunov"

The customer is stating in the above that PSE provided inaccurate information to commission staff in response to this complaint.

Additionally, the customer provided the following information to commission staff:

"Below, I am providing a couple links, so you can learn more about AIM data and interval measurements. In general, 15,30, or 60 minutes intervals were implemented to simplify data collection and billing. Officially it's called " Peak Demand", where software determines the highest point of peak demand (KW) during billing cycle. In order to calculate the actual Energy consumption (KWH) the following formula is used by all energy companies across the board (except PSE , apparently)

$KWH = KW/4.$

For residential customers billing the calculation for monthly consumption would be  $(KWH*24) *days/billing cycle.$

For example, the highest demand for the billing cycle ending 01/13/2022 PSE file show Daily KW demand of [REDACTED] (KW). Therefore, [REDACTED] KWH. the number of days in that billing cycle is 29. So the billable usage calculation is [REDACTED] KWH. I was billed for [REDACTED] (estimated bill)!!!

So, billing is not supposed to look at the start/ending readings at all. The whole point of AIM data collecting and 15 minutes interval is to be able to calculate monthly charges voiding dependencies on service interruptions and other issues which PSE had a lot.

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[power - Convert 15 minute kW readings to a monthly kWh total - Electrical Engineering Stack Exchange](#) - this is an official site where engineers share their computations.  
[New Metering Pulse Totalizers | SSI News \(solidstateinstruments.com\)](#) - pay attention to two last paragraphs."

The customer believes kilowatt-hour to be a measurement of time, and not a measurement of energy or electricity. The customer believes that the meter is accurate, she witnessed the meter test, but believes PSE is billing all customers four times their electric usage because AMI meters have 15-minute usage intervals and energy is recorded by kilowatt hour. The customer believes that the usage recorded on meters should be divided by 0.25.

Finally, please review the following email, and associated attachment (PSE data - copy.xlsx):

"As I stated in the email, sent this morning, the beginning and end reads are not allowed to be used if Smart Meters are set to 15 minutes interval mode. This method is for detecting the highest peak demand and/calculating hourly consumption based on average. Instead, PSE is billing us for the readings that have nothing to do with actual KWH used during the month. Again, according to PSE billing, I use about [REDACTED] KWH ([REDACTED]) PER hour, [REDACTED]!!! per day. I am not running a welding factory here. We live in a new trailer, our house is still under construction, and whatever we have there is highly efficient equipment, so is it not that obvious that there is an error on the PSE side?

I am attaching a "raw" data file loaded from the PSE website, as a proof that this is how it is set up since 2021."

I am requesting PSE please speak to the customer's assertions and allegations regarding PSE's methods of measuring, and billing, for electric usage.

Your response is due 6/24/2022, by 5 p.m.

Thanks,  
Corey

---

**Activity Type: Email**

**Activity Date: 6/21/2022, 3:13:55 PM**

**To: sheri.hoyt@utc.wa.gov;**

**From:** [REDACTED]

**Subject: [Re: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)**

**Attachments: 0**

**Body:**

External Email

Hello Sheri,

There are no words to describe how I appreciate what you've done for me and my family.

Really and truly, I don't want to get anyone in trouble, but it became unbearable to keep paying for their errors. During 22 months my account was charged almost [REDACTED]. I never paid that much for my energy bills. We moved from Bonney Lake a couple years ago, where during summer time our air-conditioners were

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working 24/7 and I paid around [REDACTED]. For the bill with the ending period 02/10/2022 I was charged [REDACTED] dollars for almost [REDACTED] KWH. There is nothing in our trailer that could possibly consume that much energy. Again, I really appreciate your help and assistance and I hope we can resolve this once and for all.

Best Regards,  
Elena Argunov

On Tue, Jun 21, 2022 at 2:09 PM Hoyt, Sheri (UTC) <[sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov)> wrote:

Elena Argunov,

Corey has reopened your informal complaint and will provide all of the information you've provided to commission staff to PSE for a response. The rules require regulated utility companies to provide a response within three business days; however, due to the volume of information you've provided, I anticipate PSE will request an extension for its response. We want PSE to thoroughly investigate your assertions that you are being billed incorrectly for the usage flowing through your meter and provide a comprehensive response so Corey will grant that extension request. Corey will respond to you as soon as he has information to provide to you.

Regards,  
Sheri

---

**Activity Type: Email**

**Activity Date: 6/22/2022, 10:28:59 AM**

**To: [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov);**

**From:** [REDACTED]

**Subject: [Re: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)**

**Attachments: 1**

**Body:**

External Email

Hi Corey,

I wanted to thank you for reopening the complaint. Please let PSE know that I am not letting it go, and if they don't proceed with a full investigation and keep coming back with vague explanations, I will proceed with a formal complaint, and there will be much more severe consequences. The informal complaint is my last attempt to have PSE look at their billing issues and fix them ASAP. I am trying to be patient and give them time to research, but if my kindness will be taken as weakness, I want them to know that I will proceed to the next steps. I have enough people to file a class A lawsuit. I know that this is the last thing that any of the parties involved want, but I am not giving up.

Feel free to reach out to me if you have any questions.

Just to summarize what we discussed, I am attaching a file including calculations, notes, links etc.

Best Regards,  
Elena Argunov

9/7/22, 1:18 PM

Case Report

On Tue, Jun 21, 2022 at 2:09 PM Hoyt, Sheri (UTC) <[sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov)> wrote:

Elena Argunov,

Corey has reopened your informal complaint and will provide all of the information you've provided to commission staff to PSE for a response. The rules require regulated utility companies to provide a response within three business days; however, due to the volume of information you've provided, I anticipate PSE will request an extension for its response. We want PSE to thoroughly investigation your assertions that you are being billed incorrectly for the usage flowing through your meter and provide a comprehensive response so Corey will grant that extension request. Corey will respond to you as soon as he has information to provide to you.

Regards,  
Sheri

---

**Activity Type: Email**

**Activity Date: 6/24/2022, 3:59:02 PM**

**To: [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov);**

**From: [wutc\\_complaints@pse.com](mailto:wutc_complaints@pse.com)**

**Subject: [6-24-22 PSE Follow up Response to WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132117](#)**

**Attachments: 2**

**Body:**

External Email

Hi Corey,

Please see the attached response.

Thank you,

---

**Melissa Thomas** | Sr. Escalated Complaints Examiner

 Performance Quality - Puget Sound Energy

Mobile: 425-491-0815

---

**From:** Cook, Corey (UTC) <[corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)>

**Sent:** Tuesday, June 21, 2022 2:37 PM

9/7/22, 1:18 PM

Case Report

To: WUTC Complaints - mail - <WUTC\_Complaints@pse.com>  
Subject: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132117

**CAUTION - EXTERNAL EMAIL**

Phishing? Click the PhishAlarm "Report Phish" button.

Melissa,

Please be advised, this complaint is reopened. Additional information is needed.

Please review the attached email, and its included documentation, from the customer.

In response to being advised the customer was advised, incorrectly, by PSE's representative regarding the estimated bills, the customer states:

"The PSE representative provided incorrect information. As I stated via the phone their estimates are based on the invalid data. therefore, all their estimates are compromised. I have "raw" data of these readings, PSE does not apply the formula that is supposed to be embedded into their billing process. Please provide UTC contact (preferably supervisor), someone who understands the data flow. so I can present the information I gathered.

Thank you,

Elena Argunov"

The customer is stating in the above that PSE provided inaccurate information to commission staff in response to this complaint.

Additionally, the customer provided the following information to commission staff:

"Below, I am providing a couple links, so you can learn more about AIM data and interval measurements. In general, 15,30, or 60 minutes intervals were implemented to simplify data collection and billing. Officially it's called " Peak Demand", where software determines the highest point of peak demand (KW) during billing cycle. In order to calculate the actual Energy consumption (KWH) the following formula is used by all energy companies across the board (except PSE , apparently)

$KWH = KW/4.$

For residential customers billing the calculation for monthly consumption would be "(KWH\*24) \*days/billing cycle.

For example, the highest demand for the billing cycle ending 01/13/2022 PSE file show Daily KW demand of [REDACTED] (KW). Therefore, [REDACTED] KWH. the number of days in that billing cycle is 29. So the billable usage calculation is [REDACTED] KWH. I was billed for [REDACTED] (estimated bill)!!!

So, billing is not supposed to look at the start/ending readings at all. The whole point of AIM data collecting and 15 minutes interval is to be able to calculate monthly charges voiding dependencies on service interruptions and other issues which PSE had a lot.

[power - Convert 15 minute kW readings to a monthly kWh total - Electrical Engineering Stack Exchange](#) - this is an official site where engineers share their computations.

[New Metering Pulse Totalizers | SSI News \(solidstateinstruments.com\)](#) - pay attention to two last paragraphs."

The customer believes kilowatt-hour to be a measurement of time, and not a measurement of energy or electricity. The customer believes that the meter is accurate, she witnessed the meter test, but believes PSE is billing all customers four times their electric usage because AMI meters have 15-minute usage intervals and energy is recorded by kilowatt hour. The customer believes that the usage recorded on meters should be divided by 0.25.

Finally, please review the following email, and associated attachment (PSE data - copy.xlsx):

"As I stated in the email, sent this morning, the beginning and end reads are not allowed to be used if Smart Meters are set to 15 minutes interval mode. This method is for detecting the highest peak demand

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and/calculating hourly consumption based on average. Instead, PSE is billing us for the readings that have nothing to do with actual KWH used during the month. Again, according to PSE billing, I use about [REDACTED] KWH ([REDACTED]) PER hour, [REDACTED]!!! per day. I am not running a welding factory here. We live in a new trailer, our house is still under construction, and whatever we have there is highly efficient equipment, so is it not that obvious that there is an error on the PSE side?  
I am attaching a "raw" data file loaded from the PSE website, as a proof that this is how it is set up since 2021."

I am requesting PSE please speak to the customer's assertions and allegations regarding PSE's methods of measuring, and billing, for electric usage.

Your response is due 6/24/2022, by 5 p.m.

Thanks,  
Corey

---

**Activity Type: Activity**

**Activity Date: 6/24/2022, 4:00:00 PM**

**Contact:**

**Subject: [PSE's Word response copied here](#)**

**Attachments: 0**

**Description:**

WA UTC Complaint CAS-39919-Q0C6N7 Elena Argunov Opened: 6/14/22 Grouped By: Disputed Bill  
Customer Account Name: ALEXANDER ARGUNOV Account#: [REDACTED] Service Address: [REDACTED]  
[REDACTED] 6/21/22 WA-UTC FOLLOW UP REQUEST: In response to being advised the customer was advised, incorrectly, by PSE's representative regarding the estimated bills, the customer states: "The PSE representative provided incorrect information. As I stated via the phone their estimates are based on the invalid data. therefore, all their estimates are compromised. I have "raw" data of these readings, PSE does not apply the formula that is supposed to be embedded into their billing process. Please provide UTC contact (preferably supervisor), someone who understands the data flow. so I can present the information I gathered. Thank you, Elena Argunov" The customer is stating in the above that PSE provided inaccurate information to commission staff in response to this complaint. Additionally, the customer provided the following information to commission staff: "Below, I am providing a couple links, so you can learn more about AIM data and interval measurements. In general, 15,30, or 60 minutes intervals were implemented to simplify data collection and billing. Officially it's called " Peak Demand", where software determines the highest point of peak demand (KW) during billing cycle. In order to calculate the actual Energy consumption (KWH) the following formula is used by all energy companies across the board (except PSE , apparently)  $KWH = KW/4$ . For residential customers billing the calculation for monthly consumption would be "(KWH\*24) \*days/billing cycle. For example, the highest demand for the billing cycle ending 01/13/2022 PSE file show Daily KW demand of [REDACTED] (KW). Therefore, [REDACTED] KWH. the number of days in that billing cycle is 29. So the billable usage calculation is [REDACTED] KWH. I was billed for [REDACTED] (estimated bill)!!! So, billing is not supposed to look at the start/ending readings at all. The whole point of AIM data collecting and 15 minutes interval is to be able to calculate monthly charges voiding dependencies on service interruptions and other issues which PSE had a lot. power - Convert 15 minute kW readings to a monthly kWh total - Electrical Engineering Stack Exchange - this is an official site where engineers share their computations. New Metering Pulse Totalizers | SSI News (solidstateinstruments.com) - pay attention to two last paragraphs." The customer believes

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Case Report

kilowatt-hour to be a measurement of time, and not a measurement of energy or electricity. The customer believes that the meter is accurate, she witnessed the meter test, but believes PSE is billing all customers four times their electric usage because AMI meters have 15-minute usage intervals and energy is recorded by kilowatt hour. The customer believes that the usage recorded on meters should be divided by 0.25. Finally, please review the following email, and associated attachment (PSE data - copy.xlsx): "As I stated in the email, sent this morning, the beginning and end reads are not allowed to be used if Smart Meters are set to 15 minutes interval mode. This method is for detecting the highest peak demand and/calculating hourly consumption based on average. Instead, PSE is billing us for the readings that have nothing to do with actual KWH used during the month. Again, according to PSE billing, I use about [REDACTED] KWH ( [REDACTED] ) PER hour, [REDACTED] !!! per day. I am not running a welding factory here. We live in a new trailer, our house is still under construction, and whatever we have there is highly efficient equipment, so is it not that obvious that there is an error on the PSE side? I am attaching a "raw" data file loaded from the PSE website, as a proof that this is how it is set up since 2021." I am requesting PSE please speak to the customer's assertions and allegations regarding PSE's methods of measuring, and billing, for electric usage. Your response is due 6/24/2022, by 5 p.m. 6/24/22 PSE FOLLOW UP RESPONSE: Billing Per PSE's residential Schedule 7 approved by the Washington Utilities and Transportation Commission (UTC), PSE only charges for energy used in kWh. PSE produces a bill based on the amount of kWh used during the billing period unless there is a situation which would require an estimated bill. Estimated bills are generated in specific circumstances and a billing correction may be necessary once an actual meter read is obtained. After a device modification (which includes a meter exchange), the standard SAP estimation algorithm as per industry best practice, will stop using historical data from previous years as a base for estimation. Estimation will use periodic consumption for the 1st month (after the device has been modified) and past month consumption for any estimates after. Once a full year of read data is available, SAP will start estimating based on data from previous years. 15 minute interval information From a customer's AMI meter PSE receives 15 minute interval data in a secure packet. What this means is every 15 minutes the meter records real kWh usage. This is also what the customer would see if they went outside every 15 minutes and wrote down the kWh that shows on the meter face. Though the information is recorded in 15 minutes intervals, the total amount of kWh used during the billing period is what is used for billing purposes. The 15 minute interval data is not used in the way the customer alleges in their complaint. Meter accuracy and meter accuracy test PSE's Schedule 80, subsection 20.b describes PSE's electric meter testing procedures and the applicable industry standards in compliance with Washington Administrative Code (WAC) Section 480-100 Part V-Metering Rules for all electric utility companies regulated by the UTC. Residential AMI meters meet ANSI C12.1 for electric meters, ANSI C12.10 for physical aspects of watt-hour meters, ANSI C12.20 for electricity meters, 0.2 and 0.5 accuracy classes. All PSE meter test equipment is routinely tested against NIST (National Institute of Standards and Technology) accuracy standards. If the customer is concerned that their meter(s) are not accurately recording power consumption, a meter accuracy test is available. PSE will initiate a test of the accuracy of a meter within ten working days after receipt of the request from a customer. There is no charge to the customer if this is the customer's first request within the most recent twelve-month period. The customer charge may be applicable for any subsequent tests within the same twelve-month period: • \$121 per test if the results of the test show the meter to be either slow or registering within the allowable limits as reported by the PSE; or • \$0 per test if the meter is found to be fast beyond the allowable limit as reported by the PSE. 6/14/22 WA-UTC INITIAL REQUEST: Since PSE installed the customer's AMI meter, they have received estimated bills of unrealistically high amounts. In three months, the customer was billed [REDACTED] for a single-family home. The customer does not understand how PSE came to these estimates. 6/14/2022, 1:35 p.m. passed to PSE via email. Response due 6/16/2022, by 5 p.m. 6/15/22 PSE INITIAL RESPONSE: Included in our response is an account history along with a copy of the daily meter reads since the AMI meter installation. PSE replaced the AMR meter with an AMI meter on 8/4/21 because we were having trouble hearing from the AMR meter. Since the AMI meter installation, we've received good reads every day which you'll see in the included daily read report. On 3/3/22, Ms. Argunov was misinformed by an Energy Advisor that we had been estimating the bill. Unfortunately, this call is more than 60 days old therefore I can no longer see the recorded video to determine what he was looking at. On 5/4/22, PSE tested Ms. Argunov's meter and the results are as follows: Full Load: 100.14% Light Load: 100.13% Average: 100.135% The Meter Journeyman noted in his completion notes that he found the meter operating with 3.3kW load, the voltage was good testing at 120/240V, and that he discussed billing and loads with customer. The customer has since requested that we remove the AMI meter and have an NCM meter



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Case Report

installed. On 5/12/22, the customer's NCM enrollment form was received and accepted. There is an active service notification for the AMI removal/NCM installation.

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**Activity Type: Email**

**Activity Date: 6/28/2022, 8:11:56 AM**

**To: corey.cook@utc.wa.gov;sheri.hoyt@utc.wa.gov;**

**From:** [REDACTED]

**Subject: [Re: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)**

**Attachments: 0**

**Body:**

External Email

Hello Corey,  
Have you hear anything back from PSE?  
Thank you,  
Elena Argunov

On Wed, 22 Jun 2022 at 10:28 am, Elena Argunov <[REDACTED]> wrote:

Hi Corey,  
I wanted to thank you for reopening the complaint. PLease let PSE know that I am not letting it go, and if they don't proceed with a full investigation and keep coming back with vague explanations, I will proceed with a formal complaint, and there will be much more severe consequences. The informal complaint is my last attempt to have PSE look at their billing issues and fix them ASAP. I am trying to be patient and give them time to research, but if my kindness will be taken as weakness, I want them to know that I will proceed to the next steps. I have enough people to file a class A lawsuit. I know that this is the last thing that any of the parties involved want, but I am not giving up.  
Feel free to reach out to me if you have any questions.  
Just to summarize what we discussed, I am attaching a file including calculations, notes, links etc.

Best Regards,  
Elena Argunov

On Tue, Jun 21, 2022 at 2:09 PM Hoyt, Sheri (UTC) <[sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov)> wrote:

Elena Argunov,

Corey has reopened your informal complaint and will provide all of the information you've provided to commission staff to PSE for a response. The rules require regulated utility companies to provide a response within three business days; however, due to the volume of information you've provided, I anticipate PSE will request an extension for its response. We want PSE to thoroughly investigation your assertions that you are being billed incorrectly for the usage flowing through your meter and provide a comprehensive response so Corey will grant that extension request. Corey will respond to you as soon as he has information to provide to you.

