

Mak, Chanda (ATG)

From: Case Sweerus <sweeruscase@gmail.com>
Sent: Monday, March 08, 2021 5:36 PM
To: ATG WWW E-mail Public Counsel; customercare@pse.com
Subject: Docket UE-200980
Attachments: Case File [REDACTED].pdf

[EXTERNAL]

Greetings,

I strongly oppose the rate increase or anything that would further financially benefit puget sound energy at this time. Please see the attached report I received from the UTC noting 4 separate violations regarding my billing with PSE. PSE was not forthcoming with what they were doing and actually pushed back when I asked them to investigate the charges with my electric meter (note the billing they opposed investigating was in breach of two RCW's). I do not believe the billing practices associated with my electric meter were a one off that just affected me, I suspect it is part of PSE general practices when installing new meters.

After PSE received the report from the UTC I asked a manager at PSE if they were going to voluntarily go back and research and refund any other affected customers. Their answer was no and it would only be handled on an individual basis, if and when the customer called.

Most customers are not aware of PSE's practices to audit their old meters and send a bill for the shorted charges as PSE conceals the charges as usage for the current month, if they had not typed in the wrong digit when installing my gas meter I wouldn't have known either. The potential for unjust enrichment is clearly there but PSE doesn't seem to care.

I hope that until PSE agrees to assure that all their customers have been correctly billed that myself and my fellow community members not be forced into a position of sending more of our hard earned money to PSE.

Thank you

Case Sweerus
360-223-7695

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

From: Trier, John (UTC) <john.trier@utc.wa.gov>
Date: Fri, Feb 19, 2021, 12:49 PM
Subject: FW: Your Case File [REDACTED] CRM:0133835
To: Case Sweerus <sweerus.case@gmail.com>

Here's the actual attachment, sorry about that.
-John

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

From: John Trier;
Received: Fri Feb 19 2021 12:48:23 GMT-0800 (Pacific Standard Time)
To: Case Sweerus;
Subject: Your Case File [REDACTED] CRM:0133835

Good afternoon Mr. Sweerus,
As we discussed earlier, attached is a copy of your case file.
Please let me know if you have any further questions or concerns.
Sincerely,

John Trier
Consumer Complaint Investigator
(888) 333-9882 Toll Free
John.Trier@utc.wa.gov

Utilities and Transportation Commission
Respect. Professionalism. Integrity. Accountability.
www.utc.wa.gov

Washington State Complaint: [REDACTED]**Company: Puget Sound Energy****Industry: Electric****Customer: Case Sweerus****Alt Contact:****Account Number:****Service Phone: 360-223-7695****E-mail Address:****Service Address: 29736 213th Way SE Kent WA 98042****Complaint:** [REDACTED]**Type: Complaint****Serviced By: John Trier****Grouped By: Disputed Bill****Opened On: 2/4/2021, 3:15:03 PM****Closed On: 2/9/2021, 3:44:21 PM****Disposition: Company upheld with violations****Violations Total: 4****TA Total: 0****Amount Customer Saved: \$0.00****Description:**

The customer's electric and natural gas meters were replaced by PSE around September or October 2020. After the meters were swapped out, the customer immediately noticed a large increase in his monthly bills. He first noticed an increase in his electric bill in October 2020, and then the natural gas bill went way up in November. He has lived at the residence for 10 years and never had bills this high.

When he first reported the issue to PSE he was told that the higher billing was due to more accurate metering and that his old meter must have been running low. The customer continued to complain and eventually received

a refund from PSE due to a calibration error in the new meters.

The customer believes that PSE deliberately is overcharging customers that it has replaced meters for, and only fixing the overbilling once customers complain.

2/4/21 3:32 p.m. Passed complaint to PSE via email. PSE's response is due by 5 p.m. on 2/8/21.

Supervisor Result:

Customer Resolution:

Result:

On 9/27/20 the customer's AMR electric meter was replaced with a new AMI meter. During the replacement a final register reading was taken from the meter. The old AMR meter module had been slow for an indeterminate period of time and there was a 797 kWh usage between the 9/1/20 reading and the 9/27/20 reading which was nearly double the customer's historical usage. PSE reviewed the customer's usage and estimated the billing for 9/2/20-9/10/20 billing period. On 10/22/20 PSE replaced the AMR module in the customer's natural gas meter. The technician accidentally input the register reading as 9613 instead of 9413 which resulted in the customer being overbilled by approximately 200 therms on his 11/2/20 bill. On 11/5/20 PSE processed a billing correction to fix the input error. VIOLATIONS RECORDED - 4

Violations

WAC or RCW: 480-100-178(1)(e)

Count: 1

TA:

Description: PSE's bill did not have accurate meter readings. On 10/2/20 the customer was billed for usage based on a beginning 9/1/20 meter reading of 3026.091 and 9/27/20 final register reading of 3824 taken from meter [REDACTED] 529 when it was replaced with a new AMI meter. The total usage for the 9/2/20 - 10/2/20 billing period was 897.909 kWh. A review by PSE's billing team determined that the meter had underbilled, but was unable to determine when the underbilling occurred. On 1/15/21, PSE processed a billing correction and the customer's usage for the billing period was reduced to 467.586 kWh. By rule PSE must show the beginning and ending meter readings for the current billing period, the current monthly or bimonthly read date, as applicable, and the total amount of kilowatt hours used for the billing cycle. The customer's 10/2/20 bill had a beginning reading of 3026.091 which was not accurate. PSE has been notified of the violation.

WAC or RCW: 480-100-178(1)(f)

Count: 1

TA:

Description: PSE's bill was calculated using the incorrect kWh usage. On 10/2/20 the customer was billed \$91.93 for 897.909 kWh of usage. A review by PSE's billing team determined that the meter had underbilled, but was unable to determine when the underbilling occurred. On 1/15/21, PSE processed a billing correction and the customer's usage for the billing period was reduced to \$48.53 for 467.586 kWh of usage. By rule PSE's bill must show the amount of kilowatt hours used for each billing rate. The 10/2/20 bill did not include the actual amount of kWh used. PSE was notified of the violation.

WAC or RCW: 480-90-178(1)(e)

Count: 1

TA:

Description: PSE incorrectly billed the customer using an incorrect meter reading. On 11/2/20 PSE billed the customer for the 10/2/20 - 11/2/20 billing period based on a beginning reading of 9390 and an end reading of 9639. On 10/22/20, the customer's AMR module in his natural gas meter had been replaced with a new AMI module, and the technician accidentally input the existing module reading as 9613 instead of 9413. The correct ending reading for this billing period was 9439. On 11/5/20 PSE corrected the error and sent the customer a Notice of Corrected Charges. By rule PSE's bill must show the beginning and ending meter readings for the current billing period, the current monthly or bimonthly read date, as applicable, and the total amount of therms used for the billing cycle. PSE has been notified of the violation.

