

**EXH. CLW-2
DOCKETS UE-240004/UG-240005
2024 PSE GENERAL RATE CASE
WITNESS: CAROL L. WALLACE**

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY,

Respondent.

**Docket UE-240004
Docket UG-240005**

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

CAROL L. WALLACE

ON BEHALF OF PUGET SOUND ENERGY

FEBRUARY 15, 2024

1 **PUGET SOUND ENERGY**

2 **FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE**
3 **PREFILED DIRECT TESTIMONY OF**
4 **CAROL L. WALLACE**

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

6 A. My name is Carol L. Wallace, and my business address is P.O. Box 97034,
7 Bellevue, Washington 98009-9734.

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

9 A. I am employed by Puget Sound Energy (“PSE”) as Director of Customer
10 Solutions.

11 **Q. What are your duties as Director of Customer Solutions for PSE?**

12 A. As the Director I lead PSE’s Customer Solutions team which includes: customer
13 experience and journey management, digital experience on self-service platforms,
14 strategic business intelligence, billing and payment operations, energy assistance
15 programs, credit and collections operations, meter network services, customer
16 care center, billing performance, and performance quality. These groups are
17 charged with enhancing PSE’s digital customer service platform, data analytics
18 capabilities, billing and payment processes, increasing access to energy assistance
19 programs, managing customer arrearages and field collections, responding to
20 customer inquiries via phone or email, resolving billing issues, monitoring call
21 quality and performance, workforce management, and operational reporting.

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

2 A. I have served in varying rolls with increasing responsibilities at PSE during my 30
3 year tenure including customer service, billing, gas measurement and gas system
4 operations. I have held director level positions in Gas Operations, Operations
5 Performance and Customer Solutions. My professional experience outside of
6 Puget Sound Energy includes working as a Washington State licensed dispensing
7 option in leadership positions for Lens-Crafters, Davis Optical and In-Focus
8 Optical.

9 As an industry member, I serve as an officer on the board of directors for the
10 Western Gas Measurement Short Course Committee and am a corresponding
11 member of the American Gas Association's ("AGA") Gas Control and Operations
12 Section Regulatory Action Committees. I have previously served as chair on the
13 Gas Control committee and I am currently an operator qualified gas controller at
14 PSE as well. I have also served on the pipeline operations and natural gas
15 executive roundtable committees at Western Energy Institute and on the
16 managing committee at AGA.