9/7/22, 1:18 PM

Case Report

Regards,  
Sheri

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**Activity Type: Email**

**Activity Date: 6/28/2022, 8:33:12 AM**

**To:** [REDACTED]

**From:** [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)

**Subject:** [WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)

**Attachments: 0**

**Body:**

Elena,

Thank you for your response. I appreciate the opportunity to verify the accuracy of my investigation.

Puget Sound Energy (PSE) has confirmed the understanding you are providing regarding 15-minute interval data is inaccurate. According to PSE's commission-approved Tariff, Schedule 7, PSE only charges for energy used in kWh. PSE produces a bill based on the actual amount of kWh used during the billing period unless there is a situation which would require an estimated bill.

PSE advised its AMI meters receive 15-minute interval data in a secure packet. This means every 15 minutes, the meter records actual kWh usage, and is not measuring a peak demand as described in the document you supplied. PSE explicitly states in its response: "The 15 minute interval data is not used in the way the customer alleges in their complaint."

I sincerely understand this information is not what you expected to receive; however, I wanted to ensure you had an accurate understanding of PSE's methods of measuring, and billing, electrical usage.

If you have additional questions or concerns, please don't hesitate to contact me. I can be reached by telephone at 1-888-333-9882. I am available Monday through Friday, from 8:30 a.m. to 4:30 p.m. I can also be reached via email at [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov).

I understand my supervisor, Sheri Hoyt, sent you the commission's formal complaint packet. If you still disagree with the results of my investigation, you have the right to submit a formal complaint upon the commission. I recommend reviewing the email, and corresponding attachments, Sheri Hoyt sent you with this information.

Regards,  
Corey Cook  
Complaint Investigator

This email/letter states the informal opinions of commission staff, offered as technical assistance, and are not intended as legal advice. We reserve the right to amend these opinions should circumstances change or additional information be brought to our attention. Staff's opinions are not binding on the commission.

9/7/22, 1:18 PM

Case Report

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**Activity Type: Email**

**Activity Date: 6/28/2022, 8:35:39 AM**

**To: wutc\_complaints@pse.com;**

**From: corey.cook@utc.wa.gov**

**Subject: [WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132117](#)**

**Attachments: 0**

**Body:**

Melissa,

Thank you for your response.

The complaint is now closed. The disposition is company upheld. Please note that the Consumer Protection section has an internal quality review program and all closed complaints are subject to review and/or re-opening.

Thanks,  
Corey

---

**Activity Type: Email**

**Activity Date: 6/28/2022, 8:37:52 AM**

**To: wutc\_complaints@pse.com;**

**From: corey.cook@utc.wa.gov**

**Subject: [RE: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132117](#)**

**Attachments: 0**

**Body:**

Melissa,

I apologize, my previous email contained an error.

The complaint is now closed. The disposition is company upheld with violations. Please note that the Consumer Protection section has an internal quality review program and all closed complaints are subject to review and/or re-opening.

9/7/22, 1:18 PM

Case Report

The explanation of the violations recorded constitutes technical assistance. Please make all corrections necessary to ensure future compliance. Repeat violations may result in enforcement action, including monetary penalties. Staff considers a number of factors when recommending penalties, including whether past technical assistance was provided and subsequently followed.

The company may request a review of this investigation by Sheri Hoyt, Consumer Protection Manager. Please clearly note why the company requests a review and I will forward the request. To contact Sheri directly, email [sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov) or call 360-664-1102.

Regards,  
Corey

---

**Activity Type: Email**

**Activity Date: 6/28/2022, 8:47:45 AM**

**To: [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov);**

**From:** [REDACTED]

**Subject: Re: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123**

**Attachments: 0**

**Body:**

External Email

Thank you so much for the quick response!

And yes, I disagree with their decision because they are wrong, and don't want to admit it. I will be moving forward with a formal complaint.

I will follow up with Sheri as I have couple of questions.

Just FYI 15 minutes intervals are measuring in KWH. KWH is the amount consumed in one hour, this measure is absolute no matter how PSE wants to interpret It.

15 min consumption = KW\*0.25 (15 minutes or quarter of hour)

Have a great day,

Elena Argunov

On Tue, 28 Jun 2022 at 8:33 am, Cook, Corey (UTC) <[corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)> wrote:

Elena,

Thank you for your response. I appreciate the opportunity to verify the accuracy of my investigation.

Puget Sound Energy (PSE) has confirmed the understanding you are providing regarding 15-minute interval data is inaccurate. According to PSE's commission-approved Tariff, Schedule 7, PSE only charges for energy used in kWh. PSE produces a bill based on the actual amount of kWh used during the billing period unless there is a situation which would require an estimated bill.

PSE advised its AMI meters receive 15-minute interval data in a secure packet. This means every 15 minutes, the meter records actual kWh usage, and is not measuring a peak demand as described in the document you

9/7/22, 1:18 PM

Case Report

supplied. PSE explicitly states in its response: "The 15 minute interval data is not used in the way the customer alleges in their complaint."

I sincerely understand this information is not what you expected to receive; however, I wanted to ensure you had an accurate understanding of PSE's methods of measuring, and billing, electrical usage.

If you have additional questions or concerns, please don't hesitate to contact me. I can be reached by telephone at 1-888-333-9882. I am available Monday through Friday, from 8:30 a.m. to 4:30 p.m. I can also be reached via email at [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov).

I understand my supervisor, Sheri Hoyt, sent you the commission's formal complaint packet. If you still disagree with the results of my investigation, you have the right to submit a formal complaint upon the commission. I recommend reviewing the email, and corresponding attachments, Sheri Hoyt sent you with this information.

Regards,  
Corey Cook  
Complaint Investigator

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**Activity Type: Email**

**Activity Date: 6/28/2022, 10:32:15 AM**

**To: [sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov);**

**From:** [REDACTED]

**Subject: [Fwd: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)**

**Attachments: 0**

**Body:**

External Email

Good morning Sheri,

I have a quick question. Can I file a joint formal complaint with another customer of PSE?

Please advise.  
Thank you,  
Elena Argunov

9/7/22, 1:18 PM

Case Report

----- Forwarded message -----

From: **Elena Argunov** <[REDACTED]>  
Date: Tue, 28 Jun 2022 at 8:47 am  
Subject: Re: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123  
To: Cook, Corey (UTC) <[corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)>

Thank you so much for the quick response!

And yes, I disagree with their decision because they are wrong, and don't want to admit it. I will be moving forward with a formal complaint.

I will follow up with Sheri as I have couple of questions.

Just FYI 15 minutes intervals are measuring in KWH. KWH is the amount consumed in one hour, this measure is absolute no matter how PSE wants to interpret It.

15 min consumption = KW\*0.25 (15 minutes or quarter of hour)

Have a great day,

Elena Argunov

On Tue, 28 Jun 2022 at 8:33 am, Cook, Corey (UTC) <[corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)> wrote:

Elena,

Thank you for your response. I appreciate the opportunity to verify the accuracy of my investigation.

Puget Sound Energy (PSE) has confirmed the understanding you are providing regarding 15-minute interval data is inaccurate. According to PSE's commission-approved Tariff, Schedule 7, PSE only charges for energy used in kWh. PSE produces a bill based on the actual amount of kWh used during the billing period unless there is a situation which would require an estimated bill.

PSE advised its AMI meters receive 15-minute interval data in a secure packet. This means every 15 minutes, the meter records actual kWh usage, and is not measuring a peak demand as described in the document you supplied. PSE explicitly states in its response: "The 15 minute interval data is not used in the way the customer alleges in their complaint."

I sincerely understand this information is not what you expected to receive; however, I wanted to ensure you had an accurate understanding of PSE's methods of measuring, and billing, electrical usage.

If you have additional questions or concerns, please don't hesitate to contact me. I can be reached by telephone at 1-888-333-9882. I am available Monday through Friday, from 8:30 a.m. to 4:30 p.m. I can also be reached via email at [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov).

I understand my supervisor, Sheri Hoyt, sent you the commission's formal complaint packet. If you still disagree with the results of my investigation, you have the right to submit a formal complaint upon the commission. I recommend reviewing the email, and corresponding attachments, Sheri Hoyt sent you with this information.

Regards,  
Corey Cook  
Complaint Investigator

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9/7/22, 1:18 PM

Case Report

**Activity Type: Email**

**Activity Date: 6/28/2022, 11:27:17 AM**

**To:** [REDACTED]

**From: sheri.hoyt@utc.wa.gov**

**Subject: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123**

**Attachments: 0**

**Body:**

Hello Elena Argunov.

You can review a formal complaint, Docket UG-190857, filed by multiple customers here: [UTC \(wa.gov\)](#).

Regards,  
Sheri

**Sheri Hoyt**

Consumer Protection Manager

Phone: (360) 664-1102

Email: [sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov)

**Utilities and Transportation Commission**

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[www.utc.wa.gov](http://www.utc.wa.gov)

*pronouns: she/her*



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**Activity Type: Email**

**Activity Date: 6/28/2022, 11:28:21 AM**

9/7/22, 1:18 PM

Case Report

**To:** [sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov);

**From:** [REDACTED]

**Subject:** [Re: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)

**Attachments:** 1

**Body:**

External Email

Thank you!

On Tue, 28 Jun 2022 at 11:27 am, Hoyt, Sheri (UTC) <[sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov)> wrote:

Hello Elena Argunov.

You can review a formal complaint, Docket UG-190857, filed by multiple customers here: [UTC \(wa.gov\)](#).

Regards,  
Sheri

**Sheri Hoyt**

Consumer Protection Manager

Phone: (360) 664-1102

Email: [sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov)

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*pronouns: she/her*



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9/7/22, 1:18 PM

Case Report

legal advice. We reserve the right to amend these opinions should circumstances change or additional information be brought to our attention. Staff's opinions are not binding on the commission.

---

**Activity Type: Email**

**Activity Date: 6/28/2022, 12:54:26 PM**

**To: corey.cook@utc.wa.gov;**

**From:** [REDACTED]

**Subject: Re: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123**

**Attachments: 0**

**Body:**

External Email

Hi Corey,

Have PSE provided any documentation proving their point or it's just another "she said he said" situation? Please advise.

Thanks,  
Elena

On Tue, Jun 28, 2022 at 8:47 AM Elena Argunov <[REDACTED]> wrote:

Thank you so much for the quick response!  
And yes, I disagree with their decision because they are wrong, and don't want to admit it. I will be moving forward with a formal complaint.  
I will follow up with Sheri as I have couple of questions.  
Just FYI 15 minutes intervals are measuring in KWH. KWH is the amount consumed in one hour, this measure is absolute no matter how PSE wants to interpret It.  
 $15 \text{ min consumption} = \text{KW} * 0.25$  (15 minutes or quarter of hour)  
Have a great day,  
Elena Argunov

On Tue, 28 Jun 2022 at 8:33 am, Cook, Corey (UTC) <corey.cook@utc.wa.gov> wrote:

Elena,

Thank you for your response. I appreciate the opportunity to verify the accuracy of my investigation.

Puget Sound Energy (PSE) has confirmed the understanding you are providing regarding 15-minute interval data is inaccurate. According to PSE's commission-approved Tariff, Schedule 7, PSE only charges for energy used in kWh. PSE produces a bill based on the actual amount of kWh used during the billing period unless there is a situation which would require an estimated bill.

9/7/22, 1:18 PM

Case Report

PSE advised its AMI meters receive 15-minute interval data in a secure packet. This means every 15 minutes, the meter records actual kWh usage, and is not measuring a peak demand as described in the document you supplied. PSE explicitly states in its response: "The 15 minute interval data is not used in the way the customer alleges in their complaint."

I sincerely understand this information is not what you expected to receive; however, I wanted to ensure you had an accurate understanding of PSE's methods of measuring, and billing, electrical usage.

If you have additional questions or concerns, please don't hesitate to contact me. I can be reached by telephone at 1-888-333-9882. I am available Monday through Friday, from 8:30 a.m. to 4:30 p.m. I can also be reached via email at [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov).

I understand my supervisor, Sheri Hoyt, sent you the commission's formal complaint packet. If you still disagree with the results of my investigation, you have the right to submit a formal complaint upon the commission. I recommend reviewing the email, and corresponding attachments, Sheri Hoyt sent you with this information.

Regards,  
Corey Cook  
Complaint Investigator

This email/letter states the informal opinions of commission staff, offered as technical assistance, and are not intended as legal advice. We reserve the right to amend these opinions should circumstances change or additional information be brought to our attention. Staff's opinions are not binding on the commission.

---

**Activity Type: Email**

**Activity Date: 6/28/2022, 1:44:11 PM**

**To:** [REDACTED]

**From:** [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)

**Subject:** [WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)

**Attachments:** 0

**Body:**

Elena,

Thank you for your response. I appreciate the opportunity to address your questions.

First, I must clearly state this is not a "he said, she said" situation, as that would imply a situation where commission staff cannot make a determination based on differing versions of opinions. However, this complaint does not involve PSE's opinions of what happened, it involves the facts of how it bills residential customers and its approved tariff on file with the commission.

You have presented your documentation to Sheri and myself, I provided to PSE your interpretations and beliefs

9/7/22, 1:18 PM

Case Report

regarding PSE's practices, to which PSE responded. Commission staff disagrees with your understanding. PSE has confirmed your understanding of its residential billing to be incorrect.

Please understand, PSE does not use demand metering (the type of meter reading you are referencing) for residential consumers. This type of meter reading is typical of a large, commercial facility. PSE provided good, actual meter reads to commission staff. These actual meter reads are what PSE billed you for; that is to say, your actual usage. This is consistent with PSE's commission-approved tariff.

To bluntly answer your question, there is no additional documentation which commission staff believes PSE needs to provide, as commission staff disagrees with your interpretation of PSE's residential billing practices.

Regards,  
Corey Cook  
Complaint Investigator

This email/letter states the informal opinions of commission staff, offered as technical assistance, and are not intended as legal advice. We reserve the right to amend these opinions should circumstances change or additional information be brought to our attention. Staff's opinions are not binding on the commission.

---

**Activity Type: Email**

**Activity Date: 6/30/2022, 5:01:44 PM**

**To: corey.cook@utc.wa.gov;sheri.hoyt@utc.wa.gov;**

**From:** [REDACTED]

**Subject: Re: WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123**

**Attachments: 0**

**Body:**

External Email

Hello Corey,

There is an obvious disconnect in what type of information they needed to provide. This is not about tariffs or how UTC approved their billing. There is an existing governance process described here see below

<https://www.eia.gov/consumption/residential/reports/smartmetering/pdf/assessment.pdf>

So neither UTC nor PSE have absolutely no right to approve something like this.

Therefore, I am requesting from PSE and UTC to provide an official documentation showing how PSE is handling their billing. Reconciliations, analysis, actual usage in watts because their meters to don't show anything.

The responses from UTC or PSE without providing an actual paperwork is not relevant.

I am a PSE customer and I have a right to know why my bills are skyrocketing. So far, PSE and UTC admitted that they have no knowledge of how the interval data works. As a customer and as a data analyst professional who is dealing with a large datasets used in financial reporting on daily basis, I have a right to receive this documentation.

Thanks,

9/7/22, 1:18 PM

Case Report

Elena

On Tue, 28 Jun 2022 at 1:44 pm, Cook, Corey (UTC) <[corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)> wrote:

Elena,

Thank you for your response. I appreciate the opportunity to address your questions.

First, I must clearly state this is not a "he said, she said" situation, as that would imply a situation where commission staff cannot make a determination based on differing versions of opinions. However, this complaint does not involve PSE's opinions of what happened, it involves the facts of how it bills residential customers and its approved tariff on file with the commission.

You have presented your documentation to Sheri and myself, I provided to PSE your interpretations and beliefs regarding PSE's practices, to which PSE responded. Commission staff disagrees with your understanding. PSE has confirmed your understanding of its residential billing to be incorrect.

Please understand, PSE does not use demand metering (the type of meter reading you are referencing) for residential consumers. This type of meter reading is typical of a large, commercial facility. PSE provided good, actual meter reads to commission staff. These actual meter reads are what PSE billed you for; that is to say, your actual usage. This is consistent with PSE's commission-approved tariff.

To bluntly answer your question, there is no additional documentation which commission staff believes PSE needs to provide, as commission staff disagrees with your interpretation of PSE's residential billing practices.

Regards,  
Corey Cook  
Complaint Investigator

This email/letter states the informal opinions of commission staff, offered as technical assistance, and are not intended as legal advice. We reserve the right to amend these opinions should circumstances change or additional information be brought to our attention. Staff's opinions are not binding on the commission.

---

**Activity Type: Email**

**Activity Date: 7/1/2022, 8:24:36 AM**

**To:** [REDACTED]

**From:** [corey.cook@utc.wa.gov](mailto:corey.cook@utc.wa.gov)

**Subject:** [WA UTC Complaint CAS-39919-Q0C6N7 for Elena Argunov CRM:0132123](#)

**Attachments: 0**

**Body:**

Elena,

9/7/22, 1:18 PM

Case Report

Thank you for your response. I appreciate the opportunity to address your concerns.

I regret to have to inform you, the information you are seeking regarding PSE's billing is, contrary to your statement, not something you have a right to access.

I encourage you to file your formal complaint upon the commission and, if accepted, PSE would have an opportunity to present additional data in response to your allegation.

Regards,  
Corey

---

**Activity Type: Phone Call**

**Activity Date: 7/13/2022, 11:39:00 AM**

**Direction: Outgoing**

**Customer: Elena Argunov**

**UTC POC: Corey Cook**

**Subject: [Phone Call](#)**

**Description:**

I received a call from the customer. The customer asked for someone to help them file their formal complaint. I explained to the customer state law requires the complainant file their formal in writing. The customer said their complaint won't be "complete" without all of their supporting data. I explained to the customer it appears they are trying to submit too much information in their formal. I explained to the customer they cannot just send numerous data and documents to the commission and ask us to investigate a formal. I explained the customer must properly file their formal complaint consistent with RCW 80.04.110. I encouraged the customer to re-review the information provided in Sheri Hoyt's email with the formal complaint fact sheet. I also encouraged the customer to retain a lawyer if they need assistance with this process. The customer again requested a commission staff member submit the formal for the customer. I explained to the customer commission staff would not submit their formal, as commission staff disagrees with the customer's interpretation of PSE's billing. I explained it is the customer's requirement, if they feel a formal complaint investigation is warranted, to present the formal complaint, in writing, to the commission. The customer began to re-argue their complaint with me that "if someone would just look at the data, they would see PSE doesn't know what its doing and doesn't know how to bill for electricity." I explained to the customer, and prefaced with an apology for being blunt, that it appears they have a misunderstanding of how electricity is billed. I explained PSE has been in operation for decades and there is no information obtained during my informal complaint investigation which supports the customer's stance. I explained to the customer both Sheri and I have reviewed the customer's information and did not find any information which warranted further investigation. I advised the customer I am not interested in having the same discussion again and advised them I am kindly refusing to have this debate again. The customer argued that PSE "must place a hold on disconnection or collection activity" until their formal is completed. I explained that is not correct. I explained my informal complaint investigation does not find PSE in violation of any law, rule, tariff, or commission order; and, that the customer's bills are an accurate reflection of their electric usage. I explained to the customer their service is at risk of disconnection for non-payment at this time. The customer got angry and hung up.