WAC or RCW: 480-90-178(1)(f)

Count: 1

TA:

Description: PSE's bill was calculated using the incorrect therms usage. On 11/2/20, the customer was billed \$246.45 for 280.748 therms of usage during the 10/2/20 - 11/2/20 billing period. On 10/22/20 the customer's AMR module was replaced with a new AMI module, but the technician accidentally copied the actual register value of 9413 as 9613 causing the customer to be overcharged for 200 CCF of usage. On 11/5/20, PSE processed a billing correction and the customer's usage for the billing period was reduced to \$58.30 for 55.478 therms of usage. By rule PSE's bills must show the amount of therms used for each billing rate. The 11/2/20 billing statement did not show the correct amount of therms used. PSE was notified of the violation.

Activities

Activity Type: Email

Activity Date: 2/4/2021, 3:31:01 PM

To: WUTC_Complaints@pse.com;

From: john.trier@utc.wa.gov

Subject: [WA UTC Complaint](#) [REDACTED] [for Case Sweerus CRM:0133823](#)

Attachments: 0

Body:

New consumer complaint

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Washington UTC Complaint [REDACTED]

Company: Puget Sound Energy

Customer: Case Sweerus

Account #:

Contact:

Service Address:

29736 213th Way SE
Kent, WA 98042

Primary Phone: 360-223-7695

Secondary Phone:

Email Address:

Complaint Information:

Complaint ID: [REDACTED]

Serviced By: [John Trier]

Opened On: [2/4/21]

Grouped By: [High Bill]

Description:

The customer's electric and natural gas meters were replaced by PSE around September or October 2020. After the meters were swapped out, the customer immediately noticed a large increase in his monthly bills. He first noticed an increase in his electric bill in October 2020, and then the natural gas bill went way up in November. He has lived at the residence for 10 years and never had bills this high.

When he first reported the issue to PSE he was told that the higher billing was due to more accurate metering and that his old meter must have been running low. The customer continued to complain and eventually received a refund from PSE due to a calibration error in the new meters.

The customer believes that PSE deliberately is overcharging customers that it has replaced meters for, and only fixing the overbilling once customers complain.

2/4/21 3:32 p.m. Passed complaint to PSE via email. PSE's response is due by 5 p.m. on 2/8/21.

Activity Type: Email

Activity Date: 2/8/2021, 11:43:51 AM

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

From: wutc_complaints@pse.com

Subject: [2-8-2021 Response for WA UTC Complaint \[REDACTED\] for Case Sweerus CRM:0133823](#)

Attachments: 8

Body:

External Email

Hi John,
Our response and supporting documents are attached.

Thank You,
Stacey Halsen |Sr. Escalated Complaints Examiner
cid Performance Quality Puget Sound Energy
Desk: 425.424.6572

From: Trier, John (UTC) <john.trier@utc.wa.gov>
Sent: Thursday, February 04, 2021 3:31 PM
To: WUTC Complaints - mail - <WUTC_Complaints@pse.com>
Subject: WA UTC Complaint [REDACTED] for Case Sweerus CRM:0133823

CAUTION - EXTERNAL EMAIL

Phishing? Click the PhishAlarm "**Report Phish**" button.
For mobile forward to abuse@pse.com

New consumer complaint

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Washington UTC Complaint [REDACTED]

Company: Puget Sound Energy

Customer: Case Sweerus

Account #: [REDACTED]

Contact:

Service Address:

29736 213th Way SE

Kent, WA 98042

Primary Phone: 360-223-7695

Secondary Phone:

Email Address:

Complaint Information:

Complaint ID: [REDACTED]

Serviced By: [John Trier]

Opened On: [2/4/21]

Grouped By: [High Bill]

Description:

The customer's electric and natural gas meters were replaced by PSE around September or October 2020. After the meters were swapped out, the customer immediately noticed a large increase in his monthly bills. He first noticed an increase in his electric bill in October 2020, and then the natural gas bill went way up in November. He has lived at the residence for 10 years and never had bills this high.

When he first reported the issue to PSE he was told that the higher billing was due to more accurate metering and that his old meter must have been running low. The customer continued to complain and eventually received a refund from PSE due to a calibration error in the new meters.

The customer believes that PSE deliberately is overcharging customers that it has replaced meters for, and only fixing the overbilling once customers complain.

2/4/21 3:32 p.m. Passed complaint to PSE via email. PSE's response is due by 5 p.m. on 2/8/21.

Activity Type: Activity**Activity Date: 2/8/2021, 11:45:00 AM****Contact:****Subject: PSE INITIAL RESPONSE COPIED FROM EMAIL ATTACHMENT****Attachments: 0****Description:**

WA UTC Complaint [REDACTED] for Case Sweerus Opened: 2/4/2021 Grouped By: High Bill
 Customer Account Name: CASE SWEERUS Account#: [REDACTED] Service Address: 29736 213TH WAY SE, Kent, WA 98042 2/4/2021 WA-UTC INITIAL REQUEST: Description: The customer's electric and natural gas meters were replaced by PSE around September or October 2020. After the meters were swapped out, the customer immediately noticed a large increase in his monthly bills. He first noticed an increase in his electric bill in October 2020, and then the natural gas bill went way up in November. He has lived at the residence for 10 years and never had bills this high. When he first reported the issue to PSE he was told that the higher billing was due to more accurate metering and that his old meter must have been running low. The customer continued to complain and eventually received a refund from PSE due to a calibration error in the new meters. The customer believes that PSE deliberately is overcharging customers that it has replaced meters for, and only fixing the overbilling once customers complain. 2/4/21 3:32 p.m. Passed complaint to PSE via email. PSE's response is due by 5 p.m. on 2/8/21. 2/8/2021 PSE INITIAL RESPONSE: You will see in the enclosed account history a new AMI module was installed on the gas meter on 10/22/2020. On 11/4 the customer called questioning the high gas usage for his most recent billing period of 10/3/2020 11/2/2020. At the time of this call our agent created an EMMA case to have the billing team investigate the customer's concerns. Notes from 11/4/2020 EMMA Case: 11/04/2020 09:12 Jillian G. Customer: Case Sweerus . Caller: Case Sweerus . 29736 213TH WAY SE, Kent, WA 98042. [REDACTED] Large increase in consumption that doesn't match customer's historical usage. Customer stated this giant jump is all after his meter was upgraded. Account verified. KGoffin 88-4138 On 11/4 the customer called back and asked if we could come check for a gas leak due to his being being so high. That agent advised the customer that a request to investigate had already been created and we should let them complete that investigation. The investigation was completed on 11/5 and it was discovered that the old AMR module had been malfunctioning and not registering the gas usage correctly which resulted in the customer being underbilled for gas usage prior to the installation of the AMI module for an undeterminable amount of time. Additionally, it was discovered that when the tech installed the new AMI gas module he programmed it with the meter's register read of 9613 which it was actually 9413. Because of this read discrepancy the bill from 10/2/20 to 11/2/20 was for 249 therms. After finding this error and verifying the read should have been 9413, a billing correction was processed to correct the billing to bill just 49 therms. We had to call it an estimate, because the actual read from the field (9613) was wrong. Below are the notes from the completed investigation order placed when the customer called on 11/4. BILLING CORRECTIONS - GAS MODULE REPLACED: Per s/n 509741479 meter [REDACTED] 493 rd: 9613 had gas module replaced on 10/22/20. Reversed last two invoices and rebilled estimated usage up to 10/21/20 using SAP standard estimation. Unable to determine a clear date within the past 6 months where the old gas module slowed or stopped. Posted \$5.00 interest credit. Verified index dial reads were as reported by field technician. Setup interest-free installments for up to two months. PMINOR 88-4162 Corrected charges from 9/2/2020 to 11/2/2020 resulting in credit of (\$189.13) for a difference of (226.406) Therms on meter [REDACTED] 493 . PMINOR 88-4162 -----
 ----- 11/05/2020 16:02 Perry Minor Correction to above comments: CASE SWEERUS / [REDACTED] 29736 213TH WAY SE, , Kent, WA 98042 METER INDEX DIAL PHOTO VERIFICATION: Verified that AMI module installed with meter reading 9412 on 10/22/20. Mass deployment tech programmed module to 9613 in error. Proactively prorated usage per MDL reads minus 200 CCF for

rebilling. Sent leads request to reprogram module remotely. PMINOR 88-4162 -----
----- 11/05/2020 16:07 Perry Minor Corrected charges from 9/2/2020 to 11/2/2020
resulting in credit of (\$188.15) for a difference of (225.270) Therms on meter [REDACTED] 493 . Setup interest-free
installments for up to two months. PMINOR 88-4162 You will also see in the enclosed account history the
customer called on 12/11/2020 inquiring on his electric billing increase. Our agent created an EMMA case to
have the billing team investigate the customer's electric usage billed on the 10/5/2020 and 11/3/2020 statements.
The customer called back on 1/11/2021 inquiring on his 12/11 call and requested a call back. This agent created
an Escalated Complaint EMMA case for the billing team regarding the EMMA case created on 12/11/2020. The
investigation found that the read on the Electric AMR Meter's register when it was removed was 3824 which
billed the customer 797 kwhs from 9/2/2020 - 9/27/2020 which was almost double their average usage. The
billing team came to the conclusion that the electric meter had underbilled, by about 400kwhs, but we were
unable to determine exactly where. We allowed SAP to estimate the outread of the AMR meter based off
customer's history and billed with a read of 3393 instead of 3824, correcting the bill to reduce the customer's
usage by 429 kwhs. This resulted in a credit of \$-43.40 + a \$-5.00 interest credit. Notes from the 12/11/2020
EMMA case and the 1/12/2021 billing correction added when the 12/11 investigation was completed.
12/11/2020 16:12 Jamie W. Customer: Case Sweerus. Caller: Case Sweerus. 29736 213TH WAY SE, Kent, WA
98042. [REDACTED] Please select an issue. Advise PSE that PSE needs to verify electric charges for 10-05
and 11-03 statements. PSE already corrected gas charges and he feels electric is wrong too. Account verified. J
Walline 88-4068 ----- 01/12/2021 08:41 Ruth L. CASE
SWEERUS / [REDACTED] 29736 213TH WAY SE, , Kent, WA 98042 Meter #: [REDACTED] 6529 / [REDACTED] 9748
Correction from 9/2/2020 - 1/4/2021. Resulted in a credit of \$43.40 for -430.323 Kwh. Added interest credit to
account. Estimated meter read. Added invoice lock and created IC19 for customer request. rulee 88-4165 We
have also included in our response copies of the 11/5/2020 Notice of Corrected Charges and Confirmation of
Payment arrangements, a copy of the 1/15/2021 Notice of Corrected Charges and the 36 months gas and electric
usage histories. Please let us kn

Activity Type: Phone Call**Activity Date: 2/9/2021, 12:35:00 PM****Direction: Outgoing****Customer: Case Sweerus****UTC POC: John Trier****Subject: [Phone Call with Customer](#)****Description:**

I called the customer to discuss the result of my investigation. I provided him with a chronological history of the meter replacements, his reports and PSE's billing corrections. I explained how the AMR module in the original electric meter had slowed at an indeterminate time that PSE was unable to determine, but it was able to get a final register reading directly from the meter when it was replaced on 9/27/20. PSE's billing system used that final reading to calculate his usage for the 9/2/20-10/2/20 billing period which was nearly double his historical usage for the similar period. I then discussed the gas meter module which was replaced on 10/22/20 and how during that replacement the tech had accidentally input his reading as 9613 instead of 9413 which caused his 11/2/20 bill to be over by about 200 therms. I addressed how PSE responded to his concerns about incorrect usage, his first report of an incorrect natural gas bill on 11/4/20 resulted in a correction the next day. He understood and accepted PSE's response for the problem with the gas meter, but then brought up how long it took for PSE to correct the electric meter and how each time he had called PSE he was told the new meters were more accurate and he must have used the amount it told. I told him I had reviewed the account history and did

see the call he was referring to on 12/11/20, but the representative had input a billing investigation ticket during that call, which was escalated when he called back on 1/11/21 and on 1/15/21 PSE completed its investigation and processed a billing correction. I explained that PSE generally has 60 days to process a billing adjustment once an error is discovered, and it had met the timeframe required by rule. However, I still had violations for the two bills that were issued based on the incorrect readings (his 10/2/20 electric bill, and his 11/2/20 natural gas bill). He also brought up how the roughly 200 homes in his subdivision were all installed around the same time and had the same meters installed by PSE and implied that they may all have had faulty modules that PSE is trying to collect "back pay" for by inflating their bills the same way as his was. I told him that was not likely, but I would encourage his neighbors with concerns about the accuracy of their billings to contact PSE about those concerns and if PSE is unable to provide a satisfactory response they can always contact the commission if they are not satisfied.

Activity Type: Email**Activity Date: 2/9/2021, 4:08:42 PM****To: john.trier@utc.wa.gov;****From: wutc_complaints@pse.com****Subject: [RE: 2-8-2021 Response for WA UTC Complaint \[REDACTED\] for Case Sweerus CRM:0133823](#)****Attachments: 1****Body:**

External Email

Thanks John. I agree these were very interesting/unique situations.
Enjoy your evening!

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

From: Trier, John (UTC) <john.trier@utc.wa.gov>
Sent: Tuesday, February 09, 2021 4:04 PM
To: WUTC Complaints - mail - <WUTC_Complaints@pse.com>
Subject: RE: 2-8-2021 Response for WA UTC Complaint [REDACTED] for Case Sweerus CRM:0133823

CAUTION - EXTERNAL EMAIL

Phishing? Click the PhishAlarm "**Report Phish**" button.
For mobile forward to abuse@pse.com

Good afternoon Stacey,

Thank you for your response to this complaint. I have to say this one had some interesting meter reading issues that only affected a single billing period around each meter replacement, and I really think PSE did a great job in this case promptly investigating and correcting those concerns when voiced by the customer.

This 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.