---

[Export as .doc](#)

9/7/22, 1:51 PM

Case Report

## Washington State Complaint: CAS-33073-L9B0M8

---

**Company:** Puget Sound Energy

**Industry:** Electric

**Customer:** Chad Groesbeck

**Alt Contact:**

**Account Number:**

**Service Phone:** [REDACTED]

**E-mail Address:** [REDACTED]

**Service Address:** [REDACTED]

**Complaint:** CAS 33073 L9B0M8

**Type:** Complaint

**Serviced By:** John Trier

**Grouped By:** Disputed Bill

**Opened On:** 2/22/2022, 10:21:10 AM

**Closed On:** 5/25/2022, 2:43:34 PM

**Disposition:** Consumer upheld

**Violations Total:** 9

**TA Total:** 0

**Amount Customer Saved:**

**Description:**

On 10/2/20 the customer moved into a newly constructed home and started service with PSE. Since this date the customer has had consistent problems with PSE estimating bills and sending out notices of corrected charges. The customer is unable to trust the amount billed by PSE as it is consistently being changed and corrected.

When he has called PSE to try to get assistance with understanding the bills and why they continue to be estimates he is told he needs to speak with billing specialists, but that department doesn't want to work with him or answer their phones.

9/7/22, 1:51 PM

Case Report

2/22/22 10:24 a.m. Passed complaint to PSE via email. PSE's response is due by 5 p.m. on 2/24/22.

### **Supervisor Result:**

### **Customer Resolution:**

### **Result:**

On 10/2/20 the customer assumed responsibility for temporary commercial service during construction. Around 11/23/20 the service was converted to permanent residential service and an actual read of [REDACTED] was obtained from the meter. Between 11/23/20 and 5/28/21 PSE received no readings from the meter and billed completely from estimates. No further readings were obtained after 5/28/21 until 8/18/21 when PSE replaced the existing meter with an AMI meter. Between 9/10/20 (set read) and 8/18/21 (exchange read) PSE only obtained two additional readings and never billed for actual consumption for any billing period during that time. On 8/4/21 PSE issued a notice of corrected charges for the period 12/15/20 to 7/14/21 based on the actual reads of [REDACTED] from 11/23/20 and [REDACTED] obtained on 5/28/21. PSE distributed this consumption evenly across all bill periods as it had no other historical data to distribute the consumption. On this billing correction PSE included seven months of corrected charges, and on 8/12/21 it removed the seventh billing period from the account. On 8/18/21 PSE replaced the existing meter with a new AMI meter and obtained a final meter reading of [REDACTED]. PSE can establish that between 11/23/20 and 8/18/21 the consumer used [REDACTED] kWh of energy. PSE had based its earlier billing correction on a flat equal consumption between 11/23/20 and 5/28/21, but used the interval read between 5/28/21 and 8/18/21 to adjust down [REDACTED] the 5/14/21 - 8/12/21 billing periods due to the lower current consumption compared to the amount used between 11/23/20 and 5/28/21. Once the new AMI meter was in PSE started to receive regular readings until 12/6/21 when PSE stopped receiving daily reads from it. PSE was unable to determine the cause of the missed reads. As of 1/25/22 the meter did begin to transmit correctly again. Unfortunately during the period the meter was not properly transmitting readings, an estimated bill was issued using the prior year's original billed amount, resulting in a significantly underestimated bill for the 11/12/21 to 12/15/21 billing period. On 1/20/22 PSE performed one more billing correction for the prior two billing periods to distribute the consumption more evenly across the two billing periods. VIOLATIONS RECORDED - 9

---

### **Violations**

**WAC or RCW: 80.28.080(1)(a)**

**Count: 1**

**TA:**

**Description: PSE billed the customer for the incorrect rate schedule. During the 11/12/20 to 12/14/20 billing period the customer's service was switched from temporary commercial service to permanent residential service. On 12/14/20 the customer was issued a bill under Schedule 24 for the 11/12/20 to 12/14/20 billing period. On 12/16/20 PSE issued a corrected bill to correct the previous estimated read, and switch the billing to Schedule 7 residential service. PSE must bill for the the rates and charges applicable to such service as specified in its schedule filed and in effect at the time. PSE was notified of the violation.**

---

**WAC or RCW: 480-100-178(1)(i)(ii)**

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Case Report

**Count: 5**

**TA:**

**Description: PSE estimated the customer's bills for a nine month period. For a nine month period, between 12/15/20 and 8/12/21, PSE did not have a single billing period which was based on actual beginning and ending reads. By rule, PSE must not estimate for more than four consecutive months. PSE has been notified of the violations.**

---

**WAC or RCW: 480-100-178(1)(a)**

**Count: 1**

**TA:**

**Description: PSE did not issue timely bills. On 4/21/21 PSE issued a bill for the 2/12/21 to 3/15/21 and 3/16/21 to 4/13/21 billing periods which is compliant with the rule. However, PSE did not issue the next bill for this account until 8/4/21. PSE did not issue bills for the 4/14/21 to 5/13/21, 5/14/21 to 6/14/21, and 6/15/21 to 7/14/21 billing periods until 8/4/21. By rule PSE bills must be issued at intervals not to exceed two one-month billing cycles. PSE was notified to the violations.**

---

**WAC or RCW: 480-100-178(5)(a)**

**Count: 2**

**TA:**

**Description: PSE failed to perform a timely billing correction and attempted to recover seven months of undercharges. On 8/4/21 PSE issued a notice of corrected charges 68 days after performing a check read on 5/28/22. The notice of corrected charges attempted to collect for seven billing periods. By rule, PSE must issue the corrected bill within sixty days from the date the utility discovered that an account had been underbilled or overbilled, and it may not collect underbilled amounts for any period greater than six months from the date the error occurred. On 8/12/21 PSE did reverse the charges for the seventh billing period. On 8/18/21 PSE issued another corrected bill for the account based on a final actual meter read obtained when the new AMI meter was installed. PSE has been notified of the violations.**

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## Activities

**Activity Type: Email**



9/7/22, 1:51 PM

Case Report

**Activity Date: 2/22/2022, 10:26:12 AM**

**To: WUTC\_Complaints@pse.com;**

**From: john.trier@utc.wa.gov**

**Subject: [WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591](#)**

**Attachments: 0**

**Body:**

New consumer complaint

\*\*\*\*\*

**Washington UTC Complaint CAS-33073-L9B0M8**

Company: Puget Sound Energy

Customer: Chad Groesbeck

Account #:

Contact: Victoria McFarland

Service Address:

[REDACTED]

Primary Phone: [REDACTED]

Secondary Phone:

Email Address: [REDACTED]

Complaint Information:

Complaint ID: CAS-33073-L9B0M8

Serviced By: John Trier

Opened On: 2/22/2022 10:21 AM

Grouped By: Disputed Bill

Description:

On 10/2/20 the customer moved into a newly constructed home and started service with PSE. Since this date the customer has had consistent problems with PSE estimating bills and sending out notices of corrected charges. The customer is unable to trust the amount billed by PSE as it is consistently being changed and corrected.

When he has called PSE to try to get assistance with understanding the bills and why they continue to be estimates he is told he needs to speak with billing specialists, but that department doesn't want to work with him or answer their phones.

2/22/22 10:24 a.m. Passed complaint to PSE via email. PSE's response is due by 5 p.m. on 2/24/22.

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**Activity Type: Email**

**Activity Date: 2/24/2022, 11:08:16 AM**

**To: john.trier@utc.wa.gov;**

**From: wutc\_complaints@pse.com**

**Subject: [2-24-2022 Response for WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591](#)**

9/7/22, 1:51 PM

Case Report

**Attachments: 17**

**Body:**

External Email

Hi John,  
Please see our attached response and supporting documents.

Thanks,  
**Stacey Halsen** |Sr. Escalated Complaints Examiner  
Performance Quality – Puget Sound Energy  
Desk: 425.424.6572

---

**From:** Trier, John (UTC) <john.trier@utc.wa.gov>  
**Sent:** Tuesday, February 22, 2022 10:26 AM  
**To:** WUTC Complaints - mail - <WUTC\_Complaints@pse.com>  
**Subject:** WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591

**CAUTION - EXTERNAL EMAIL**

Phishing? Click the PhishAlarm "Report Phish" button.

New consumer complaint

\*\*\*\*\*

**Washington UTC Complaint CAS-33073-L9B0M8**

Company: Puget Sound Energy  
Customer: Chad Groesbeck  
Account #: [REDACTED]  
Contact: Victoria McFarland  
Service Address:

[REDACTED]  
Primary Phone: [REDACTED]  
Secondary Phone: [REDACTED]  
Email Address: [REDACTED]

Complaint Information:  
Complaint ID: CAS-33073-L9B0M8  
Served By: John Trier  
Opened On: 2/22/2022 10:21 AM  
Grouped By: Disputed Bill

Description:  
On 10/2/20 the customer moved into a newly constructed home and started service with PSE. Since this date the customer has had consistent problems with PSE estimating bills and sending out notices of corrected charges. The customer is unable to trust the amount billed by PSE as it is consistently being changed and corrected.

When he has called PSE to try to get assistance with understanding the bills and why they continue to be estimates he is told he needs to speak with billing specialists, but that department doesn't want to work with him or answer their phones.

2/22/22 10:24 a.m. Passed complaint to PSE via email. PSE's response is due by 5 p.m. on 2/24/22.

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**Activity Type: Activity**

**Activity Date: 2/24/2022, 11:11:00 AM**

9/7/22, 1:51 PM

Case Report

**Contact:**

**Subject:** [PSE'S INITIAL RESPONSE COPIED FROM EMAIL ATTACHMENT](#)

**Attachments:** 0

**Description:**

PSE's response had 16 attachments, and there's several charts / images in the response itself probably best to just go view the originals. \*\*\*\*\* WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck Opened: 2/22/2022 Grouped By: Disputed Bill Customer Account Name: CHAD GROESBECK Account#: [REDACTED] Service Address: [REDACTED] 2/22/2022 WA-UTC INITIAL REQUEST: On 10/2/20 the customer moved into a newly constructed home and started service with PSE. Since this date the customer has had consistent problems with PSE estimating bills and sending out notices of corrected charges. The customer is unable to trust the amount billed by PSE as it is consistently being changed and corrected. When he has called PSE to try to get assistance with understanding the bills and why they continue to be estimates he is told he needs to speak with billing specialists, but that department doesn't want to work with him or answer their phones. 2/22/22 10:24 a.m. Passed complaint to PSE via email. PSE's response is due by 5 p.m. on 2/24/22. 2/24/2022 PSE INITIAL RESPONSE: Included with our response is the account history, all Notices of Corrected Charges sent, all Installment Confirmation Letters sent and the daily read history for the new AMI meter set on 1/18/2021. Mr. Groesbeck's account was started on 10/2/2020 with a start date of 9/10/2020 which is when the temporary meter was set. The meter that was set was an AMR meter. The meter was initially set up as a Commercial Meter and was converted to a Residential service on 11/12/2020. The rate was not changed in our billing system until 12/16/2020 and a billing correction was processed on 12/16/2020 to correct the rate schedule effective 11/12/2020 to rebil the account with Residential Schedule 7 rates. Unfortunately, we did not ever hear from the AMR meter due to bad signal which resulted in estimated reads on the following dates: 10/13/2020, 11/11/2020, 12/14/2020, 1/13/2021, 2/11/2021, 3/15/2021, 4/13/2021 and 8/12/2021. A new meter (AMI) was set on 2/18/2021 and an actual read was obtained from the AMR meter at this time which was used to process a billing correction on 8/18/2021. You will see in the Daily Read history included with our response the AMI meter that was set on 8/18/2021 transmitted good reads from 8/18/2021 through 12/5/2021. The meter did not transmit reads from 12/6/2021 through 1/15/2022. It transmitted a good read on 1/16/2022 which was used to process a billing correction on 1/20/2022. The meter then did not transmit reads from 1/17/2022 – 1/24/2022 and then started transmitting good reads again on 1/25/2022. We apologize for all the billing corrections that have occurred and are hoping we will continue to consistently hear from the AMI meter to avoid future estimated billing reads. Following are the details for each of the billing correction processed from 12/16/2020 through 1/20/2022. The installment arrangements are shown in the account history and copies of the Installment confirmation letters are included with our response. 12/16/2020 1. What was the reason for the back-bill? To change rate schedule from Commercial 24 to Residential 7 effective 11/12/2020. 2. Dates for the back-bill? 11/12/2020 – 12/14/2020 3. Was this actual or estimated usage? Actual 4. Were any adjustments provided? No. 5. Was an installment plan provided? One was offered on the Notice of Corrected Charges displayed above 4/21/2021 04/21/2021 CHAD GROESBECK / [REDACTED] / VICTORIA MCFARLAND [REDACTED] Meter #: A024476273 Created service notification #511199631. Released delayed billing from 2/12/2021 - 4/13/2021 resulted in a debit of [REDACTED] for [REDACTED] KwHs. Estimated meter reads. The customer is eligible for a two month interest free installment plan. Resolved with EMMA Case #: [REDACTED]. lthomas 88-4652 1. What was the reason for the back-bill? Delayed billing 2. Dates for the back-bill? 2/12/2021 – 4/13/2021 3. Was this actual or estimated usage? Estimated 4. Were any adjustments provided? No 5. Was an installment plan provided? One was offered on the Notice of Corrected Charges displayed above 8/4/2021 1. What was the reason for the back-bill? To correct estimated reads with better estimated reads based on the actual read obtained on 5/28/2021. 2. Dates for the back-bill? 12/15/2020 – 4/13/2021 and delayed charges from 4/14/2021 – 7/14/2021 3. Was this actual or estimated usage? Actual based on manual read obtained from meter on 5/28/2021. 4. Were any adjustments provided? No. 5. Was an installment plan provided? Yes, an arrangement was created on the total account balance of [REDACTED]. 8/12/2021 1. What was the reason for the back-bill? This correction was not a

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Case Report

back-bill it was to re-process the 8/4/2021 correction to remove the 7th month of charges billed from 6/15/2021 – 7/14/2021 due to 6 month rule. 2. Dates for the back-bill? N/A 3. Was an installment plan provided? The installment plan that was created on 8/4/2021 in the amount of [REDACTED] was deactivated and a new installment plan was created on the new balance of [REDACTED]. 8/18/2021 1. What was the reason for the back-bill? To correct estimated reads with better estimated reads based on the actual read obtained on 8/18/2021 when the meter was changed from an AMR meter to an AMI meter. 2. Dates for the back-bill? 12/15/2020 – 8/12/2021 3. Was this actual or estimated usage? Actual based on manual read obtained from meter on 8/18/2021. 4. Were any adjustments provided? No. 5. Was an installment plan provided? Yes, an arrangement was created on the total amount due of [REDACTED]. 1/20/2022 1. What was the reason for the back-bill? To correct estimated reads with better estimated reads based on the read transmitted from the module on 1/16/2022. 2. Dates for the back-bill? 11/12/2021 – 1/13/2022 3. Was this actual or estimated usage? Actual 4. Were any adjustments provided? No. 5. Was an installment plan provided? Yes, an installment plan was created on [REDACTED] which was in addition to the installment plan created on 8/18/2021. • Note: On 2/1/2022 the two active installment plans were deactivated and a single installment plan was created on the total account balance of [REDACTED]. • Additionally, the AutoPay was not removed resulting in the full [REDACTED] being paid automatically on 2/9/2022. That payment was cancelled on 2/10/2022 and a new installment plan was created on 2/11/2022 for the amount of [REDACTED].

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**Activity Type: Email**

**Activity Date: 3/11/2022, 10:56:00 AM**

**To: wutc\_complaints@pse.com;**

**From: john.trier@utc.wa.gov**

**Subject: [RE: 2-24-2022 Response for WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591](#)**

**Attachments: 1**

**Body:**

Good morning Stacey,

Thank you for the initial response. I have to admit this has been a very challenging account for me to unpack. I am reviewing the initial billing corrections in August 2021 and have a few questions / concerns about how these corrections were processed.

As far as I can tell from the response the initial meter was set on 9/10/20 and the customer was responsible for service at this location from that date. It also looks like there are no actual reads obtained from the meter until a visit on 5/28/21 and then when the AMR meter was switched out for the first AMI meter on 8/18/21.

8/18/21 acct note "We got a physical read of [REDACTED] on 11/23/2020. I then informed that we did not hear from the meter for the next six months causing the estimate reads to happen. We then created a service order to exchange a part for the meter on 05/28/2021 and got a read of [REDACTED]... that the next 2.5 months after 05/28/2021 were estimated reads again, so we created another service order to physically change out the meter. We were able to get a physical read of [REDACTED] on August 18, 2021"

So looking at the previous billings it appears the meter was set at [REDACTED] starting 9/10/20 and never phoned home, so every single bill until August 2021 was estimated. However, when PSE went back and performed the billing correction it chose

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Case Report

the period of 12/15/21 to 4/13/22 (I think) for rebilling and how that noted physical read of [REDACTED] on 11/23/20 was used. I find it very interesting how consistently the overall consumption was distributed across each billing period when estimated by SAP on 8/4/21 with each period being about [REDACTED].

I think I can see where there may have been some bill periods with (for example looking at the good daily reads between 1/25/22 to 2/22/22 has a daily average of [REDACTED] and total consumption of [REDACTED] across 29 days). So I think it probably is reasonable looking back at last Winter to see a similar consumption, but for other periods it seems like there would be much lower consumption based on the daily reads from 8/19/21 to 12/5/21.

In addition, it appears that after the 2/11/21 bill cycle the system tried to catch the lack of reads from the meter for the past four months and delayed billing so an meter investigation could be done, but for some reason on 4/21/21 PSE released the two months of delayed bills with more estimated readings instead of investigating why it was not getting readings from the meter.

I think that's everything for my initial review. Can PSE explain the process it used to determine which period to perform the 8/4/21 billing correction and provide details of the calculations used to distribute the total consumption between actual readings used as the basis for that correction?

Please provide a response by 5 p.m. on 3/16/22.

Thank you,  
John

---

**From:** Halsen, Stacey <Stacey.Halsen@pse.com> **On Behalf Of** WUTC Complaints - mail -  
**Sent:** Thursday, February 24, 2022 11:07 AM  
**To:** Trier, John (UTC) <john.trier@utc.wa.gov>  
**Subject:** 2-24-2022 Response for WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591

External Email

Hi John,  
Please see our attached response and supporting documents.

Thanks,  
**Stacey Halsen** |Sr. Escalated Complaints Examiner  
 Performance Quality – Puget Sound Energy  
Desk: 425.424.6572

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**From:** Trier, John (UTC) <john.trier@utc.wa.gov>  
**Sent:** Tuesday, February 22, 2022 10:26 AM  
**To:** WUTC Complaints - mail - <WUTC\_Complaints@pse.com>  
**Subject:** WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591

**CAUTION - EXTERNAL EMAIL**

Phishing? Click the PhishAlarm "Report Phish" button.