Please note that I have recorded 1 violation each of WAC 480-100-178(1)(e) and 480-100-178(1)(f) because the customer's 10/2/20 billing statement was based on a beginning meter reading of 3026.091 from a slowed AMR module the electric meter which combined with the 9/27/20 final register reading of 3824 from when the AMR meter was replaced resulted in the customer being overcharged by approximately 429kWh for the billing period.

Please note that I have also recorded 1 violation each of WAC 480-90-178(1)(e) and 480-90-178(1)(f) because on 10/22/20 when the customer's natural gas meter was being upgraded to an AMI meter the technician accidentally input the current register value as 3613 instead of 3413, this resulted in the customer being overcharged for approximately 20 therms of usage on his 11/2/20 billing statement.

By rule PSE must show the beginning and ending meter readings for the current billing period, the current monthly or bimonthly read date, as applicable, and the total amount of kilowatt hours or therms used for the billing cycle. The two bills above (10/2/20 electric, and 11/2/20 natural gas) did not include accurate meter readings and thus did not accurately reflect the amount of usage by the customer.

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 Ryan Grimes, Consumer Protection Manager. Please clearly note why the company requests a review and I will forward the request. To contact Ryan directly, email ryan.grimes@utc.wa.gov or call 360-664-1103.

Have a great evening,
John

Activity Type: Phone Call

Activity Date: 2/19/2021, 11:00:00 AM

Direction: Incoming

Customer: Case Sweerus

UTC POC: John Trier

Subject: [Phone Call from Customer](#)

Description:

I received a call from the customer. He told me he had spoken with a supervisor at PSE who refused to look into the customer's concern that PSE had widespread metering errors in his community. He requested a copy of his case file and I told him I would try to email it out to him today.

[Export as .doc](#)

WA UTC Complaint [REDACTED] for Case Sweerus
Opened: 2/4/2021
Grouped By: High Bill

Customer Account Name: CASE SWEERUS
Account#: [REDACTED]
Service Address: 29736 213TH WAY SE, Kent, WA 98042

2/4/2021 WA-UTC INITIAL REQUEST:

Description:

The customer's electric and natural gas meters were replaced by PSE around September or October 2020. After the meters were swapped out, the customer immediately noticed a large increase in his monthly bills. He first noticed an increase in his electric bill in October 2020, and then the natural gas bill went way up in November. He has lived at the residence for 10 years and never had bills this high. When he first reported the issue to PSE he was told that the higher billing was due to more accurate metering and that his old meter must have been running low. The customer continued to complain and eventually received a refund from PSE due to a calibration error in the new meters. The customer believes that PSE deliberately is overcharging customers that it has replaced meters for, and only fixing the overbilling once customers complain. 2/4/21 3:32 p.m. Passed complaint to PSE via email. PSE's response is due by 5 p.m. on 2/8/21.

2/8/2021 PSE INITIAL RESPONSE:

You will see in the enclosed account history a new AMI module was installed on the gas meter on 10/22/2020. On 11/4 the customer called questioning the high gas usage for his most recent billing period of 10/3/2020 11/2/2020. At the time of this call our agent created an EMMA case to have the billing team investigate the customer's concerns.

Notes from 11/4/2020 EMMA Case:

11/04/2020 09:12 Jillian G.
Customer: Case Sweerus . Caller: Case Sweerus . 29736 213TH WAY SE, Kent, WA 98042. [REDACTED]
Large increase in consumption that doesn't match customer's historical usage. Customer stated this giant jump is all after his meter was upgraded. Account verified. KGoffin 88-4138

On 11/4 the customer called back and asked if we could come check for a gas leak due to his being being so high. That agent advised the customer that a request to investigate had already been created and we should let them complete that investigation.

The investigation was completed on 11/5 and it was discovered that the old AMR module had been malfunctioning and not registering the gas usage correctly which resulted in the customer being underbilled for gas usage prior to the installation of the AMI module for an undeterminable amount of time. Additionally, it was discovered that when the tech installed the new AMI gas module he programmed it with the meter's register read of 9613 which it was actually 9413. Because of this read discrepancy the bill from 10/2/20 to 11/2/20 was for 249 therms. After finding this error and verifying

the read should have been 9413, a billing correction was processed to correct the billing to bill just 49 therms. We had to call it an estimate, because the actual read from the field (9613) was wrong.

Below are the notes from the completed investigation order placed when the customer called on 11/4.

BILLING CORRECTIONS - GAS MODULE REPLACED: Per s/n [REDACTED] 1479 meter [REDACTED] 493 rd: 9613 had gas module replaced on 10/22/20. Reversed last two invoices and rebilled estimated usage up to 10/21/20 using SAP standard estimation. **Unable to determine a clear date within the past 6 months where the old gas module slowed or stopped.** Posted \$5.00 interest credit. Verified index dial reads were as reported by field technician. Setup interest-free installments for up to two months. PMINOR 88-4162 Corrected charges from 9/2/2020 to 11/2/2020 resulting in credit of (\$189.13) for a difference of (226.406) Therms on meter [REDACTED] 493 . PMINOR 88-4162


11/05/2020 16:02 Perry Minor Correction to above comments:

CASE SWEERUS / [REDACTED]
29736 213TH WAY SE, , Kent, WA 98042

METER INDEX DIAL PHOTO VERIFICATION: **Verified that AMI module installed with meter reading 9412 on 10/22/20. Mass deployment tech programmed module to 9613 in error.** Proactively prorated usage per MDL reads minus 200 CCF for rebilling. Sent leads request to reprogram module remotely. PMINOR 88-4162

11/05/2020 16:07 Perry Minor

Corrected charges from 9/2/2020 to 11/2/2020 resulting in credit of (\$188.15) for a difference of (225.270) Therms on meter [REDACTED] 493 . Setup interest-free installments for up to two months. PMINOR 88-4162

 **Natural Gas Detail Information: 29736 213TH WAY SE, Kent**

Corrected Statement Detail

The below information reflects the difference between the original amount billed and any adjustments made to your account.

Billing Period	Original Bill		Adjustment		Corrected Bill	
	Meter Number: [REDACTED] 93		Adjusted Therms	Adjusted Amount Billed	Meter Number: [REDACTED] 493	
	Original Therms	Original Amount Billed			Corrected Therms	Corrected Amount Billed
9/2/2020 - 10/2/2020	23.267	\$ 30.90	0	\$ 0.00	23.267	\$ 30.90
10/3/2020 - 11/2/2020	280.748	246.45	-225.27	-188.15	55.478	58.30
Total	304.015	\$ 277.35	-225.27	\$ -188.15	78.745	\$ 89.20

You will also see in the enclosed account history the customer called on 12/11/2020 inquiring on his electric billing increase. Our agent created an EMMA case to have the billing team investigate the customer's electric usage billed on the 10/5/2020 and 11/3/2020 statements. The customer called back on 1/11/2021 inquiring on his 12/11 call and requested a call back. This agent created an Escalated Complaint EMMA case for the billing team regarding the EMMA case created on 12/11/2020. The investigation found that the read on the Electric AMR Meter's register when it was removed was 3824 which billed the customer 797 kwhs from 9/2/2020 - 9/27/2020 which was almost double their average usage. The billing team came to the conclusion that the electric meter had underbilled, by about 400kwhs, but we were unable to determine exactly where. We allowed SAP to estimate the overread of the AMR meter based off customer's history and billed with a read of 3393 instead of 3824, correcting the bill to reduce the customer's usage by 429 kwhs. This resulted in a credit of \$-43.40 + a \$-5.00 interest credit.

Notes from the 12/11/2020 EMMA case and the 1/12/2021 billing correction added when the 12/11 investigation was completed.

12/11/2020 16:12 Jamie W.

Customer: Case Sweerus. Caller: Case Sweerus. 29736 213TH WAY SE, Kent, WA 98042. [REDACTED]
 Please select an issue. Advise PSE that PSE needs to verify electric charges for 10-05 and 11-03 statements. PSE already corrected gas charges and he feels electric is wrong too. Account verified. J Walline 88-4068

01/12/2021 08:41 Ruth L.

CASE SWEERUS / [REDACTED]
 29736 213TH WAY SE, , Kent, WA 98042
 Meter #: [REDACTED] 6529 / [REDACTED] 9748 Correction from 9/2/2020 - 1/4/2021. Resulted in a credit of \$43.40 for -430.323 kWh. Added interest credit to account. Estimated meter read. Added invoice lock and created IC19 for customer request. rulee 88-4165

🔌 Electric Detail Information: 29736 213TH WAY SE, Kent

Corrected Statement Detail

The below information reflects the difference between the original amount billed and any adjustments made to your account.

Billing Period	Original Bill		Adjustment		Corrected Bill	
	Meter Number:		Adjusted kWh	Adjusted Amount Billed	Meter Number:	
		Original Amount Billed				Meter Number:
9/2/2020 - 10/2/2020	897.909	\$ 91.93	-430.323	\$ -43.40	467.586	\$ 48.53
10/3/2020 - 11/2/2020	531	54.72	0	0.00	531	54.72
11/3/2020 - 12/3/2020	518	54.08	0	0.00	518	54.08
12/4/2020 - 1/4/2021	561	59.02	0	0.00	561	59.02
Total	2,507.909	\$ 259.75	-430.323	\$ -43.40	2,077.586	\$ 216.35



We have also included in our response copies of the 11/5/2020 Notice of Corrected Charges and Confirmation of Payment arrangements, a copy of the 1/15/2021 Notice of Corrected Charges and the 36 months gas and electric usage histories. Please let us know if you have any additional questions.

Activity Date	Account history for account [REDACTED]	Amount	Balance
	CASE SWEERUS Est. 2/4/11, Good, 0.00 dpst, 0 late notices, 0 disconnects, 0 returned payments		
	Starting Balance = \$0.00		0.00
8/3/2020	Electric Consumption Bill 52.62 Actual Read for AMR Meter # [REDACTED] 6529	52.62	52.62
8/3/2020	Gas Consumption Bill 30.63 AMR Module / Actual Read	30.63	83.25
8/4/2020	bill 83.25c, 0.00pb, 83.25t due 8/24/2020		83.25
8/6/2020	Incoming Payment -83.25, 0.00b	-83.25	0.00
9/1/2020	Electric Consumption Bill 44.99 Estimated Read for AMR Meter # [REDACTED] 6529	44.99	44.99
9/1/2020	Gas Consumption Bill 26.99 AMR Module / Actual Read	26.99	71.98
9/2/2020	bill 71.98c, 0.00pb, 71.98t due 9/23/2020		71.98
9/8/2020	Incoming Payment -71.98, 0.00b	-71.98	0.00
10/2/2020	Electric Consumption Bill 91.93 9/2/2020 - 10/2/2020 9/2 - 9/27 Actual Read for AMR Meter # [REDACTED] 6529 9/27 - 10/2 Actual Read for AMI Meter [REDACTED] 9748	91.93	91.93
10/2/2020	Gas Consumption Bill 30.90 AMR Module / Actual Read	30.90	122.83
10/5/2020	bill 122.83c, 0.00pb, 122.83t due 10/26/2020		122.83
10/15/2020	Incoming Payment -122.83, 0.00b	-122.83	0.00
11/2/2020	Electric Consumption Bill 54.72 Actual Read for AMI Meter # [REDACTED] 9748	54.72	54.72
11/2/2020	Gas Consumption Bill 246.45 10/3/2020 - 11/2/2020 AMR Module / Actual Read 10/3 - 10/22 AMI Module / Actul Read 10/22 - 11/2	246.45	301.17
11/3/2020	bill 301.14c, 0.00pb, 301.17t due 11/24/2020		301.17
11/04/2020	CASE SWEERUS / [REDACTED] 29736 213TH WAY SE, , Kent, WA 98042 AMR EMMA created. Customer: Case Sweerus . Caller: Case Sweerus . 29736 213TH WAY SE, , Kent, WA 98042. [REDACTED] Large increase in consumption that doesn't match customer's historical usage. Customer advised this is all after his meter was upgraded. Account verified. KGoffin 88-4138 Authenticated with SSN		301.17
11/04/2020	CASE SWEERUS / [REDACTED] 29736 213TH WAY SE, , Kent, WA 98042 account verified Mr Sweerus called to discuss the bill and find out if we could come check for a gas leak due to his bill being so high. advised we should let them complete the investigation. Itrend 88-4092		301.17

11/05/2020	CASE SWEERUS / ██████████ 29736 213TH WAY SE, , Kent, WA 98042 BILLING CORRECTIONS - GAS MODULE REPLACED: Per s/n ██████████ 1479 meter ██████████ 493 rd:9613 had gas module replaced on 10/22/20. Reversed last two invoices and rebilled estimated usage up to 10/21/20 using SAP standard estimation. Unable to determine a clear date within the past 6 months where the old gas module slowed or stopped. Posted \$5.00 interest credit. Verified index dial reads were as reported by field technician. Setup interest-free installments for up to two months. PMINOR 88-4162 Corrected charges from 9/2/2020 to 11/2/2020 resulting in credit of (\$189.13) for a difference of (226.406) Therms on meter ██████████ 493 . PMINOR 88-4162		301.17
11/05/2020	CASE SWEERUS / ██████████ 29736 213TH WAY SE, , Kent, WA 98042 METER INDEX DIAL PHOTO VERIFICATION: Verified that AMI module installed with meter reading 9412 on 10/22/20. Mass deployment tech programmed module to 9613 in error. Proactively prorated usage per MDL reads minus 200 CCF for rebilling. Sent leads request to reprogram module remotely. PMINOR 88-4162 Corrected charges from 9/2/2020 to 11/2/2020 resulting in credit of (\$188.15) for a difference of (225.270) Therms on meter ██████████ 493 . PMINOR 88-4162 Installment plan created for \$113.02 as follows: Due Date & Amount Due 12/24/20 56.51 01/26/21 56.51 Total Arrangement Amount \$ 113.02		301.17
11/5/2020	Electric Consumption Bill Reversed -91.93 9/2/2020 - 10/2/2020 9/2 - 9/27 Actual Read for AMR Meter # ██████████ 6529 9/27 - 10/2 Actual Read for AMI Meter # ██████████ 9748	-91.93	209.24
11/5/2020	Electric Consumption Bill Re-Charged 91.93	91.93	301.17
11/5/2020	Gas Consumption Bill Reversed -30.90 AMR Module / Actual Read	-30.90	270.27
11/5/2020	Gas Consumption Bill Re-Charged 30.90 AMR Module / Actual Read	30.90	301.17
11/5/2020	Electric Consumption Bill Reversed -54.72 Actual Read for AMI Meter # ██████████ 9748	-54.72	246.45
11/5/2020	Electric Consumption Bill Re-Charged 54.72 Actual Read for AMI Meter ██████████ 9748	54.72	301.17
11/5/2020	Gas Consumption Bill Reversed -246.45 10/3/2020 - 11/2/2020	-246.45	54.72
11/5/2020	Corrected Gas Consumption Bill Charged 58.30 10/3/2020 - 11/2/2020	58.30	113.02