New consumer complaint

\*\*\*\*\*

**Washington UTC Complaint CAS-33073-L9B0M8**

Company: Puget Sound Energy

Customer: Chad Groesbeck

Account #: [REDACTED]

Contact: Victoria McFarland

Service Address:  
[REDACTED]

9/7/22, 1:51 PM

Case Report

Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Email Address: [REDACTED]

Complaint Information:

Complaint ID: CAS-33073-L9B0M8

Serviced By: John Trier

Opened On: 2/22/2022 10:21 AM

Grouped By: Disputed Bill

Description:

On 10/2/20 the customer moved into a newly constructed home and started service with PSE. Since this date the customer has had consistent problems with PSE estimating bills and sending out notices of corrected charges. The customer is unable to trust the amount billed by PSE as it is consistently being changed and corrected.

When he has called PSE to try to get assistance with understanding the bills and why they continue to be estimates he is told he needs to speak with billing specialists, but that department doesn't want to work with him or answer their phones.

2/22/22 10:24 a.m. Passed complaint to PSE via email. PSE's response is due by 5 p.m. on 2/24/22.

**Activity Type: Email**

**Activity Date: 3/16/2022, 11:10:17 AM**

**To: john.trier@utc.wa.gov;**

**From: wutc\_complaints@pse.com**

**Subject: [3-16-2022 Response for WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591](#)**

**Attachments: 2**

**Body:**


External Email

Hi John,

Please see our attached response.

Thanks,

**Stacey Halsen** | Sr. Escalated Complaints Examiner

 Performance Quality – Puget Sound Energy

Desk: 425.424.6572

**From:** Trier, John (UTC) <john.trier@utc.wa.gov>

**Sent:** Friday, March 11, 2022 10:57 AM

**To:** WUTC Complaints - mail - <WUTC\_Complaints@pse.com>

**Subject:** RE: 2-24-2022 Response for WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591

9/7/22, 1:51 PM

Case Report

**CAUTION - EXTERNAL EMAIL**

Phishing? Click the PhishAlarm "**Report Phish**" button.

Good morning Stacey,

Thank you for the initial response. I have to admit this has been a very challenging account for me to unpack. I am reviewing the initial billing corrections in August 2021 and have a few questions / concerns about how these corrections were processed.

As far as I can tell from the response the initial meter was set on 9/10/20 and the customer was responsible for service at this location from that date. It also looks like there are no actual reads obtained from the meter until a visit on 5/28/21 and then when the AMR meter was switched out for the first AMI meter on 8/18/21.

8/18/21 acct note "We got a physical read of [REDACTED] on 11/23/2020. I then informed that we did not hear from the meter for the next six months causing the estimate reads to happen. We then created a service order to exchange a part for the meter on 05/28/2021 and got a read of [REDACTED]... that the next 2.5 months after 05/28/2021 were estimated reads again, so we created another service order to physically change out the meter. We were able to get a physical read of [REDACTED] on August 18, 2021"

So looking at the previous billings it appears the meter was set at [REDACTED] starting 9/10/20 and never phoned home, so every single bill until August 2021 was estimated. However, when PSE went back and performed the billing correction it chose the period of 12/15/21 to 4/13/22 (I think) for rebilling and how that noted physical read of [REDACTED] on 11/23/20 was used. I find it very interesting how consistently the overall consumption was distributed across each billing period when estimated by SAP on 8/4/21 with each period being about [REDACTED].

I think I can see where there may have been some bill periods with (for example looking at the good daily reads between 1/25/22 to 2/22/22 has a daily average of [REDACTED] and total consumption of [REDACTED] across 29 days). So I think it probably is reasonable looking back at last Winter to see a similar consumption, but for other periods it seems like there would be much lower consumption based on the daily reads from 8/19/21 to 12/5/21.

In addition, it appears that after the 2/11/21 bill cycle the system tried to catch the lack of reads from the meter for the past four months and delayed billing so an meter investigation could be done, but for some reason on 4/21/21 PSE released the two months of delayed bills with more estimated readings instead of investigating why it was not getting readings from the meter.

I think that's everything for my initial review. Can PSE explain the process it used to determine which period to perform the 8/4/21 billing correction and provide details of the calculations used to distribute the total consumption between actual readings used as the basis for that correction?

Please provide a response by 5 p.m. on 3/16/22.

Thank you,  
John

---

**From:** Halsen, Stacey <[Stacey.Halsen@pse.com](mailto:Stacey.Halsen@pse.com)> **On Behalf Of** WUTC Complaints - mail -  
**Sent:** Thursday, February 24, 2022 11:07 AM  
**To:** Trier, John (UTC) <[john.trier@utc.wa.gov](mailto:john.trier@utc.wa.gov)>  
**Subject:** 2-24-2022 Response for WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591

External Email

Hi John,  
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9/7/22, 1:51 PM

Case Report

**Stacey Halsen** | Sr. Escalated Complaints Examiner  
 Performance Quality – Puget Sound Energy  
Desk: 425.424.6572

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**Sent:** Tuesday, February 22, 2022 10:26 AM  
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**Subject:** WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591

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New consumer complaint

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**Washington UTC Complaint CAS-33073-L9B0M8**

Company: Puget Sound Energy

Customer: Chad Groesbeck

Account #: [REDACTED]

Contact: Victoria McFarland

Service Address:

[REDACTED]

Primary Phone: [REDACTED]

Secondary Phone:

Email Address: [REDACTED]

Complaint Information:

Complaint ID: CAS-33073-L9B0M8

Serviced By: John Trier

Opened On: 2/22/2022 10:21 AM

Grouped By: Disputed Bill

Description:

On 10/2/20 the customer moved into a newly constructed home and started service with PSE. Since this date the customer has had consistent problems with PSE estimating bills and sending out notices of corrected charges. The customer is unable to trust the amount billed by PSE as it is consistently being changed and corrected.

When he has called PSE to try to get assistance with understanding the bills and why they continue to be estimates he is told he needs to speak with billing specialists, but that department doesn't want to work with him or answer their phones.

2/22/22 10:24 a.m. Passed complaint to PSE via email. PSE's response is due by 5 p.m. on 2/24/22.

---

**Activity Type: Activity**

**Activity Date: 3/25/2022, 12:00:00 PM**

**Contact:**

**Subject: [PSE RESPONSE TO FOLLOW UP REQUEST COPIED FROM EMAIL ATTACHMENT](#)**

**Attachments: 0**



9/7/22, 1:51 PM

Case Report

## Description:

WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck Opened: 2/22/2022 Grouped By: Disputed Bill  
Customer Account Name: CHAD GROESBECK Account#: [REDACTED] Service Address: [REDACTED]  
[REDACTED] 3/11/2022 UTC FOLLOW-UP REQUEST #1: Thank you for the initial response. I have to admit this has been a very challenging account for me to unpack. I am reviewing the initial billing corrections in August 2021 and have a few questions / concerns about how these corrections were processed. As far as I can tell from the response the initial meter was set on 9/10/20 and the customer was responsible for service at this location from that date. It also looks like there are no actual reads obtained from the meter until a visit on 5/28/21 and then when the AMR meter was switched out for the first AMI meter on 8/18/21. PSE Response: This is accurate. 8/18/21 acct note "We got a physical read of [REDACTED] on 11/23/2020. I then informed that we did not hear from the meter for the next six months causing the estimate reads to happen. We then created a service order to exchange a part for the meter on 05/28/2021 and got a read of [REDACTED] ... that the next 2.5 months after 05/28/2021 were estimated reads again, so we created another service order to physically change out the meter. We were able to get a physical read of [REDACTED] on August 18, 2021". PSE Response: To elaborate on the following agent's comment of "Please provide Meter #/Module #/Read and any other necessary information. Thank you. lthomas 88-4652" The agent placed a service notification for a check read (not to exchange a part) on 4/21/21 which was completed in the field on 5/28/21. That was the request. This was initiated from the No of permissible estim meter readings exceeded case 2496435 created by system on 3/15/21 and completed on 4/21/21. The service order was completed 5/28/21 and a read of [REDACTED] was provided. So looking at the previous billings it appears the meter was set at [REDACTED] starting 9/10/20 and never phoned home, so every single bill until August 2021 was estimated. However, when PSE went back and performed the billing correction it chose the period of 12/15/21 to 4/13/22 (I think) for rebilling and how that noted physical read of [REDACTED] on 11/23/20 was used. I find it very interesting how consistently the overall consumption was distributed across each billing period when estimated by SAP on 8/4/21 with each period being about [REDACTED] [REDACTED]. PSE Response: The system did consistently distribute the usage between the 12/15/20-5/13/21 dates based on actual read from 5/28/21. See below remark: This was a brand new meter set on 9/10/20, so system didn't have any previous history in which to base the estimates for previous year(s) for similar time periods. Also, it is possible that more should have been billed during the 11/12/20-12/14/20 bill period. We had a read of [REDACTED] on 11/23/20, but the 11/23/20-12/14/20 21 day portion of that charge may have been estimated low. Please note, the 11/12/20-12/14/20 charge had originally been estimated at zero kwhs for [REDACTED] on the temp commercial 24 temp schedule. However, there was a rate correction statement that was issued on 12/16/20 to reflect the change to a perm schedule where we did bill to a read of [REDACTED] from 11/12/20-11/23/20 (12 days) and 21 days of the bill from 11/23/20-12/14/20 was estimated at [REDACTED] kwhs to a read of [REDACTED]. "EMMA CASE 2566310: METER NUMBER A024476273: CORRECTION (WITH DELAYED BILLS): Rebilled from 12/15/2020 to 04/13/2021 to correct estimated reads with better estimates based on actual read from 5/28/21 per SN# 511199631 resulting in a Debit difference of [REDACTED] for [REDACTED] KWHs. Released delayed billing from 04/14/2021 to 07/14/2021, resulting in a debit of [REDACTED] for [REDACTED] KWHs. Added a seven month interest free installment plan. Bill print message added to the invoice. rhopkins884278" The 8/4/21 bill was billed forward through 7/14/21. That last month should have been adjusted for [REDACTED] because that was the 7th month. This was taken care of on the bill that went out on 8/16/21 which reflects a credit of [REDACTED] which was for the 6/15/21-7/14/21 delayed charge that should have been written off on the 8/4/21 original corrected bill. I think I can see where there may have been some bill periods with (for example looking at the good daily reads between 1/25/22 to 2/22/22 has a daily average of [REDACTED] and total consumption of [REDACTED] across 29 days). So I think it probably is reasonable looking back at last Winter to see a similar consumption, but for other periods it seems like there would be much lower consumption based on the daily reads from 8/19/21 to 12/5/21. PSE Response: Because we did not have many actual reads for the rebilled periods, it is difficult to know exactly which periods the consumption belongs. We have reads for 9/10/20 (set read), 11/23/20 (temp to perm read), 5/28/21 (ck read) and 8/18/21 (exchange read). We let the system distribute the consumption between these reads. If customer thinks that the usage was consumed differently, we can redistribute/adjust it to the periods they feel more/less was used, but the overall quantity of kwhs will be the same since we know they used from a read of [REDACTED] to [REDACTED] on the removed meter. In addition, it appears that after the 2/11/21 bill cycle the system tried to catch the lack of reads from the meter for the past four months and delayed billing so an meter investigation could be done, but for some reason on 4/21/21 PSE released the two months of delayed bills with more estimated readings instead

9/7/22, 1:51 PM

Case Report

of investigating why it was not getting readings from the meter. . PSE Response: The system originally estimated the charges very low on the 4/21/21 delayed bill statement. This is likely because it had no history to base the estimates. The original delayed bill for service from 2/12/21-3/15/21 was estimated at [REDACTED] and the 3/16/21-4/13/21 charge was estimated at [REDACTED]. However, agent that released these low system estimated reads did place a check read service notification 511199631 on the day she released the estimates. That was how we got the 5/28/21 reading off of the meter. Unfortunately, the correction was not worked until 8/4/21 and we were still not receiving reads in June or July. I think that's everything for my initial review. Can PSE explain the process it used to determine which period to perform the 8/4/21 billing correction and provide details of the calculations used to distribute the total consumption between actual readings used as the basis for that correction? PSE Response: When the agent rebilled the account they kept the 12/14/20 read and the 5/28/21 reads for the system to use for billing. The agent let the system estimate the reads in-between based on these two reads when she processed the correction on 8/4/21. Please provide a response by 5 p.m. on 3/16/22. 3/16/2022 PSE RESPONSE TO UTC FOLLOW-UP REQUEST #1: Responses have been added into your follow-up request above. 2/22/2022 WA-UTC INITIAL REQUEST: On 10/2/20 the customer moved into a newly constructed home and started service with PSE. Since this date the customer has had consistent problems with PSE estimating bills and sending out notices of corrected charges. The customer is unable to trust the amount billed by PSE as it is consistently being changed and corrected. When he has called PSE to try to get assistance with understanding the bills and why they continue to be estimates he is told he needs to speak with billing specialists, but that department doesn't want to work with him or answer their phones. 2/22/22 10:24 a.m. Passed complaint to PSE via email. PSE's response is due by 5 p.m. on 2/24/22. 2/24/2022 PSE INITIAL RESPONSE: Included with our response is the account history, all Notices of Corrected Charges sent, all Installment Confirmation Letters sent and the daily read history for the new AMI meter set on 1/18/2021. Mr. Groesbeck's account was started on 10/2/2020 with a start date of 9/10/2020 which is when the temporary meter was set. The meter that was set was an AMR meter. The meter was initially set up as a Commercial Meter and was converted to a Residential service on 11/12/2020. The rate was not changed in our billing system until 12/16/2020 and a billing correction was processed on 12/16/2020 to correct the rate schedule effective 11/12/2020 to rebil the account with Residential Schedule 7 rates. Unfortunately, we did not ever hear from the AMR meter due to bad signal which resulted in estimated reads on the following dates: 10/13/2020, 11/11/2020, 12/14/2020, 1/13/2021, 2/11/2021, 3/15/2021, 4/13/2021 and 8/12/2021. A new meter (AMI) was set on 2/18/2021 and an actual read was obtained from the AMR meter at this time which was used to process a billing correction on 8/18/2021. You will see in the Daily Read history included with our response the AMI meter that was set on 8/18/2021 transmitted good reads from 8/18/2021 through 12/5/2021. The meter did not transmit reads from 12/6/2021 through 1/15/2022. It transmitted a good read on 1/16/2022 which was used to process a billing correction on 1/20/2022. The meter then did not transmit reads from 1/17/2022 – 1/24/2022 and then started transmitting good reads again on 1/25/2022. We apologize for all the billing corrections that have occurred and are hoping we will continue to consistently hear from the AMI meter to avoid future estimated billing reads. Following are the details for each of the billing correction processed from 12/16/2020 through 1/20/2022. The installment arrangements are shown in the account history and copies of the Installment confirmation letters are included with our response. 12/16/2020 1. What was the reason for the back-bill? To change rate schedule from Commercial 24 to Residential 7 effective 11/12/2020. 2. Dates for the back-bill? 11/12/2020 – 12/14/2020 3. Was this actual or estimated usage? Actual 4. Were any adjustments provided? No. 5. Was an installment plan provided? One was offered on the Notice of Corrected Charges displayed above 4/21/2021 04/21/2021 CHAD GROESBECK / [REDACTED] / VICTORIA MCFARLAND [REDACTED] Meter #: A024476273 Created service notification #511199631. Released delayed billing from 2/12/2021 - 4/13/2021 resulted in a debit of [REDACTED] for [REDACTED] KwHs. Estimated meter reads. The customer is eligible for a two month interest free installment plan. Resolved with EMMA Case #: 2496435. lthomas 88-4652 1. What was the reason for the back-bill? Delayed billing 2. Dates for the back-bill? 2/12/2021 – 4/13/2021 3. Was this actual or estimated usage? Estimated 4. Were any adjustments provided? No 5. Was an installment plan provided? One was offered on the Notice of Corrected Charges displayed above 8/4/2021 1. What was the reason for the back-bill? To correct estimated reads with better estimated reads based on the actual read obtained on 5/28/2021. 2. Dates for the back-bill? 12/15/2020 – 4/13/2021 and delayed charges from 4/14/2021 – 7/14/2021 3. Was this actual or estimated usage? Actual based on manual read obtained from meter on 5/28/2021. 4. Were any adjustments provided? No. 5. Was an installment plan provided? Yes, an arrangement was created on the total account balance of [REDACTED]. 8/12/2021 1. What was the reason for the back-bill? This correction was not a

9/7/22, 1:51 PM

Case Report

back-bill it was to re-process the 8/4/2021 correction to remove the 7th month of charges billed from 6/15/2021 – 7/14/2021 due to 6 month rule. 2. Dates for the back-bill? N/A 3. Was an installment plan provided? The installment plan that was created on 8/4/2021 in the amount of [REDACTED] was deactivated and a new installment plan was created on the new balance of [REDACTED]. 8/18/2021 1. What was the reason for the back-bill? To correct estimated reads with better estimated reads based on the actual read obtained on 8/18/2021 when the meter was changed from an AMR meter to an AMI meter. 2. Dates for the back-bill? 12/15/2020 – 8/12/2021 3. Was this actual or estimated usage? Actual based on manual read obtained from meter on 8/18/2021. 4. Were any adjustments provided? No. 5. Was an installment plan provided? Yes, an arrangement was created on the total amount due of [REDACTED]. 1/20/2022 1. What was the reason for the back-bill? To correct estimated reads with better estimated reads based on the read transmitted from the module on 1/16/2022. 2. Dates for the back-bill? 11/12/2021 – 1/13/2022 3. Was this actual or estimated usage? Actual 4. Were any adjustments provided? No. 5. Was an installment plan provided? Yes, an installment plan was created on [REDACTED] which was in addition to the installment plan created on 8/18/2021. • Note: On 2/1/2022 the two active installment plans were deactivated and a single installment plan was created on the total account balance of [REDACTED]. • Additionally, the AutoPay was not removed resulting in the full [REDACTED] being paid automatically on 2/9/2022. That payment was cancelled on 2/10/2022 and a new installment plan was created on 2/11/2022 for the amount of [REDACTED].

---

**Activity Type: Phone Call**

**Activity Date: 4/8/2022, 2:00:00 AM**

**Direction: Incoming**

**Customer: Chad Groesbeck**

**UTC POC: John Trier**

**Subject: [Phone Call from Customer](#)**

**Description:**

I received a call from the customer. I let them know I was still working on their complaint. I had a lot of questions for PSE about the billing corrections done and reason why they weren't getting reads from the meter. The customers then told me they just got another estimated bill for about [REDACTED] from PSE this month.

---

**Activity Type: Email**

**Activity Date: 4/15/2022, 4:42:00 PM**

**To: wutc\_complaints@pse.com;**

**From: john.trier@utc.wa.gov**

**Subject: [RE: 3-16-2022 Response for WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591](#)**

**Attachments: 1**

9/7/22, 1:51 PM

Case Report

**Body:**

Good afternoon Stacey,

My apologies for the delay in getting back to you about this complaint. I just got a call from the customers and they expressed frustration that they had just received another estimated bill for almost [REDACTED] this month. It was my understanding that as of 1/25/22 it had been transmitting correctly, but it appears that there was another issue this month. Can you provide more information about the most recent bill?