11/5/2020	<p>bill 235.85c, -122.83(cr)pb, 113.02t 0.00 due this statement Notice of Corrected Charges for Malfunctioning Meter We discovered an equipment failure on the meter, made the necessary repairs and corrected your billing as shown in the Detail Information section. If a charge is due, we set up your account on an interest-free installment payment plan, which will appear on your next bill. Questions? Call us at 1-866-767-5853, Monday - Friday, 8 a.m. - 5 p.m.</p> <p>Alert A payment is not required at this time. The above amount will be reflected on your next regular bill. See additional pages for more details.</p>		113.02
11/12/2020	Interest applied - Gas Residential Service -5.00, 108.02b For 11/5/2020 Gas Billing Correction	-5.00	108.02
11/12/2020	<p>CASE SWEERUS / [REDACTED] 29736 213TH WAY SE, , Kent, WA 98042 Case called about installment and I think he also had the corrected statement. Says he was promised a call back by rep when he called twice on 11/4. I did not see in notes that rep told him that but he was angry about not getting a call back and that he had to call us to get his original incorrect charges corrected. Wants the current balance written off and a \$50 credit for missed appointment. He thinks the promise of a phone call was a missed appointment. Also wants a supervisor call back regarding the balance. I told him we were unable to write off actual usage but he does not want to accept that. Requested supervisor call back to customer. jdeines 88-4660</p>		108.02

11/12/2020	CASE SWEERUS / ██████████ 29736 213TH WAY SE, , Kent, WA 98042 Supervisor Call: Customer was hoping to be compensated due to the fact he has done all of the legwork on getting this issue resolved. He reported the high bill issue on 11/4/20 and spoke to someone who said that the new module was a more accurate reflection of his consumption, which he knew could not be right if you look at his history, so was worried about a gas leak. He was also advised that his call would be returned when it was not. (There are no Interaction Records, only time stamps, so not certain who he spoke with who made this promise). He only received correspondence that he did not understand. He feels like had he just accepted what he was told by the agent he originally spoke with about the high bill he would have been overbilled. He felt he should be compensated \$50 for the lack of follow up by us. I did add the \$5.00 interest credit due to correction resulting in a credit. He thought the \$50 service guarantee should apply since missed call is similar to missed appointment. He may post about this experience and I also advised him about the WUTC being another channel. Advised calls would be listened to and coaching would take place, but this would not result in additional credit to the account. What is owing at this time are his current charges....M. Webley 884025		108.02
12/3/2020	Electric Consumption Bill 54.08 Actual Read for AMI Meter ██████████ 89748	54.08	162.10
12/3/2020	Gas Consumption Bill 87.87 Actual Read for AMI Module	87.57	249.67
12/4/2020	bill 136.65 + 56.51 inst = 193.16c, 0.00 pb, 193.16t due 12/24/2020 Actual Account Balance = \$249.67		249.67
12/11/2020	CASE SWEERUS / ██████████ 29736 213TH WAY SE, , Kent, WA 98042 Customer: Case Sweerus. Caller: Case Sweerus. 29736 213TH WAY SE, , Kent, WA 98042. ██████████ Please select an issue. advise PSE that PSE needs to verify electric charges for 10-05 and 11-03 statements. PSE already corrected gas charges and he feels electric is wrong too. Account verified. J Walline 88-4068		249.67
12/16/2020	Incoming Payment -193.16, 56.51b	-193.16	56.51
1/4/2021	Electric Consumption Bill 59.02 Actual Read for AMI Meter # ██████████ 89748	59.02	115.53
1/4/2021	Gas Consumption Bill 100.36 Actual Read for AMI Module	100.36	215.89
1/5/2021	159.38 + 56.51 inst = 215.89c, 0.00pb, 215.89t due 1/26/2021		215.89
1/6/2021	Incoming Payment -215.89, 0.00b	-215.89	0.00

01/11/2021	CASE SWEERUS / ██████████ 29736 213TH WAY SE, , Kent, WA 98042 INQUIRY: Case Sweerus called to Would like a callback at 3602237695 in reference to his electric billing increases. Placed an AMR meter issue on 12/11/2020 and has yet to hear back. I created an Escalated Complaint EMMA case. Account verified. MGregory884161 Authenticated with DOB		0.00
01/12/2021	CASE SWEERUS / ██████████ 29736 213TH WAY SE, , Kent, WA 98042 Meter #: ██████████ 6529 / ██████████ 9748 Correction from 9/2/2020 - 1/4/2021 Resulted in a credit of \$43.40 for -430.323 KwH. Added interest credit to account. Estimated meter read. Added invoice lock and created IC19 for customer request. rulee 88-4165		0.00
01/15/2021	Lock of type Invoicing reason Manual Processing valid 01/12/2021 - 02/23/2021 for business agreement ██████████ deleted		0.00
01/15/2021	CASE SWEERUS / ██████████ 29736 213TH WAY SE, , Kent, WA 98042 CORRECTED BILLING CALLBACK ATTEMPT. Called 3602237695. Someone picked up but didn t say anything. I identified myself and who I was calling for. Call dropped. Released invoice locks and invoiced. ktissell 884680		0.00
1/15/2021	Electric Consumption Bill Reversed -91.93 9/2/2020 - 10/2/2020	-91.93	-91.93
1/15/2021	Corrected Electric Consumption Bill Charged 48.53 9/2/2020 - 10/2/2020	48.53	-43.40
1/15/2021	Gas Consumption Bill Reversed -30.90	-30.90	-74.30
1/15/2021	Gas Consumption Bill Re-Charged 30.90	30.90	-43.40
1/15/2021	Electric Consumption Bill Reversed -54.72 10/3/2020 - 11/2/2020	-54.72	-98.12
1/15/2021	Electric Consumption Bill Re-Charged 54.72	54.72	-43.40
1/15/2021	Gas Consumption Bill Reversed -58.30 10/3/2020 - 11/2/2020	-58.30	-101.70
1/15/2021	Gas Consumption Bill Re-Charged 58.30	58.30	-43.40
1/15/2021	Electric Consumption Bill Reversed -54.08 11/3/2020 - 12/3/2020	-54.08	-97.48
1/15/2021	Electric Consumption Bill Re-Charged 54.08	54.08	-43.40
1/15/2021	Gas Consumption Bill Reversed -87.87 11/3/2020 - 12/3/2020	-87.87	-131.27
1/15/2021	Gas Consumption Bill Re-Charged 87.87	87.87	-43.40
1/15/2021	Electric Consumption Bill Reversed -59.02 12/4/2020 - 1/4/2021	-59.02	-102.42
1/15/2021	Electric Consumption Bill Re-Charged 59.02	59.02	-43.40
1/15/2021	Gas Consumption Bill Reversed -100.36 12/4/2020 - 1/4/2021	-100.36	-143.76