Please provide a response by 5 p.m. on 4/20/22.

Thank you,  
John

---

**From:** Halsen, Stacey <Stacey.Halsen@pse.com> **On Behalf Of** WUTC Complaints - mail -  
**Sent:** Wednesday, March 16, 2022 11:10 AM  
**To:** Trier, John (UTC) <john.trier@utc.wa.gov>  
**Subject:** 3-16-2022 Response for WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591

External Email

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Thanks,  
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 Performance Quality – Puget Sound Energy  
Desk: 425.424.6572

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**Sent:** Friday, March 11, 2022 10:57 AM  
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Case Report

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In addition, it appears that after the 2/11/21 bill cycle the system tried to catch the lack of reads from the meter for the past four months and delayed billing so an meter investigation could be done, but for some reason on 4/21/21 PSE released the two months of delayed bills with more estimated readings instead of investigating why it was not getting readings from the meter.

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**Subject:** 2-24-2022 Response for WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591

External Email

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Thanks,  
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 Performance Quality – Puget Sound Energy  
Desk: 425.424.6572

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**Sent:** Tuesday, February 22, 2022 10:26 AM  
**To:** WUTC Complaints - mail - <[WUTC\\_Complaints@pse.com](mailto:WUTC_Complaints@pse.com)>  
**Subject:** WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591

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Phishing? Click the PhishAlarm "**Report Phish**" button.

New consumer complaint

\*\*\*\*\*

**Washington UTC Complaint CAS-33073-L9B0M8**

Company: Puget Sound Energy

Customer: Chad Groesbeck

Account #: [REDACTED]

Contact: Victoria McFarland

9/7/22, 1:51 PM

Case Report

Service Address:

Primary Phone:

Secondary Phone:

Email Address:

Complaint Information:

Complaint ID: CAS-33073-L9B0M8

Serviced By: John Trier

Opened On: 2/22/2022 10:21 AM

Grouped By: Disputed Bill

Description:

On 10/2/20 the customer moved into a newly constructed home and started service with PSE. Since this date the customer has had consistent problems with PSE estimating bills and sending out notices of corrected charges. The customer is unable to trust the amount billed by PSE as it is consistently being changed and corrected.

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---

**Activity Type: Email**

**Activity Date: 4/20/2022, 3:23:07 PM**

**To: john.trier@utc.wa.gov;**

**From: wutc\_complaints@pse.com**


**Subject: [4-20-22 Response for WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591](#)**

**Attachments: 3**

**Body:**

External Email

Hi John,  
Please see our attached response.

Thanks,  
**Stacey Halsen** |Sr. Escalated Complaints Examiner  
 Performance Quality – Puget Sound Energy  
Desk: 425.424.6572

---

**From:** Trier, John (UTC) <john.trier@utc.wa.gov>

**Sent:** Friday, April 15, 2022 4:43 PM

9/7/22, 1:51 PM

Case Report

**To:** WUTC Complaints - mail - <WUTC\_Complaints@pse.com>

**Subject:** RE: 3-16-2022 Response for WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591

**CAUTION - EXTERNAL EMAIL**

Phishing? Click the PhishAlarm "**Report Phish**" button.

Good afternoon Stacey,

My apologies for the delay in getting back to you about this complaint. I just got a call from the customers and they expressed frustration that they had just received another estimated bill for almost [REDACTED] this month. It was my understanding that as of 1/25/22 it had been transmitting correctly, but it appears that there was another issue this month. Can you provide more information about the most recent bill?

Please provide a response by 5 p.m. on 4/20/22.

Thank you,  
John

---

**From:** Halsen, Stacey <[Stacey.Halsen@pse.com](mailto:Stacey.Halsen@pse.com)> **On Behalf Of** WUTC Complaints - mail -

**Sent:** Wednesday, March 16, 2022 11:10 AM

**To:** Trier, John (UTC) <[john.trier@utc.wa.gov](mailto:john.trier@utc.wa.gov)>

**Subject:** 3-16-2022 Response for WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591

External Email

Hi John,

Please see our attached response.

Thanks,

**Stacey Halsen** | Sr. Escalated Complaints Examiner

Performance Quality – Puget Sound Energy

Desk: 425.424.6572

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**From:** Trier, John (UTC) <[john.trier@utc.wa.gov](mailto:john.trier@utc.wa.gov)>

**Sent:** Friday, March 11, 2022 10:57 AM

**To:** WUTC Complaints - mail - <[WUTC\\_Complaints@pse.com](mailto:WUTC_Complaints@pse.com)>

**Subject:** RE: 2-24-2022 Response for WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591

**CAUTION - EXTERNAL EMAIL**

Phishing? Click the PhishAlarm "**Report Phish**" button.

Good morning Stacey,

Thank you for the initial response. I have to admit this has been a very challenging account for me to unpack. I am reviewing the initial billing corrections in August 2021 and have a few questions / concerns about how these corrections were processed.

As far as I can tell from the response the initial meter was set on 9/10/20 and the customer was responsible for service at this location from that date. It also looks like there are no actual reads obtained from the meter until a visit on 5/28/21 and then when the AMR meter was switched out for the first AMI meter on 8/18/21.

8/18/21 acct note "We got a physical read of [REDACTED] on 11/23/2020. I then informed that we did not hear from the meter for the next six months causing the estimate reads to happen. We then created a service order to exchange a part for the meter on 05/28/2021 and got a read of [REDACTED] ... that the next 2.5 months after 05/28/2021 were estimated reads again,

9/7/22, 1:51 PM

Case Report

so we created another service order to physically change out the meter. We were able to get a physical read of [REDACTED] on August 18, 2021”

So looking at the previous billings it appears the meter was set at [REDACTED] starting 9/10/20 and never phoned home, so every single bill until August 2021 was estimated. However, when PSE went back and performed the billing correction it chose the period of 12/15/21 to 4/13/22 (I think) for rebilling and how that noted physical read of [REDACTED] on 11/23/20 was used. I find it very interesting how consistently the overall consumption was distributed across each billing period when estimated by SAP on 8/4/21 with each period being about [REDACTED].

I think I can see where there may have been some bill periods with (for example looking at the good daily reads between 1/25/22 to 2/22/22 has a daily average of [REDACTED] and total consumption of [REDACTED] across 29 days). So I think it probably is reasonable looking back at last Winter to see a similar consumption, but for other periods it seems like there would be much lower consumption based on the daily reads from 8/19/21 to 12/5/21.

In addition, it appears that after the 2/11/21 bill cycle the system tried to catch the lack of reads from the meter for the past four months and delayed billing so an meter investigation could be done, but for some reason on 4/21/21 PSE released the two months of delayed bills with more estimated readings instead of investigating why it was not getting readings from the meter.

I think that’s everything for my initial review. Can PSE explain the process it used to determine which period to perform the 8/4/21 billing correction and provide details of the calculations used to distribute the total consumption between actual readings used as the basis for that correction?

Please provide a response by 5 p.m. on 3/16/22.

Thank you,  
John

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**From:** Halsen, Stacey <[Stacey.Halsen@pse.com](mailto:Stacey.Halsen@pse.com)> **On Behalf Of** WUTC Complaints - mail -  
**Sent:** Thursday, February 24, 2022 11:07 AM  
**To:** Trier, John (UTC) <[john.trier@utc.wa.gov](mailto:john.trier@utc.wa.gov)>  
**Subject:** 2-24-2022 Response for WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591

External Email

Hi John,  
Please see our attached response and supporting documents.

Thanks,  
**Stacey Halsen** |Sr. Escalated Complaints Examiner  
 Performance Quality – Puget Sound Energy  
Desk: 425.424.6572

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**From:** Trier, John (UTC) <[john.trier@utc.wa.gov](mailto:john.trier@utc.wa.gov)>  
**Sent:** Tuesday, February 22, 2022 10:26 AM  
**To:** WUTC Complaints - mail - <[WUTC\\_Complaints@pse.com](mailto:WUTC_Complaints@pse.com)>  
**Subject:** WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591

**CAUTION - EXTERNAL EMAIL**

Phishing? Click the PhishAlarm "Report Phish" button.

New consumer complaint

\*\*\*\*\*

**Washington UTC Complaint CAS-33073-L9B0M8**  
Company: Puget Sound Energy



9/7/22, 1:51 PM

Case Report

Customer: Chad Groesbeck  
Account #: [REDACTED]  
Contact: Victoria McFarland  
Service Address:

[REDACTED]  
Primary Phone: [REDACTED]

Secondary Phone:

Email Address: [REDACTED]

Complaint Information:

Complaint ID: CAS-33073-L9B0M8

Serviced By: John Trier

Opened On: 2/22/2022 10:21 AM

Grouped By: Disputed Bill

Description:

On 10/2/20 the customer moved into a newly constructed home and started service with PSE. Since this date the customer has had consistent problems with PSE estimating bills and sending out notices of corrected charges. The customer is unable to trust the amount billed by PSE as it is consistently being changed and corrected.

When he has called PSE to try to get assistance with understanding the bills and why they continue to be estimates he is told he needs to speak with billing specialists, but that department doesn't want to work with him or answer their phones.

2/22/22 10:24 a.m. Passed complaint to PSE via email. PSE's response is due by 5 p.m. on 2/24/22.

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**Activity Type: Activity**

**Activity Date: 4/20/2022, 3:30:00 PM**

**Contact:**

**Subject: PSE'S FOLLOW UP RESPONSE COPIED FROM EMAIL ATTACHMENT**

**Attachments: 0**

**Description:**

WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck Opened: 2/22/2022 Grouped By: Disputed Bill  
Customer Account Name: CHAD GROESBECK Account#: [REDACTED] Service Address: [REDACTED]  
[REDACTED] 4/15/2022 UTC FOLLOW-UP REQUEST #2: My apologies for the delay in getting back to you about this complaint. I just got a call from the customers and they expressed frustration that they had just received another estimated bill for almost [REDACTED] this month. It was my understanding that as of 1/25/22 it had been transmitting correctly, but it appears that there was another issue this month. Can you provide more information about the most recent bill? Please provide a response by 5 p.m. on 4/20/22. 4/20/2022 PSE RESPONSE TO UTC FOLLOWUP REQUEST #2: I have included an updated account history with the response. The reason the customer's amount due on their 5/4/22 was [REDACTED] is due to PSE had not received a payment for the balance due 4/5/22 in the amount of [REDACTED], therefore the April statement dated 4/14/22 included the current charges + past due charges. A payment in the amount of [REDACTED] was received on 4/15/22, the day after the April statement generated which brought the account current for the charges due 4/5 and 5/4. The balance owing on the account is [REDACTED] which is the installment plan balance for the monthly installments in the amount of [REDACTED] per month due June 2022 through August 2023. Yes, the April statement

9/7/22, 1:51 PM

Case Report

does display a 4/14/22 estimated read of [REDACTED]. I checked the module and it is transmitting consistent daily reads and does show a read transmitted on 4/14 of [REDACTED] at midnight. I had our Billing Performance Team review this account to determine why the system estimated the 4/14 billing read instead of using the 4/14 module read. It was discovered that the cause of this was due to an outstanding check-read order that was created back on 1/20/22 to have the meter's register manually read due to the module reads that had stopped transmitting in early December. The order that was created on 1/20 was completed on 4/13 when a manual read was obtained from the meter's register of [REDACTED]. When the account billed out it chose the manual read over the module read and then prorated the usage from the last billing read on 3/14 of [REDACTED] to the 4/14 billing date and used the average per day between 3/14 and 4/14 to estimate the 4/14 billing read. Although the bill displays Estimated Read for 4/14 it is actually a good read based on the actual reads obtained 3/14 and 4/13. The 4/14 read was calculated using the average kwhs per day from 3/14 to 4/14. This was an anomaly and we don't anticipate this happening again. We are hearing from the module consistently every day. 3/11/2022 UTC FOLLOW-UP REQUEST #1: Thank you for the initial response. I have to admit this has been a very challenging account for me to unpack. I am reviewing the initial billing corrections in August 2021 and have a few questions / concerns about how these corrections were processed. As far as I can tell from the response the initial meter was set on 9/10/20 and the customer was responsible for service at this location from that date. It also looks like there are no actual reads obtained from the meter until a visit on 5/28/21 and then when the AMR meter was switched out for the first AMI meter on 8/18/21. PSE Response: This is accurate. 8/18/21 acct note "We got a physical read of [REDACTED] on 11/23/2020. I then informed that we did not hear from the meter for the next six months causing the estimate reads to happen. We then created a service order to exchange a part for the meter on 05/28/2021 and got a read of [REDACTED]... that the next 2.5 months after 05/28/2021 were estimated reads again, so we created another service order to physically change out the meter. We were able to get a physical read of [REDACTED] on August 18, 2021". PSE Response: To elaborate on the following agent's comment of "Please provide Meter #/Module #/Read and any other necessary information. Thank you. lthomas 88-4652" The agent placed a service notification for a check read (not to exchange a part) on 4/21/21 which was completed in the field on 5/28/21. That was the request. This was initiated from the No of permissible estim meter readings exceeded case 2496435 created by system on 3/15/21 and completed on 4/21/21. The service order was completed 5/28/21 and a read of [REDACTED] was provided. So looking at the previous billings it appears the meter was set at [REDACTED] starting 9/10/20 and never phoned home, so every single bill until August 2021 was estimated. However, when PSE went back and performed the billing correction it chose the period of 12/15/21 to 4/13/22 (I think) for rebilling and how that noted physical read of [REDACTED] on 11/23/20 was used. I find it very interesting how consistently the overall consumption was distributed across each billing period when estimated by SAP on 8/4/21 with each period being about [REDACTED]. PSE Response: The system did consistently distribute the usage between the 12/15/20-5/13/21 dates based on actual read from 5/28/21. See below remark: This was a brand new meter set on 9/10/20, so system didn't have any previous history in which to base the estimates for previous year(s) for similar time periods. Also, it is possible that more should have been billed during the 11/12/20-12/14/20 bill period. We had a read of [REDACTED] on 11/23/20, but the 11/23/20-12/14/20 21 day portion of that charge may have been estimated low. Please note, the 11/12/20-12/14/20 charge had originally been estimated at zero kwhs for [REDACTED] on the temp commercial 24 temp schedule. However, there was a rate correction statement that was issued on 12/16/20 to reflect the change to a perm schedule where we did bill to a read of [REDACTED] from 11/12/20-11/23/20 (12 days) and 21 days of the bill from 11/23/20-12/14/20 was estimated at [REDACTED] kwhs to a read of [REDACTED]. "EMMA CASE 2566310: METER NUMBER A024476273: CORRECTION (WITH DELAYED BILLS): Rebilled from 12/15/2020 to 04/13/2021 to correct estimated reads with better estimates based on actual read from 5/28/21 per SN# 511199631 resulting in a Debit difference of [REDACTED] for [REDACTED] KWHs. Released delayed billing from 04/14/2021 to 07/14/2021, resulting in a debit of [REDACTED] for [REDACTED] KWHs. Added a seven month interest free installment plan. Bill print message added to the invoice. rhopkins884278" The 8/4/21 bill was billed forward through 7/14/21. That last month should have been adjusted for [REDACTED] because that was the 7th month. This was taken care of on the bill that went out on 8/16/21 which reflects a credit of [REDACTED] which was for the 6/15/21-7/14/21 delayed charge that should have been written off on the 8/4/21 original corrected bill. I think I can see where there may have been some bill periods with (for example looking at the good daily reads between 1/25/22 to 2/22/22 has a daily average of [REDACTED] and total consumption of [REDACTED] across 29 days). So I think it probably is reasonable looking back at last Winter to see a similar consumption, but for other periods it seems like there would be much lower consumption based on the daily reads from 8/19/21 to 12/5/21. PSE Response: Because we did not have many actual reads for the rebilled

9/7/22, 1:51 PM

Case Report

periods, it is difficult to know exactly which periods the consumption belongs. We have reads for 9/10/20 (set read), 11/23/20 (temp to perm read), 5/28/21 (ck read) and 8/18/21 (exchange read). We let the system distribute the consumption between these reads. If customer thinks that the usage was consumed differently, we can redistribute/adjust it to the periods they feel more/less was used, but the overall quantity of kwhs will be the same since we know they used from a read of [REDACTED] to [REDACTED] on the removed meter. In addition, it appears that after the 2/11/21 bill cycle the system tried to catch the lack of reads from the meter for the past four months and delayed billing so an meter investigation could be done, but for some reason on 4/21/21 PSE released the two months of delayed bills with more estimated readings instead of investigating why it was not getting readings from the meter. . PSE Response: The system originally estimated the charges very low on the 4/21/21 delayed bill statement. This is likely because it had no history to base the estimates. The original delayed bill for service from 2/12/21-3/15/21 was estimated at [REDACTED] and the 3/16/21-4/13/21 charge was estimated at [REDACTED]. However, agent that released these low system estimated reads did place a check read service notification 511199631 on the day she released the estimates. That was how we got the 5/28/21 reading off of the meter. Unfortunately, the correction was not worked until 8/4/21 and we were still not receiving reads in June or July. I think that's everything for my initial review. Can PSE explain the process it used to determine which period to perform the 8/4/21 billing correction and provide details of the calculations used to distribute the total consumption between actual readings used as the basis for that correction? PSE Response: When the agent rebilled the account they kept the 12/14/20 read and the 5/28/21 reads for the system to use for billing. The agent let the system estimate the reads in-between based on these two reads when she processed the correction on 8/4/21. Please provide a response by 5 p.m. on 3/16/22. 3/16/2022 PSE RESPONSE TO UTC FOLLOW-UP REQUEST #1: Responses have been added into your follow-up request above. 2/22/2022 WA-UTC INITIAL REQUEST: On 10/2/20 the customer moved into a newly constructed home and started service with PSE. Since this date the customer has had consistent problems with PSE estimating bills and sending out notices of corrected charges. The customer is unable to trust the amount billed by PSE as it is consistently being changed and corrected. When he has called PSE to try to get assistance with understanding the bills and why they continue to be estimates he is told he needs to speak with billing specialists, but that department doesn't want to work with him or answer their phones. 2/22/22 10:24 a.m. Passed complaint to PSE via email. PSE's response is due by 5 p.m. on 2/24/22. 2/24/2022 PSE INITIAL RESPONSE: Included with our response is the account history, all Notices of Corrected Charges sent, all Installment Confirmation Letters sent and the daily read history for the new AMI meter set on 1/18/2021. Mr. Groesbeck's account was started on 10/2/2020 with a start date of 9/10/2020 which is when the temporary meter was set. The meter that was set was an AMR meter. The meter was initially set up as a Commercial Meter and was converted to a Residential service on 11/12/2020. The rate was not changed in our billing system until 12/16/2020 and a billing correction was processed on 12/16/2020 to correct the rate schedule effective 11/12/2020 to rebil the account with Residential Schedule 7 rates. Unfortunately, we did not ever hear from the AMR meter due to bad signal which resulted in estimated reads on the following dates: 10/13/2020, 11/11/2020, 12/14/2020, 1/13/2021, 2/11/2021, 3/15/2021, 4/13/2021 and 8/12/2021. A new meter (AMI) was set on 2/18/2021 and an actual read was obtained from the AMR meter at this time which was used to process a billing correction on 8/18/2021. You will see in the Daily Read history included with our response the AMI meter that was set on 8/18/2021 transmitted good reads from 8/18/2021 through 12/5/2021. The meter did not transmit reads from 12/6/2021 through 1/15/2022. It transmitted a good read on 1/16/2022 which was used to process a billing correction on 1/20/2022. The meter then did not transmit reads from 1/17/2022 – 1/24/2022 and then started transmitting good reads again on 1/25/2022. We apologize for all the billing corrections that have occurred and are hoping we will continue to consistently hear from the AMI meter to avoid future estimated billing reads. Following are the details for each of the billing correction processed from 12/16/2020 through 1/20/2022. The installment arrangements are shown in the account history and copies of the Installment confirmation letters are included with our response. 12/16/2020 1. What was the reason for the back-bill? To change rate schedule from Commercial 24 to Residential 7 effective 11/12/2020. 2. Dates for the back-bill? 11/12/2020 – 12/14/2020 3. Was this actual or estimated usage? Actual 4. Were any adjustments provided? No. 5. Was an installment plan provided? One was offered on the Notice of Corrected Charges displayed above 4/21/2021 04/21/2021 CHAD GROESBECK / [REDACTED] / VICTORIA MCFARLAND [REDACTED] Meter #: A024476273 Created service notification #511199631. Released delayed billing from 2/12/2021 - 4/13/2021 resulted in a debit of [REDACTED] for [REDACTED] KwHs. Estimated meter reads. The customer is eligible for a two month interest free installment plan. Resolved with EMMA Case #: 2496435. lthomas 88-4652 1. What was the reason for the back-bill? Delayed