1/15/2021	Gas Consumption Bill Re-Charged 100.36	100.36	-43.40
1/15/2021	Interest - Electric Residential Svc -5.00, -48.40(cr)b	-5.00	-48.40
1/15/2021	bill 483.48c, -531.88(cr)pb, -48.40(cr)b, 0.00 due this statement Notice of Corrected Charges Based on Actual Meter Read This bill is based on an actual meter read and includes corrected charges for your energy usage. Your previously billed charges were based on estimated meter reads. We have adjusted the billing amount 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.		-48.40
2/2/2021	Electric Consumption Bill 57.06 Actual Read for AMI Meter # [REDACTED] 9748	57.06	8.66
2/2/2021	Gas Consumption Bill 98.24 Actual Read for AMI Module	98.24	106.90
2/3/2021	bill 155.30c, -48.40(cr)pb, 106.90t due 2/24/2020		106.90
2/4/2021	Queue Name: Escalated Complaints Case Source: WUTC Case Type: High Bill/Usage Dispute Case ID: [REDACTED] External Complaint Number: [REDACTED] Person Responsible: SHAMMO Description: Believes PSE is overbilling customers with new meter installations Actual Open Date: 02/04/2021		106.90
02/04/2021	CASE SWEERUS / [REDACTED] 29736 213TH WAY SE, , Kent, WA 98042 BILL INQUIRY; Case called to discuss bill. Went over notice of corrected charges. He wants to speak to billing dept. offered their number, he declined. He requested I place a request from someone in that dept to call him. Sent emma. Customer satisfied. account verified m.craig 884099		106.90
2/5/2021	Incoming Payment -106.90, 0.00b	-106.90	0.00
2/8/2021	Account Balance = \$0.00		0.00



Issued: January 15, 2021

Account Number: [REDACTED]

NOTICE OF CORRECTED CHARGES

🔗 Important Information | pse.com |

Notice of Corrected Charges Based on Actual Meter Read

This bill is based on an actual meter read and includes corrected charges for your energy usage. Your previously billed charges were based on estimated meter reads. We have adjusted the billing amount 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.

CASE R SWEERUS

Serving: 29736 213TH WAY SE, Kent

How to reach us

For self-service options visit our website at pse.com.

Email: customer@pse.com

Customer Service: 1-888-225-5773 | TTY: 1-800-962-9498
Hours: 7:30 a.m. – 6:30 p.m. M – F | TRS: 1-866-831-5161
Puget Sound Energy: P.O. Box 91269, Bellevue, WA 98009
24 Hour Emergency and Outage line: 1-888-225-5773

Your Account Summary

Previous Charges:

Amount of Your Last Bill (dated 9/2/2020)	\$	71.98
Payments received (9/3/2020 – 1/15/2021)		-603.86

Total Previous Charges	\$	-531.88
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Current Charges:

Corrected Charges	\$	493.48
⚙️ Other Charges or Credits		-10.00

Total Current Charges	\$	483.48
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<i>Total includes current and past due charges</i>	Total \$	-48.40
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You have a credit balance on your account. This will be applied toward future charges.

Late Payments | A late payment fee of 1% per month will apply to past due charges, if any, and amounts unpaid more than 10 business days after the statement due date. Amounts will be considered delinquent if payment is not received on or before the due date.

Customer service, guaranteed

We stand behind our service, from keeping scheduled appointments to restoring power outages as soon as we can. We'll credit your bill if we fail to meet our service guarantees.

pse.com/guarantees.



♥️ I want to donate \$ _____ to the Warm Home Fund

pse.com to pay online or to find pay station locations

Mail this coupon and make check payable to Puget Sound Energy

Account Number: [REDACTED]

TOTAL DUE \$0.00

Serving:

29736 213TH WAY SE, Kent

Puget Sound Energy

P.O. BOX 91269

Bellevue, WA 98009-9269

015149 37461 1 AB 0.416 R012

CASE R SWEERUS
 29736 213TH WAY SE
 KENT WA 98042 9264



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00600000487748 0001 01 00 [REDACTED] 000000048348 000000000000

Your bill includes charges for electricity and/or natural gas, delivery services, general administration and overhead, metering, taxes, conservation expenses and other items.

Electric Detail Information: 29736 213TH WAY SE, Kent

Corrected Statement Detail

The below information reflects the difference between the original amount billed and any adjustments made to your account.

Billing Period	Original Bill		Adjustment		Corrected Bill	
	Meter Number:	6529	Adjusted kWh	Adjusted Amount Billed	Meter Number:	46529
	Meter Number:	9748			Meter Number:	9748
	Original kWh	Original Amount Billed			Corrected kWh	Corrected Amount Billed
9/2/2020 10/2/2020	897.909	\$ 91.93	-430.323	\$ -43.40	467.586	\$ 48.53
10/3/2020 11/2/2020	531	54.72	0	0.00	531	54.72
11/3/2020 12/3/2020	518	54.08	0	0.00	518	54.08
12/4/2020 1/4/2021	561	59.02	0	0.00	561	59.02
Total	2,507.909	\$ 259.75	-430.323	\$ -43.40	2,077.586	\$ 216.35

THIS IS AN EXPLANATION OF YOUR CORRECTED CHARGES

For more information about your corrected charges, see details below.

Rate Schedule	Meter #	Start Date	End Date	Multiplier	Kilowatt Hours (kWh)	Electric Demand (kW)	Reactive Power (kVAR)	Meter Read Type
		Read	Read					
Residential 7	6529	9/1	9/27	1	797.909			Corrected Read
		3026.091	3824					
Residential 7	9748	9/27	10/2	1	100			Corrected Read
		0	100					
Residential 7	6529	9/1	9/27	1	367.586			Estimated Read
		3026.091	3393.677					
Residential 7	9748	9/27	10/2	1	100			Actual Read
		0	100					

Emergency or Power Outage Dial 1-888-225-5773

To report a natural gas or electric emergency or a power outage, 24 hours a day, call 1-888-225-5773

Para informar sobre emergencias eléctricas, de gas o apagones 24 horas al día, llame al 1-888-225-5773

若欲報告天然氣或電氣突發事件，或停電事故，每天 24 小時均可致電 1-888-225-5773

Чтобы сообщить об аварии, связанной с природным газом или электроэнергией, или о перерыве в подаче электроэнергии, звоните в любое время суток по номеру 1-888-225-5773

We can translate for other languages. Call 1-888-225-5773.