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Case Report

billing 2. Dates for the back-bill? 2/12/2021 – 4/13/2021 3. Was this actual or estimated usage? Estimated 4. Were any adjustments provided? No 5. Was an installment plan provided? One was offered on the Notice of Corrected Charges displayed above 8/4/2021 1. What was the reason for the back-bill? To correct estimated reads with better estimated reads based on the actual read obtained on 5/28/2021. 2. Dates for the back-bill? 12/15/2020 – 4/13/2021 and delayed charges from 4/14/2021 – 7/14/2021 3. Was this actual or estimated usage? Actual based on manual read obtained from meter on 5/28/2021. 4. Were any adjustments provided? No. 5. Was an installment plan provided? Yes, an arrangement was created on the total account balance of [REDACTED]. 8/12/2021 1. What was the reason for the back-bill? This correction was not a back-bill it was to re-process the 8/4/2021 correction to remove the 7th month of charges billed from 6/15/2021 – 7/14/2021 due to 6 month rule. 2. Dates for the back-bill? N/A 3. Was an installment plan provided? The installment plan that was created on 8/4/2021 in the amount of [REDACTED] was deactivated and a new installment plan was created on the new balance of [REDACTED]. 8/18/2021 1. What was the reason for the back-bill? To correct estimated reads with better estimated reads based on the actual read obtained on 8/18/2021 when the meter was changed from an AMR meter to an AMI meter. 2. Dates for the back-bill? 12/15/2020 – 8/12/2021 3. Was this actual or estimated usage? Actual based on manual read obtained from meter on 8/18/2021. 4. Were any adjustments provided? No. 5. Was an installment plan provided? Yes, an arrangement was created on the total amount due of [REDACTED]. 1. 1/20/2022 1. What was the reason for the back-bill? To correct estimated reads with better estimated reads based on the read transmitted from the module on 1/16/2022. 2. Dates for the back-bill? 11/12/2021 – 1/13/2022 3. Was this actual or estimated usage? Actual 4. Were any adjustments provided? No. 5. Was an installment plan provided? Yes, an installment plan was created on [REDACTED] which was in addition to the installment plan created on 8/18/2021. • Note: On 2/1/2022 the two active installment plans were deactivated and a single installment plan was created on the total account balance of [REDACTED]. • Additionally, the AutoPay was not removed resulting in the full [REDACTED] being paid automatically on 2/9/2022. That payment was cancelled on 2/10/2022 and a new installment plan was created on 2/11/2022 for the amount of [REDACTED].

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**Activity Type: Phone Call**

**Activity Date: 5/2/2022, 1:04:00 PM**

**Direction: Outgoing**

**Customer:**

**UTC POC: John Trier**

**Subject: [VM Left by Customer](#)**

**Description:**

Received VM from customer. She was inquiring if I had any update for the complaint.

---

**Activity Type: Phone Call**

**Activity Date: 5/12/2022, 8:00:00 AM**

**Direction: Outgoing**

**Customer: Chad Groesbeck**

**UTC POC: John Trier**

9/7/22, 1:51 PM

Case Report

**Subject:** [Phone Call from Customer](#)

**Description:**

I received a call from the customer's wife, she told me they had left a VM for me last week to see what I had found out about the last estimated bill they had received. I told them that PSE had an estimated read of [REDACTED] on the 4/14/22 billing statement. The meter is transmitting daily reads and the actual reading received from the meter for 4/14/22 was [REDACTED]. PSE's Billing Performance Team reviewed the account to determine why the estimated reading was used when an actual reading was obtained from the meter. Apparently the cause was due to a check-read order which was placed back in January, the estimated read in April was based on the previous actual read obtained and the 4/13/22 reading. I let them know I was still working my way through the account review, but hoped to have something complete by the end of next week.

---

**Activity Type:** Email

**Activity Date:** 5/25/2022, 2:42:48 PM

**To:** wutc\_complaints@pse.com;

**From:** john.trier@utc.wa.gov

**Subject:** [RE: 4-20-22 Response for WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133591](#)

**Attachments:** 0

**Body:**

Good afternoon Stacey,

Thank you so much for your continued patience as I untangled this account and worked through it with the customer. This was by far the most challenging account review I've had to do due to the number of estimates and corrections performed. Hopefully with the meter properly transmitting daily reads back to PSE the customers should not experience this kind of unreliability in their bills moving forward.

This complaint is now closed. The disposition is Consumer Upheld. Please note that the Consumer Protection section has an internal quality review program and all closed complaints are subject to review and/or re-opening.

Please note that I have recorded one violation of RCW 80.28.080(1) for the billing period 11/12/20 to 12/14/20 when the customer was converted to permanent residential service the customer was billed under Schedule 24. On 12/16/20 PSE issued a corrected bill to correct the previous estimated read, and switch the billing to Schedule 7 residential service. PSE must bill for the rates and charges applicable to such service as specified in its schedule filed and in effect at the time provided.

Please note that I have also recorded one violation of WAC 480-100-178(1)(a) for the three billing periods between 4/21/21 and 8/4/21 where PSE did not issue a bill. By rule PSE's bills must be issued at intervals not to exceed two one-month billing cycles.

Please note that I have also recorded five violations of WAC 480-100-178(1)(i)(ii) as between 12/15/20 and 8/12/21, PSE did not have a single billing period which was based on actual beginning and ending reads. By rule, PSE must not estimate for more than four consecutive months except under specific circumstances.

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Case Report

Please note that I have also recorded two violations of WAC 480-100-178(5)(a) for errors made on its 8/4/21 notice of corrected charges. On 8/4/21 PSE issued a notice of corrected charges 68 days after performing a check read on 5/28/22 and confirming the suspected meter issue. In addition, the 8/4/21 notice of corrected charges attempted to collect for seven billing periods. By rule, PSE must issue the corrected bill within sixty days from the date the utility discovered that an account had been underbilled or overbilled, and it may not collect underbilled amounts for any period greater than six months from the date the error occurred. On 8/12/21 PSE did reverse the charges for the seventh billing period.

The explanation of the violations recorded constitutes technical assistance. Please make all corrections necessary to ensure future compliance. Repeat violations may result in enforcement action, including monetary penalties. Staff considers a number of factors when recommending penalties, including whether past technical assistance was provided and subsequently followed.

The company may request a review of this investigation by Sheri Hoyt, Consumer Protection Manager. Please clearly note why the company requests a review and I will forward the request. To contact Sheri directly, email Sheri.Hoyt@utc.wa.gov or call 360-664-1102.

Thank you again for your patience, have a great evening,  
John

---

**Activity Type: Email**

**Activity Date: 5/25/2022, 3:17:00 PM**

**To:** [REDACTED];

**From:** john.trier@utc.wa.gov

**Subject:** [WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133967](#)

**Attachments:** 0

**Body:**

I am getting back to you regarding your Puget Sound Energy complaint about inconsistent estimated readings and billing corrections. I'd like to thank you for your patience throughout the process as this was, by far, the most complicated PSE account review I have had to conduct due to the lack of original readings, and repeated corrections performed.

During my investigation I found on 10/2/20 you assumed responsibility for temporary commercial service during construction. Around 11/23/20 the service was converted to permanent residential service and an actual read of [REDACTED] was obtained from the meter. Between 11/23/20 and 5/28/21 PSE received no readings from the meter and billed completely from estimates. No further readings were obtained after 5/28/21 until 8/18/21 when PSE replaced the existing meter with an AMI meter. Between 9/10/20 (set read) and 8/18/21 (exchange read) PSE only obtained two additional readings, on 11/23/20 (permanent service read) and 5/28/221 (check read), and never billed for actual consumption (with a known beginning and ending reading) for any billing period during that time.

On 8/4/21 PSE issued a notice of corrected charges for the period 12/15/20 to 7/14/21 based on the actual reads of [REDACTED] from the permanent service read obtained on 11/23/20 and [REDACTED] obtained during the check read on 5/28/21. PSE distributed this consumption evenly across all bill periods as it had no other historical data to distribute the consumption. However, PSE processed this billing correction for a period of seven months, but by rule may only collect underbilled amounts for up to six months, and thus on 8/12/21 it reversed the charges for the seventh billing period from the account. On 8/18/21

9/7/22, 1:51 PM

Case Report

PSE replaced the existing meter with a new AMI meter and obtained the final meter exchange reading of [REDACTED]. PSE used the interval read between 5/28/21 and 8/18/21 to adjust down ([REDACTED]) the 5/14/21 - 8/12/21 billing periods due to the lower current consumption compared to the amount used between 11/23/20 and 5/28/21. PSE can establish that between 11/23/20 and 8/18/21 the consumer used [REDACTED] kWh of energy and with the 8/18/21 billing correction actually have a true account balance at that time.

Once the new AMI meter was in PSE started to receive regular readings until 12/6/21 when PSE stopped receiving daily reads from the meter. PSE was unable to determine the cause of the missed reads. As of 1/25/22 the meter did begin to transmit correctly again. Unfortunately during the period the meter was not properly transmitting readings, an estimated bill was issued using the prior year's original billed amount, resulting in a significantly underestimated bill for the 11/12/21 to 12/15/21 billing period. On 1/20/22 PSE performed one more billing correction for the prior two billing periods to distribute the consumption more evenly across the two billing periods. When PSE performed the billing correction a new check read was requested, and on 4/13/22 PSE completed the check read and obtained a manual register read of [REDACTED]. When the account billed out it chose the manual read over the module read and then prorated the usage from the last billing read on 3/14 of [REDACTED] to the 4/14 billing date and used the average per day between 3/14 and 4/14 to estimate the 4/14 billing read. Although the bill displays Estimated Read for 4/14 it is actually a good read based on the actual reads obtained 3/14 and 4/13, and should not occur again as PSE is now consistently hearing from the AMI meter module daily.

I did find PSE to be in violation of multiple billing and metering rules in this matter. At this time I have closed your complaint. If you have any questions or need additional assistance please call me at 1-888-333-9882, Monday through Friday, 8:30 a.m. to 4:30 p.m.

Sincerely,

**John Trier**

Consumer Complaint Investigator  
(888) 333-9882 Toll Free

[John.Trier@utc.wa.gov](mailto:John.Trier@utc.wa.gov)

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**Activity Type: Email**

**Activity Date: 6/30/2022, 3:40:51 PM**

**To: john.trier@utc.wa.gov;**

**From:** [REDACTED]

**Subject: [Re: WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133967](#)**

**Attachments: 0**

**Body:**

9/7/22, 1:51 PM

Case Report

External Email

Hi,

I am requesting that my complaint be reopened. You stated "I did find PSE to be in violation of multiple billing and metering rules in this matter." I would like a detailed explanation of every billing and metering violation and the actions that UTC and PSE will take in order to correct the mistakes. PSE is demonstrating extremely unethical practices regarding our account. My bill this month is for [REDACTED] dated July 6th. The same day I received a bill dated June 22 for [REDACTED]

This has been going on for too long and I cannot understand how anyone at PSE or UTC can possibly think this is okay. There has been no action taken to correct these mistakes and it has caused extreme hardship and stress on myself and my family.

A prompt response would be appreciated.

Victoria

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**From:** Trier, John (UTC) <john.trier@utc.wa.gov>  
**Sent:** Wednesday, May 25, 2022 3:17 PM  
**To:** Chad Groesbeck [REDACTED]  
**Subject:** WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133967

I am getting back to you regarding your Puget Sound Energy complaint about inconsistent estimated readings and billing corrections. I'd like to thank you for your patience throughout the process as this was, by far, the most complicated PSE account review I have had to conduct due to the lack of original readings, and repeated corrections performed.

During my investigation I found on 10/2/20 you assumed responsibility for temporary commercial service during construction. Around 11/23/20 the service was converted to permanent residential service and an actual read of [REDACTED] was obtained from the meter. Between 11/23/20 and 5/28/21 PSE received no readings from the meter and billed completely from estimates. No further readings were obtained after 5/28/21 until 8/18/21 when PSE replaced the existing meter with an AMI meter. Between 9/10/20 (set read) and 8/18/21 (exchange read) PSE only obtained two additional readings, on 11/23/20 (permanent service read) and 5/28/21 (check read), and never billed for actual consumption (with a known beginning and ending reading) for any billing period during that time.

On 8/4/21 PSE issued a notice of corrected charges for the period 12/15/20 to 7/14/21 based on the actual reads of [REDACTED] from the permanent service read obtained on 11/23/20 and [REDACTED] obtained during the check read on 5/28/21. PSE distributed this consumption evenly across all bill periods as it had no other historical data to distribute the consumption. However, PSE processed this billing correction for a period of seven months, but by rule may only collect underbilled amounts for up to six months, and thus on 8/12/21 it reversed the charges for the seventh billing period from the account. On 8/18/21 PSE replaced the existing meter with a new AMI meter and obtained the final meter exchange reading of [REDACTED]. PSE used the interval read between 5/28/21 and 8/18/21 to adjust down ([REDACTED]) the 5/14/21 - 8/12/21 billing periods due to the lower current consumption compared to the amount used between 11/23/20 and 5/28/21. PSE can establish that between 11/23/20 and 8/18/21 the consumer used [REDACTED] kWh of energy and with the 8/18/21 billing correction actually have a true account balance at that time.

Once the new AMI meter was in PSE started to receive regular readings until 12/6/21 when PSE stopped receiving daily reads from the meter. PSE was unable to determine the cause of the missed reads. As of 1/25/22 the meter did begin to transmit correctly again. Unfortunately during the period the meter was not properly transmitting readings, an estimated bill was issued using the prior year's original billed amount, resulting in a significantly underestimated bill for the 11/12/21 to 12/15/21



9/7/22, 1:51 PM

Case Report

billing period. On 1/20/22 PSE performed one more billing correction for the prior two billing periods to distribute the consumption more evenly across the two billing periods. When PSE performed the billing correction a new check read was requested, and on 4/13/22 PSE completed the check read and obtained a manual register read of [REDACTED]. When the account billed out it chose the manual read over the module read and then prorated the usage from the last billing read on 3/14 of [REDACTED] to the 4/14 billing date and used the average per day between 3/14 and 4/14 to estimate the 4/14 billing read. Although the bill displays Estimated Read for 4/14 it is actually a good read based on the actual reads obtained 3/14 and 4/13, and should not occur again as PSE is now consistently hearing from the AMI meter module daily.

I did find PSE to be in violation of multiple billing and metering rules in this matter. At this time I have closed your complaint. If you have any questions or need additional assistance please call me at 1-888-333-9882, Monday through Friday, 8:30 a.m. to 4:30 p.m.

Sincerely,

**John Trier**

Consumer Complaint Investigator

(888) 333-9882 Toll Free

[John.Trier@utc.wa.gov](mailto:John.Trier@utc.wa.gov)

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**Activity Type: Email**

**Activity Date: 8/18/2022, 8:46:18 AM**

**To:** [REDACTED]

**From:** [sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov)

**Subject:** [WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133967](#)

**Attachments: 0**

**Body:**

Victoria Groesbeck,

It's come to my attention that you didn't receive a response from John Trier to your June 30, 2022, email asking for specific information regarding the violations John recorded in his investigation of your billing dispute against Puget Sound Energy (PSE) and about the actions the commission and PSE will take to correct the mistakes.

I apologize that you did not receive a timely response to your email. John accepted another position and no longer works in the commission's Consumer Protection division.

In his informal complaint investigation, John recorded the following violations of Revised Code of Washington (RCW, or the law) and Washington Administrative Code (WAC, or the rules):

One violation of RCW 80.28.080(1)(a) because PSE billed you for the incorrect rate schedule. In late November

9/7/22, 1:51 PM

Case Report

2020, your service was switched from temporary commercial service (Schedule 24) to permanent residential service (Schedule 7). On Dec. 14, 2020, PSE issued you a bill using Schedule 24 rates for your Nov. 12 to Dec. 14, 2020, usage.

Corrective action - On Dec. 16, 2020, PSE issued a corrected bill to correct the previous estimated read and changed the billing to Schedule 7 residential service rates.

Five violations of WAC 480-100-178(1)(i)(ii) because PSE estimated your bills for a nine-month period, Dec. 2020 to Aug. 2021. The rule allows only four consecutive estimated bill periods, unless the cause of the estimation is inclement weather, terrain, or a previous arrangement with the customer. None of those conditions applied to the five additional estimations.

Corrective action – On Aug. 4, 2021, PSE issued a Notice of Corrected Charges for the period of Dec. 15, 2020 to July 14, 2021, based on an actual read of [REDACTED] obtained on Nov. 23, 2020, and an actual read of [REDACTED] obtained on May 28, 2021. PSE distributed the consumption evenly across all bill periods as it had no other historical data to use to distribute the consumption recorded on the meter.

One violation of WAC 480-100-178(1)(a) because PSE failed to issue timely bills. On April 21, 2021, PSE issued you a bill for the Feb. 12 to March 15, 2021, and March 16 to April 13, 2021, bill periods, which is compliant with the rules; however, PSE didn't issue the next bill for your service until August 2021. The rules require utility companies to issue bills in intervals not to exceed two one-month billing cycles.

Corrective action – PSE offered the rule-required interest-free installment payment plan on the delayed charges.

Two violations of WAC 480-100-178(5)(a) because PSE failed to perform a timely billing correction and attempted to recover seven months of undercharges. On Aug. 4, 2021, PSE issued a Notice of Corrected Charges 68 days after performing a check read on May 28, 2022. The Notice of Corrected Charges attempted to collect for seven billing periods. By rule, utilities must issue a corrected bill within 60 days from the date the utility discovered that an account had been underbilled or overbilled, and it may not collect underbilled amounts for any period greater than six months from the date the error occurred.

Corrective action - On Aug. 12, 2021, PSE reversed the charges for the seventh billing period.

These recorded violations are staff findings in an informal complaint investigation. They are offered as technical assistance to the regulated company. Violations recorded in an informal complaint are not binding on the commission itself, nor do they translate to a monetary penalty against the company. Commission staff look for trends and patterns identified in informal complaints and, as a result, Compliance Investigation staff may open a Staff Investigation of a company's business practices. As a result of that investigation, commission staff may recommend the commission issue financial penalties to a regulated company among other possible recommendations.

Again, I apologize for the delayed response to your questions.

Regards,  
Sheri

**Sheri Hoyt**  
Consumer Protection Manager  
Phone: (360) 664-1102  
Email: [sheri.hoyt@utc.wa.gov](mailto:sheri.hoyt@utc.wa.gov)

**Utilities and Transportation Commission**

9/7/22, 1:51 PM

Case Report

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pronouns: [she/her](#)

This email/letter states the informal opinions of commission staff, offered as technical assistance, and are not intended as legal advice. We reserve the right to amend these opinions should circumstances change or additional information be brought to our attention. Staff's opinions are not binding on the commission.

----- Original Message -----

**From:** Chad Groesbeck [REDACTED];  
**Received:** Thu Jun 30 2022 15:40:51 GMT-0700 (Pacific Daylight Time)  
**To:** John Trier <[john.trier@utc.wa.gov](mailto:john.trier@utc.wa.gov)>;  
**Subject:** Re: WA UTC Complaint CAS-33073-L9B0M8 for Chad Groesbeck CRM:0133967

External Email

Hi,

I am requesting that my complaint be reopened. You stated "I did find PSE to be in violation of multiple billing and metering rules in this matter." I would like a detailed explanation of every billing and metering violation and the actions that UTC and PSE will take in order to correct the mistakes. PSE is demonstrating extremely unethical practices regarding our account. My bill this month is for [REDACTED] dated July 6th. The same day I received a bill dated June 22 for [REDACTED]

This has been going on for too long and I cannot understand how anyone at PSE or UTC can possibly think this is okay. There has been no action taken to correct these mistakes and it has caused extreme hardship and stress on myself and my family.

A prompt response would be appreciated.

Victoria

---

[Export as .doc](#)

9/7/22, 1:20 PM

Case Report

## Washington State Complaint: CAS-39911-X0W9W9

---

**Company:** Puget Sound Energy

**Industry:** Electric

**Customer:** Thomas Johnson

**Alt Contact:**

**Account Number:** [REDACTED]

**Service Phone:** [REDACTED]

**E-mail Address:** [REDACTED]

**Service Address:** [REDACTED]

**Complaint:** CAS 39911 X0W9W9

**Type:** Complaint

**Serviced By:** John Trier

**Grouped By:** High Bill

**Opened On:** 6/13/2022, 12:43:49 PM

**Closed On:** 7/29/2022, 11:09:44 AM

**Disposition:** Company upheld

**Violations Total:** 0

**TA Total:** 0

**Amount Customer Saved:**

**Description:**

Since 2021, the customer is building a home at the service address and has temporary service connected to a trailer on the property. In December 2021 permanent service was connected to the home, but the temporary power was kept run to the trailer until the house was finished and ready to move into. The customer maintains two accounts for the two meters.

Contractors have continued to use cords connected to the temp pole as the electricians had not installed outlets in the home yet, and the customer is not aware of any power consumption on the permanent service until lights

9/7/22, 1:20 PM

Case Report

were installed in May

The customer hadn't had any issues, and was being billed for the temp pole and set up for autopay. Last week, the customer had a [REDACTED] debit taken from the account by PSE. The customer received a notice of corrected charges, dated 5/19/22, providing a "delayed bill" for the following billing periods

2/10/22 - 3/14/22 [REDACTED] kWh  
3/14/22 - 4/13/22 [REDACTED] kWh  
4/13/22 - 5/12/22 [REDACTED] kWh

The customer does not believe the readings from that meter are even in the realm of possibility and seem to have been fabricated out of the ether. The customer has spoken with several supervisors that have all told him there is nothing wrong with the smart meter and it is correctly reading the customer's consumption. The customers have been told they were consistently using over [REDACTED] kWh per day, despite several of those billing periods having zero activity as there was too much snow to have any of the contractors come out.

The customer asserts that all construction consumption during the period covered by this bill has gone through the temporary power pole, and that the meter put on for permanent service went crazy since it was installed. The customer demands that PSE return the charges paid on that meter. The customer also wants the smart meter removed and a manual read meter installed.

6/15/22 2:25 p.m. Passed Complaint to PSE via email. PSE's response is due by 5 p.m. on 6/17/22.

### **Supervisor Result:**

Spoken to several who have been rude and stated they have checked and there is nothing wrong with our "smart meter" and it is correctly reading kWh used. For a couple of months nothing was going on as it was winter with too much snow for trades to come out. They say we were using an average of [REDACTED] kWh per DAY!!! They charged us over [REDACTED] kWh from 2/10-3/14 and [REDACTED] kWh for 3/14-4/13. For 4/13-5/12, they charged us [REDACTED] kWh. All of these are impossible. A neighbor building the same size home also with a trailer and two people have \$200 to \$300/month for the same time we're being billed over [REDACTED]/month. The exact same energy demands. All representatives have been rude and tell me there is nothing I can do and refuse to see how this is not only robbery but an impossibility.

### **Customer Resolution:**

The correct charges were billed and paid via the temp power pole which we've been billed for and paid each month. The permanent meter on the new unoccupied, unfinished home went crazy since it was installed and I want all charges paid on that meter refunded back to us ([REDACTED] - since meter was installed on build site in Dec). Further more I want the removal of the "smart meter" from that home and a manual read meter installed and we are happy to pay additional charge to have a manual read meter. I've attached what they stole from us for this giant one multi-period listed as PSE BILL. PDF, plus the previous months shown on the Bill summary. pdf. I'm not disputing the other account (temp pole) we have been billed for and paid monthly ([REDACTED]/monthly). This is about what the other builder in our neighborhood with the exact same situation has been charged.

### **Result:**

On 5/6/22 PSE was on site and performed a meter test for the permanent service account, and the meter tested accurate within 0-12 percent. The customer was not present for the test, but had declined PSE's offer to witness the test. On 3/7/22 the customer called PSE to report concerns about a bill issued on 2/11/22 for account [REDACTED] and PSE locked the account to perform a bill investigation. When the bill investigation was completed, on 5/19/22 PSE released a delayed bill of [REDACTED] for three billing periods between 2/11/22 and 5/12/22. The customer was on autopay and on 6/9/22 the amount due was automatically paid. Construction

9/7/22, 1:20 PM

Case Report

work, especially during winter, can be extremely electrical intensive especially if doing any work that requires heating in order to cure or dry floors and walls. The customer asserts the construction crew was connecting tools to the temporary connection at the trailer, and while there is a significant increase in consumption compared to historical consumption on the temporary connection as well, but it also seems significantly lower than would be expected if all construction power was routed through that connection. The customer was provided with a copy of Schedule 171 and an application form to have a non-communicating meter installed.

---

## Violations

**There are no violations for this case.**

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## Activities

**Activity Type: Activity**

**Activity Date: 6/13/2022, 12:43:00 PM**

**Contact:**

**Subject: [Complaint as Originally Filed](#)**

**Attachments: 0**

**Description:**

Building a home under construction since 2021. Have a trailer on property with temp power. The build has used our temp pole. Permanent power to home was connected Dec 2021. We are still living in trailer so needed to maintain temp power to trailer, therefore we have two accounts, two meters. Contractors continued to use cords connected to our temp pole as electricians hadn't installed outlets in new home. Monthly deductions from our auto pay to temp pole have been billed without issue. Last week an auto pay for [REDACTED] had been taken out of my bank account by PSE for 3 months of charges on the home under construction. These outrageous charges were from Feb-current. Lights were only installed a couple of weeks ago. PSE sent this message aloofly with the outrageous bill: There was a delay in delivering your Puget Sound Energy bill, this month's bill includes charges for the unbilled period as shown in the Detail Information section. If you need to arrange an interest-free installment payment plan, please call us at 1-866-767-5853, Monday-Friday, 8 a.m. - 5 p.m. So they never billed us as they were having problems with their "smart meter" and then out of the blue hit us with [REDACTED] debit from our account.

---

**Activity Type: Email**

**Activity Date: 6/13/2022, 2:50:44 PM**

**To: [john.trier@utc.wa.gov](mailto:john.trier@utc.wa.gov);**

**From: [crmadmins@utc.wa.gov](mailto:crmadmins@utc.wa.gov)**

**Subject: [CAS 39911 X0W9W9 has been Assigned to You CRM:0042962](#)**

9/7/22, 1:20 PM

Case Report

**Attachments: 0**

**Body:**

CAS-39911-X0W9W9

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**Activity Type: Email**

**Activity Date: 6/13/2022, 2:51:05 PM**

**To: john.trier@utc.wa.gov;**

**From: crmadmsvc@utc.wa.gov**

**Subject: [CAS-39911-X0W9W9 has been Assigned to You CRM:0042962](#)**

**Attachments: 0**

**Body:**

CAS-39911-X0W9W9

---

**Activity Type: Email**

**Activity Date: 6/15/2022, 2:25:12 PM**

**To: WUTC\_Complaints@pse.com;**

**From: john.trier@utc.wa.gov**

**Subject: [WA UTC Complaint CAS-39911-X0W9W9 for Thomas Johnson CRM:0133995](#)**

**Attachments: 0**

**Body:**

New consumer complaint

\*\*\*\*\*

**Washington UTC Complaint CAS-39911-X0W9W9**

Company: Puget Sound Energy

Customer: Thomas Johnson

Account #: [REDACTED]

Contact:

Service Address:

Primary Phone: [REDACTED]

Secondary Phone: 206-713-3771

Email Address: [REDACTED]

Complaint Information:

9/7/22, 1:20 PM

Case Report

Complaint ID: CAS-39911-X0W9W9  
Serviced By: John Trier  
Opened On: 6/13/2022 12:43 PM  
Grouped By: High Bill

**Description:**

Since 2021, the customer is building a home at the service address and has temporary service connected to a trailer on the property. In December 2021 permanent service was connected to the home, but the temporary power was kept run to the trailer until the house was finished and ready to move into. The customer maintains two accounts for the two meters.

Contractors have continued to use cords connected to the temp pole as the electricians had not installed outlets in the home yet, and the customer is not aware of any power consumption on the permanent service until lights were installed in May.

The customer hadn't had any issues, and was being billed for the temp pole and set up for autopay. Last week, the customer had a [REDACTED] debit taken from the account by PSE. The customer received a notice of corrected charges, dated 5/19/22, providing a "delayed bill" for the following billing periods:

2/10/22 - 3/14/22 [REDACTED] kWh  
3/14/22 - 4/13/22 [REDACTED] kWh  
4/13/22 - 5/12/22 [REDACTED] kWh

The customer does not believe the readings from that meter are even in the realm of possibility and seem to have been fabricated out of the ether. The customer has spoken with several supervisors that have all told him there is nothing wrong with the smart meter and it is correctly reading the customer's consumption. The customers have been told they were consistently using over [REDACTED] kWh per day, despite several of those billing periods having zero activity as there was too much snow to have any of the contractors come out.

The customer asserts that all construction consumption during the period covered by this bill has gone through the temporary power pole, and that the meter put on for permanent service went crazy since it was installed. The customer demands that PSE return the charges paid on that meter. The customer also wants the smart meter removed and a manual read meter installed.

6/15/22 2:25 p.m. Passed Complaint to PSE via email. PSE's response is due by 5 p.m. on 6/17/22.

---

**Activity Type: Email**

**Activity Date: 6/15/2022, 2:26:24 PM**

**To:** [REDACTED]

**From:** john.trier@utc.wa.gov

**Subject:** [WA UTC Complaint CAS-39911-X0W9W9 for Thomas Johnson CRM:0133996](#)

**Attachments: 0**

**Body:**

Thank you for contacting the Utilities and Transportation Commission regarding your dispute with Puget Sound Energy. I have filed a complaint against the company on your behalf. PSE's response to the complaint must be received by the commission no later than 5 p.m., on 6/17/22. I will contact you as soon as I have information to share. Please be aware that investigations generally take between four and six weeks to complete, sometimes longer.

If you have additional concerns or questions, you may contact me by email at any time or via phone at 1-888-333-9882, Monday through Friday, 8:30 a.m. to 4:30 p.m.



9/7/22, 1:20 PM

Case Report

Sincerely,  
**John Trier**  
Consumer Complaint Investigator  
1-888-333-9882 Office  
(360) 664-4291 Fax  
Email: [john.trier@utc.wa.gov](mailto:john.trier@utc.wa.gov)  
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**Activity Type: Email**

**Activity Date: 6/16/2022, 11:04:59 AM**

**To: john.trier@utc.wa.gov;**

**From: wutc\_complaints@pse.com**


**Subject: [6-16-22 Response for WA UTC Complaint CAS-39911-X0W9W9 for Thomas Johnson CRM:0133995](#)**

**Attachments: 9**

**Body:**

External Email

Hi John,  
Please see our attached response and supporting documents.

Thanks,  
**Stacey Halsen** |Sr. Escalated Complaints Examiner  
 Performance Quality – Puget Sound Energy  
Desk: 425.424.6572

---

**From:** Trier, John (UTC) <[john.trier@utc.wa.gov](mailto:john.trier@utc.wa.gov)>  
**Sent:** Wednesday, June 15, 2022 2:25 PM  
**To:** WUTC Complaints - mail - <[WUTC\\_Complaints@pse.com](mailto:WUTC_Complaints@pse.com)>  
**Subject:** WA UTC Complaint CAS-39911-X0W9W9 for Thomas Johnson CRM:0133995

**CAUTION - EXTERNAL EMAIL**

Phishing? Click the PhishAlarm "**Report Phish**" button.

New consumer complaint

\*\*\*\*\*

**Washington UTC Complaint CAS-39911-X0W9W9**

Company: Puget Sound Energy

Customer: Thomas Johnson

Account #: [REDACTED]

Contact:

Service Address:

[REDACTED]

Primary Phone: [REDACTED]

9/7/22, 1:20 PM

Case Report

Secondary Phone: 206-713-3771

Email Address: [REDACTED]

Complaint Information:

Complaint ID: CAS-39911-X0W9W9

Serviced By: John Trier

Opened On: 6/13/2022 12:43 PM

Grouped By: High Bill

Description:

Since 2021, the customer is building a home at the service address and has temporary service connected to a trailer on the property. In December 2021 permanent service was connected to the home, but the temporary power was kept run to the trailer until the house was finished and ready to move into. The customer maintains two accounts for the two meters.

Contractors have continued to use cords connected to the temp pole as the electricians had not installed outlets in the home yet, and the customer is not aware of any power consumption on the permanent service until lights were installed in May.

The customer hadn't had any issues, and was being billed for the temp pole and set up for autopay. Last week, the customer had a [REDACTED] debit taken from the account by PSE. The customer received a notice of corrected charges, dated 5/19/22, providing a "delayed bill" for the following billing periods:

2/10/22 - 3/14/22 [REDACTED] kWh

3/14/22 - 4/13/22 [REDACTED] 0 kWh

4/13/22 - 5/12/22 [REDACTED] kWh

The customer does not believe the readings from that meter are even in the realm of possibility and seem to have been fabricated out of the ether. The customer has spoken with several supervisors that have all told him there is nothing wrong with the smart meter and it is correctly reading the customer's consumption. The customers have been told they were consistently using over [REDACTED] kWh per day, despite several of those billing periods having zero activity as there was too much snow to have any of the contractors come out.

The customer asserts that all construction consumption during the period covered by this bill has gone through the temporary power pole, and that the meter put on for permanent service went crazy since it was installed. The customer demands that PSE return the charges paid on that meter. The customer also wants the smart meter removed and a manual read meter installed.

6/15/22 2:25 p.m. Passed Complaint to PSE via email. PSE's response is due by 5 p.m. on 6/17/22.

---

**Activity Type: Email**

**Activity Date: 6/16/2022, 3:47:31 PM**

**To: Consumer@utc.wa.gov;**

**From: crc@atg.wa.gov**

**Subject: [620077 : A notice from the Washington State Attorney General's Office CRM:0133995](#)**

**Attachments: 2**

**Body:**

External Email

9/7/22, 1:20 PM

Case Report

Bob Ferguson  
ATTORNEY GENERAL OF WASHINGTON  
Consumer Protection Division - Consumer Resource Center  
800 Fifth Avenue, Suite 2000, Seattle, WA 98104 (206) 464-6684

June 16, 2022

Utilities & Transportation Commission/UTC  
PO Box 47290  
Olympia, WA 98504-7290

RE: Puget Sound Energy  
File #: 620077

Dear Utilities & Transportation Commission/UTC:

Enclosed, please find information our office received as a consumer complaint. We determined the nature of the information appears to involve a matter that would best be addressed by your agency. We are forwarding this to you to process in accordance with your agency's procedures.

We notified the complainant that we forwarded a copy of their correspondence to your agency.

We will retain a copy of the consumer complaint and referral information as a public record. If you have questions our email address is [CRC@ATG.WA.GOV](mailto:CRC@ATG.WA.GOV). Please include the complaint number given above on any complaint correspondence.

Sincerely,

ANTHONY OGLE  
Consumer Services Unit Supervisor  
Consumer Protection Division  
1-800-551-4636 for in-state callers  
1-206-464-6684 for out-of-state callers

Enclosure(s)

## COMPLAINT SUMMARY

### Consumer Information

**Name:**

Thomas Edward Johnson

**Address:**

[REDACTED]

**Day Phone:**

9/7/22, 1:20 PM

Case Report

(206) 713-3771

**Evening Phone:**

[REDACTED]

**E-mail Address:**

[REDACTED]

**Age Group (optional):**

50-59

**Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):**

No

**If English is not your first language, what is your first language?**

**Do you want the Attorney General's Office to send this business a copy of your complaint?**

Yes

**Business Information**

**Name of business that I am complaining about:**

Puget Sound Energy

**Address:**

PO Box 90868  
Mail Stop BOT-01G  
Bellevue, WA 98009-9269

**Phone:**

(425) 424-6743

**Email:**

WUTC\_Complaints@pse.com

Names and contact information of any other businesses involved in your complaint:

**About Your Complaint**

**Amount in Dispute:**

[REDACTED]

**Transaction Date:**

06/11/22

**Explain your complaint in detail:**

We are building a house in Cle Elum, Washington and have not connected any appliances, lighting, heat or other services to our home. PSE Charged us [REDACTED] for electricity in March/April, 996.00 for April/May and [REDACTED] for service February/March. Again, this home is unoccupied. They had charged our neighbors 300.00

9/7/22, 1:20 PM

Case Report

or so for the same time frame. Same size house and under construction. We received finished electrical in April/May. There was no way for the contractors to use electricity off this meter. We have a temp meter, for which they were using extension cords. We have received and paid near [REDACTED] per month for these 3 months for that meter. PSE REFUSES TO ADDRESS THIS OBVIOUS error. They have placed a "Smart Meter" on our home. They billed us all 3 bills at the same time and charged us over [REDACTED]. The note at the top of the bill says "Could Not Identify Address". They informed us they would send out an inspector but cancelled at the last minute. They have committed MAIL FRAUD, and THEFT IN THE SECOND DEGREE, by taking money out of our account without providing proof of accuracy. THEY REFUSE TO DISCUSS. Their meter is obviously inaccurate, but they declare its not a problem. They have disconnected our calls on several occasions and not returned our calls. We wish they be prosecuted to the highest possible crime.

The "Smart Meter" appears to be an issue in several jurisdictions. We will be reporting this obvious offense to the Federal Bureau of Investigation as it appears this is a nationwide issue. In the small town of Cle Elum, we know of at least 10 neighbors that have the same issue with inaccurate meter reads.

Please help.

Thank you

### SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

**Signature** thomas johnson **Date** 06/13/22

Received via the Internet

**City and State where signed** Cle Elum, wasington

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**Activity Type:** Activity

**Activity Date:** 6/16/2022, 4:20:00 PM

**Contact:**

**Subject:** [PSE RESPONSE COPIED FROM EMAIL ATTACHMENT](#)

**Attachments:** 0

**Description:**

WA UTC Complaint CAS-39911-X0W9W9 for Thomas Johnson Opened: 6/15/22 Grouped By: High Bill

Customer Account Name: THOMAS JOHNSON Account#: [REDACTED] Service Address: [REDACTED]

[REDACTED] 6/15/22 WA-UTC INITIAL REQUEST: Since 2021, the customer is building a home at the service address and has temporary service connected to a trailer on the property. In

9/7/22, 1:20 PM

Case Report

December 2021 permanent service was connected to the home, but the temporary power was kept run to the trailer until the house was finished and ready to move into. The customer maintains two accounts for the two meters. Contractors have continued to use cords connected to the temp pole as the electricians had not installed outlets in the home yet, and the customer is not aware of any power consumption on the permanent service until lights were installed in May. The customer hadn't had any issues, and was being billed for the temp pole and set up for autopay. Last week, the customer had a [REDACTED] debit taken from the account by PSE. The customer received a notice of corrected charges, dated 5/19/22, providing a "delayed bill" for the following billing periods: 2/10/22 - 3/14/22 [REDACTED] kWh 3/14/22 - 4/13/22 [REDACTED] kWh 4/13/22 - 5/12/22 [REDACTED] kWh The customer does not believe the readings from that meter are even in the realm of possibility and seem to have been fabricated out of the ether. The customer has spoken with several supervisors that have all told him there is nothing wrong with the smart meter and it is correctly reading the customer's consumption. The customers have been told they were consistently using over [REDACTED] kWh per day, despite several of those billing periods having zero activity as there was too much snow to have any of the contractors come out. The customer asserts that all construction consumption during the period covered by this bill has gone through the temporary power pole, and that the meter put on for permanent service went crazy since it was installed. The customer demands that PSE return the charges paid on that meter. The customer also wants the smart meter removed and a manual read meter installed. 6/15/22 2:25 p.m. Passed Complaint to PSE via email. PSE's response is due by 5 p.m. on 6/17/22. 6/16/22 PSE INITIAL RESPONSE: Included with our response is the usage histories for the Temp Service account and the Permanent Service Account, account history for the permanent service account, copy of the 5/19/22 Notice of Corrected Charges, the 5/6/22 Meter Tested Accurate Letter and the daily usage histories for the meters serving the residential permanent service and the commercial temporary service. The billing has been reviewed and found to be accurate along with the meter being tested and testing accurate. You will see in the account history that on 3/7/22 Heidi Johnson requested that the meter be tested. The notes on the meter test order state she did not want to be present for the meter test. The meter was tested on 5/6/22 and tested accurate. I listened to the 3/7/22 call recording and both Heidi and Thomas were on this phone call. I verified our agent did ask if they wanted to be present for the meter test and they both said no. Heidi's exact response was "No, just come out whenever". The agent advised her that if the meter test passed compliance they would be mailed a letter advising that the meter tested accurate. Following are the test results. Full Load = 100.12% Light Load = 100.12% Average Test Load = 100.12% Meter #X157749635 for the permanent service was installed on 12/9/21 and billed on account [REDACTED]. The meter for the Temporary Service (meter #A024034860) was installed on 10/1/2020 and was upgraded to an AMI meter on 9/2/21 with meter # X165444844. The Temporary service account number [REDACTED] which we show is still active. In the account history you will see on 6/10/22 Heidi was offered to be transferred to an Energy Advisor to discuss ways to reduce their usage and she declined this option and requested the meter be tested a 2nd time for her to witness the test. The agent scheduled an appointment with her for Monday, 6/13 and when she was contacted on 6/13/22 to re-schedule that appointment due to our meter testers only being in Kittitas County on Wednesdays she declined after she was advised she would be charged for the 2nd test. This is due to it being less than a year since the meter was tested per her request on 5/6/22. Additionally, you will see that the customer has cancelled their auto pay for account [REDACTED] and the current bill sent 6/14/22 due 7/6/22 will not be automatically withdrawn. Regarding the customer's request to have the AMI (Smart Meter) removed and a manual read meter installed, I had our AMI team send the customer the NCM (Non-Communicating Meter) paperwork for them to complete and return to PSE. That information is being mailed today, 6/16/22.

---

**Activity Type: Email**

**Activity Date: 7/1/2022, 3:46:33 PM**

**To: john.trier@utc.wa.gov;**

**From: [REDACTED]**

9/7/22, 1:20 PM

Case Report

**Subject:** [Re: WA UTC Complaint CAS-39911-X0W9W9 for Thomas Johnson CRM:0133996](#)

**Attachments:** 0

**Body:**

External Email

Just checking on this matter. They had withdrawn [REDACTED] from my bank account as they had my info on file. I also had filed a complaint with Wells Fargo who had wired them the money. They did an investigation and felt the payment was not substantiated so they refunded my money. Now PSE has added it back on my account along with another [REDACTED] for a house that is being built but not being occupied.

There is little to no electric usage as most trades hook up to my other power pole that is providing power to our on-site trailer. I've asked PSE to remove this "smart meter" and refund the absurd amount they have listed as our usage. They had an empty home with no appliances or even lights or switches charging [REDACTED] kWh a DAY – [REDACTED] per month. Others in our neighborhood are also having ridiculous reads but others who are also building have \$200-\$300 bills all the same time as ours is [REDACTED]. We have heard NOTHING from PSE on the amounts charged, they did send out a contract for us to sign and return in order for them to come and replace the smart meter with a manual read one. It's a huge multi page document that may need a lawyer to read through to see what we have to agree to in order to get a manual meter.

Hopefully you'll be able to get this bill removed. A few neighbors that are also being overcharged are looking at calling in the TV News and hiring a lawyer. Something has to be done.

Look forward to hearing from you,  
Heidi Johnson

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**From:** "Trier, John (UTC)" <john.trier@utc.wa.gov>  
**Date:** Wednesday, June 15, 2022 at 2:26 PM  
**To:** Thomas Johnson <[REDACTED]>  
**Subject:** WA UTC Complaint CAS-39911-X0W9W9 for Thomas Johnson CRM:0133996

Thank you for contacting the Utilities and Transportation Commission regarding your dispute with Puget Sound Energy. I have filed a complaint against the company on your behalf. PSE's response to the complaint must be received by the commission no later than 5 p.m., on 6/17/22. I will contact you as soon as I have information to share. Please be aware that investigations generally take between four and six weeks to complete, sometimes longer.

If you have additional concerns or questions, you may contact me by email at any time or via phone at 1-888-333-9882, Monday through Friday, 8:30 a.m. to 4:30 p.m.

Sincerely,

**John Trier**

Consumer Complaint Investigator

1-888-333-9882 Office

(360) 664-4291 Fax

Email: [john.trier@utc.wa.gov](mailto:john.trier@utc.wa.gov)

**Utilities and Transportation Commission**

Respect. Professionalism. Integrity. Accountability.

[www.utc.wa.gov](http://www.utc.wa.gov)

9/7/22, 1:20 PM

Case Report

**Activity Type: Phone Call**

**Activity Date: 7/22/2022, 10:45:00 AM**

**Direction: Outgoing**

**Customer: Thomas Johnson**

**UTC POC: John Trier**

**Subject: [Voicemail Left for Customer](#)**

**Description:**

Called the customer and left a VM to request a call back to discuss PSE's response to the complaint and see if he had any additional information to dispute the consumption from the meter which tested accurate.

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**Activity Type: Email**

**Activity Date: 7/29/2022, 11:09:11 AM**

**To:** [REDACTED]

**From: john.trier@utc.wa.gov**

**Subject: [WA UTC Complaint CAS-39911-X0W9W9 for Thomas Johnson CRM:0133165](#)**

**Attachments: 1**

**Body:**

I am getting back to you regarding your Puget Sound Energy complaint about a high bill of [REDACTED] for meter X165444844.

During my investigation I found that on 5/6/22 PSE was on site and performed a meter test for the permanent service account, and the meter tested accurate within 0.12 percent. By rule the customer is permitted to witness the test, but a review of your 3/7/22 phone call to PSE showed that PSE did offer the option to witness the test which was declined. In response to the same call, PSE locked the account so further bills would not be issued pending the resolution of a billing / meter investigation. When the bill investigation was completed, on 5/19/22 PSE released a delayed bill of [REDACTED] for three billing periods between 2/11/22 and 5/12/22. On 6/9/22 the amount due was processed through the autopay method on the account and there was no evidence of an attempt to halt that payment. Having Wells Fargo do a chargeback on that payment, PSE reapplied the amount to your PSE account, but as there is no longer autopay on file so it will not automatically process the payment again.

Construction work, especially during winter, can be extremely electrically intensive especially if doing any work that requires space heating in order to cure or dry floors and walls in unfinished spaces. I am not able to sustain the claim that the construction crew was exclusively connecting tools to the temporary connection at the trailer and while there is a significant increase in consumption compared to historical consumption on the temporary connection. The increase to the temporary connection seems significantly lower than would be expected if all construction power was routed through that connection.



9/7/22, 1:20 PM

Case Report

It would appear that the documentation sent to you by PSE was a copy of Schedule 171 and an application form to have a non-communicating meter installed. This schedule has been approved by the Commission and while you are free to have an attorney review the non communicating service request form, it is required in order to have the meter switched out. I do now, however, believe that a non-communicating meter would resolve the issue of high consumption though as the actual readings themselves are not influenced by the AMI communication module and actual meter reads taken from the meter register during the meter test matched the reads that had been transmitted to PSE. Opting out to have a non communicating meter installed would not change the actual consumption only how frequently meter readings are obtained by PSE.

I did not find PSE to be in violation of any law, rule, or tariff in this matter. I understand this may not be the result you were hoping for, but at this time I have closed your complaint. If you have any questions or need additional assistance please call the UTC at 1 888 333 9882, Monday through Friday, 8 30 a m to 4 30 p m

Sincerely,

**John Trier**  
Consumer Complaint Investigator  
(888) 333-9882 Toll Free  
[John.Trier@utc.wa.gov](mailto:John.Trier@utc.wa.gov)  
**Utilities and Transportation Commission**  
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[www.utc.wa.gov](http://www.utc.wa.gov)

---

**Activity Type: Email**

**Activity Date: 7/29/2022, 11:14:06 AM**

**To: wutc\_complaints@pse.com;**

**From: john.trier@utc.wa.gov**

**Subject: [RE: 6-16-22 Response for WA UTC Complaint CAS-39911-X0W9W9 for Thomas Johnson CRM:0133995](#)**

**Attachments: 0**

**Body:**

Good morning Stacey,

Thank you for your patience as I reviewed this complaint. I think the only possible violation I could go with here might have been for the three month delayed bill when WAC 480-100-178(1) would require bills every two one-month billing cycles, but there may have been good cause for the delay due to the billing and meter investigation requested on 3/7/22. I'm not able to sustain the customer's claims that the work crews that were out there had not hooked anything up to the permanent service connection, and would have expected a more significant increase in the temporary connection if they had routed everything through it.

This complaint is now closed. The disposition is Company Upheld. Please note that the Consumer Protection division has an internal quality review program and all closed complaints are subject to review and / or reopening.

Have a great day, it's been great working with you and Melissa both!

-John

---

9/7/22, 1:20 PM

Case Report

**Activity Type: Email**

**Activity Date: 7/31/2022, 8:32:14 AM**

**To: john.trier@utc.wa.gov;**

**From:** [REDACTED]

**Subject: [Re: WA UTC Complaint CAS-39911-X0W9W9 for Thomas Johnson CRM:0133165](#)**

**Attachments: 1**

**Body:**

External Email

John, how do you explain a situation where a handful of customers, have unheard of usage [REDACTED] kwh/day and [REDACTED] monthly charges, to our neighbor's also building but paying \$200-\$300 bills per month? There is no explanation!

You state our temp pole could not have been the sole source of power but there were NO outlets or even light fixtures until after these bills were calculated. Construction trades had no choice but to use our temp power. Just look at the graph where we now have full power. Currently, construction trades are using the house power and air conditioning – no temp power. There is a significant decrease in use to the time you were charging us [REDACTED] kwh/day when NOTHING was going on.

 Chart, histogram Description automatically generated

There are three in our development this has happened to, Alexander and Elena Argunov, Chad and Victoria Groesbeck and us. At [REDACTED] kwh/day it's like we had a greenhouse operation going on instead of an empty house with no outlets. We are filing a formal complaint as there is something very wrong here and we're considering, "Jesse Jones", Consumer Investigator, [KIRO-TV \(Seattle, WA\)](#). Another neighbor who is building the same size home at the same time as our build, (Erica & Cameron Crabb) have had only [REDACTED] bills/month. Perhaps it's time for some very public outrage with the help of the media.

Building a home then Covid hit caused huge increases in material and labor costs as well as massive delays. We are further being hit with selective massive power charges that make no sense. The Argunov's have documentation that shows we were being charged 4 times what we should have been. Elena Arguov is a data analyst by profession, and this information and documentation have been sent in with our formal complaint.

We are asking you to re-open our claim.

9/7/22, 1:20 PM

Case Report

Thomas & Heidi Johnson

---

**From:** "Trier, John (UTC)" <john.trier@utc.wa.gov>  
**Date:** Friday, July 29, 2022 at 11:09 AM  
**To:** Thomas Johnson <[REDACTED]>  
**Subject:** WA UTC Complaint CAS-39911-XOW9W9 for Thomas Johnson CRM:0133165

I am getting back to you regarding your Puget Sound Energy complaint about a high bill of [REDACTED] for meter X165444844.

During my investigation I found that on 5/6/22 PSE was on site and performed a meter test for the permanent service account, and the meter tested accurate within 0.12 percent. By rule the customer is permitted to witness the test, but a review of your 3/7/22 phone call to PSE showed that PSE did offer the option to witness the test which was declined. In response to the same call, PSE locked the account so further bills would not be issued pending the resolution of a billing / meter investigation. When the bill investigation was completed, on 5/19/22 PSE released a delayed bill of [REDACTED] for three billing periods between 2/11/22 and 5/12/22. On 6/9/22 the amount due was processed through the autopay method on the account and there was no evidence of an attempt to halt that payment. Having Wells Fargo do a chargeback on that payment, PSE reapplied the amount to your PSE account, but as there is no longer autopay on file so it will not automatically process the payment again.

Construction work, especially during winter, can be extremely electrically intensive especially if doing any work that requires space heating in order to cure or dry floors and walls in unfinished spaces. I am not able to sustain the claim that the construction crew was exclusively connecting tools to the temporary connection at the trailer and while there is a significant increase in consumption compared to historical consumption on the temporary connection. The increase to the temporary connection seems significantly lower than would be expected if all construction power was routed through that connection.

It would appear that the documentation sent to you by PSE was a copy of Schedule 171 and an application form to have a non-communicating meter installed. This schedule has been approved by the Commission and while you are free to have an attorney review the non-communicating service request form, it is required in order to have the meter switched out. I do now, however, believe that a non-communicating meter would resolve the issue of high consumption though as the actual readings themselves are not influenced by the AMI communication module and actual meter reads taken from the meter register during the meter test matched the reads that had been transmitted to PSE. Opting out to have a non-communicating meter installed would not change the actual consumption only how frequently meter readings are obtained by PSE.

I did not find PSE to be in violation of any law, rule, or tariff in this matter. I understand this may not be the result you were hoping for, but at this time I have closed your complaint. If you have any questions or need additional assistance please call the UTC at 1-888-333-9882, Monday through Friday, 8:30 a.m. to 4:30 p.m.

Sincerely,

**John Trier**  
Consumer Complaint Investigator  
(888) 333-9882 Toll Free  
[John.Trier@utc.wa.gov](mailto:John.Trier@utc.wa.gov)  
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9/7/22, 1:20 PM

Case Report

**Activity Type: Email**

**Activity Date: 8/1/2022, 2:28:55 PM**

**To:** [REDACTED]

**From:** sheri.hoyt@utc.wa.gov

**Subject:** [WA UTC Complaint CAS-39911-X0W9W9 for Thomas Johnson CRM:0133165](#)

**Attachments: 1**

**Body:**

Good afternoon Thomas Johnson.

John Trier accepted a position elsewhere with the commission so I will be responding to your communication regarding the closed investigation.

I've reviewed the complaint record regarding disputed charges for meter number X157749635 installed on Dec. 9, 2021, for account [REDACTED].

Regrettably, commission staff has no further avenues to investigate to dispute the usage Puget Sound Energy (PSE) billed you. On May 6, 2022, PSE tested the meter; it tested 100.12% accurate. The meter accuracy is in compliance with the Washington Administrative Code (the rules), which requires a meter be accurate between 98% and 102%.

Commission staff cannot prove the usage you were billed for didn't go through the meter. PSE provided daily usage reads for meter X157749635. I have attached the readings for your records.

This is an informal complaint, in which commission staff are tasked with determining whether a regulated company is in violation of a law, rule, commission order, or its commission approved tariff. We are unable to find PSE in violation of such as the meter tested accurate and PSE provided daily usage data to support the charges.

Please let me know if you have any additional questions.

Regards  
Sheri

**Sheri Hoyt**  
Consumer Protection Manager  
Phone: (360) 664-1102  
Email: [sherihoyt@utc.wa.gov](mailto:sherihoyt@utc.wa.gov)

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pronouns: [she/her](#)

9/7/22, 1:20 PM

Case Report

This email/letter states the informal opinions of commission staff, offered as technical assistance, and are not intended as legal advice. We reserve the right to amend these opinions should circumstances change or additional information be brought to our attention. Staff's opinions are not binding on the commission.

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