Keeping our word.

You will receive a \$50 credit on your PSE bill if we do not keep a set appointment to install new or reconnect existing service or inspect natural gas equipment. Exceptions apply during major storms or significant events beyond our control.

You deserve excellent service.

Every day we aim to give you clear, understandable answers to your questions about bills, credits, deposits and your energy service. If you have a complaint or dispute with your bill or service, please call us at 1-888-225-5773.

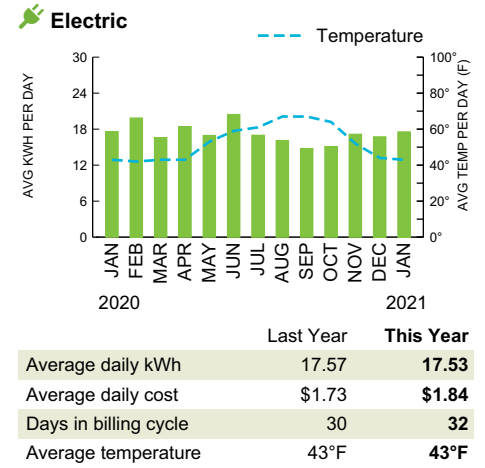
If you are not satisfied with the response, ask to speak with a supervisor. If you are still not satisfied, you may contact the Consumer Affairs section of the Utilities and Transportation Commission at 1-888-333-WUTC (9882) or complete an online complaint form at www.utc.wa.gov.



Corrected charges for the period 9/2/2020 - 10/2/2020

Your Electric Charge Details (31 days)	Rate x Unit	=	Charge
467.586 kWh used for service 9/2/2020 10/2/2020			
Basic Charge	\$7.49 per month	\$	7.49
Electricity			
Tier 1 (First 561 kWh Used) (9/2/2020 9/30/2020)	0.092292 427.586 kWh		39.46
Tier 1 (First 39 kWh Used) (10/1/2020 10/2/2020)	0.092288 39 kWh		3.60
Tier 2 (Above 39 kWh Used) (10/1/2020 10/2/2020)	0.111249 1 kWh		0.11
Energy Exchange Credit	-0.007386 467.586 kWh		-3.45
Other Electric Charges & Credits	0.002838 467.586 kWh		1.32
Subtotal			48.53
Taxes			
State Utility Tax (\$1.88 included in above charges)	3.873%		
Corrected Electric Charges		\$	48.53

Your Usage Information



THIS IS AN EXPLANATION OF YOUR CORRECTED CHARGES

For more information about your corrected charges, see details below.

Rate Schedule	Meter #	Start Date	End Date	Multiplier	Kilowatt Hours (kWh)	Electric Demand (kW)	Reactive Power (kVAR)	Meter Read Type
		Read	Read					
Residential 7	9748	10/2	11/2	1	531			Corrected Read
		100	631					Actual Read
Residential 7	9748	10/2	11/2	1	531			Corrected Read
		100	631					Actual Read

Corrected charges for the period 10/3/2020 - 11/2/2020

Your Electric Charge Details (31 days)	Rate x Unit	=	Charge
531 kWh used for service 10/3/2020 11/2/2020			
Basic Charge	\$7.49 per month	\$	2.90
Basic Charge	\$7.49 per month		4.59
Electricity			
Tier 1 (First 232 kWh Used) (10/3/2020 10/14/2020)	0.092288 205.548 kWh		18.97
Tier 1 (First 368 kWh Used) (10/15/2020 11/2/2020)	0.094437 325.452 kWh		30.73
Energy Exchange Credit	-0.007386 531 kWh		-3.92
Power Cost Adjustment (10/3/2020 10/14/2020)	0.000154 205.548 kWh		0.03
Power Cost Adjustment (10/15/2020 11/2/2020)	0.000000 325.452 kWh		0.00
Other Electric Charges & Credits	0.002684 531 kWh		1.42
Subtotal			54.72
Taxes			
State Utility Tax (\$2.12 included in above charges)	3.873%		
Corrected Electric Charges		\$	54.72

THIS IS AN EXPLANATION OF YOUR CORRECTED CHARGES

For more information about your corrected charges, see details below.

Rate Schedule	Meter #	Start Date	End Date	Multiplier	Kilowatt Hours (kWh)	Electric Demand (kW)	Reactive Power (kVAR)	Meter Read Type
		Read	Read					
Residential 7	9748	11/2	12/3	1	518			Corrected Read
		631	1149					Actual Read
Residential 7	9748	11/2	12/3	1	518			Corrected Read
		631	1149					Actual Read

Corrected charges for the period 11/3/2020 - 12/3/2020

Your Electric Charge Details (31 days)	Rate x Unit	=	Charge
518 kWh used for service 11/3/2020 12/3/2020			
Basic Charge	\$7.49 per month	\$	7.49
Electricity			
Tier 1 (First 600 kWh Used)	0.094437 518 kWh		48.92
Energy Exchange Credit	-0.007386 518 kWh		-3.83
Power Cost Adjustment (11/3/2020 11/30/2020)	0.000000 467.87 kWh		0.00



Your Electric Charge Details (Continued)		Rate x Unit		=	Charge
Power Cost Adjustment (12/1/2020 12/3/2020)		0.002135	50.13 kWh		0.11
Other Electric Charges & Credits		0.002684	518 kWh		1.39
Subtotal					54.08
Taxes					
State Utility Tax (\$2.09 included in above charges)		3.873%			
Corrected Electric Charges					\$ 54.08

THIS IS AN EXPLANATION OF YOUR CORRECTED CHARGES

For more information about your corrected charges, see details below.

Rate Schedule	Meter #	Start Date	End Date	Multiplier	Kilowatt Hours (kWh)	Electric Demand (kW)	Reactive Power (kVAR)	Meter Read Type
		Read	Read					
Residential 7	[REDACTED] 9748	12/3	1/4	1	561			Corrected Read
		1149	1710					
Residential 7	[REDACTED] 9748	12/3	1/4	1	561			Actual Read
		1149	1710					

Corrected charges for the period 12/4/2020 - 1/4/2021

Your Electric Charge Details (32 days)		Rate x Unit		=	Charge
561 kWh used for service 12/4/2020 1/4/2021					
Basic Charge		\$7.49	per month	\$	7.49
Electricity					
Tier 1 (First 525 kWh Used) (12/4/2020 12/31/2020)		0.094437	490.875 kWh		46.36
Tier 1 (First 75 kWh Used) (1/1/2021 1/4/2021)		0.093697	70.125 kWh		6.57
Energy Exchange Credit		-0.007386	561 kWh		-4.14
Federal Wind Power Credit (12/4/2020 12/31/2020)		-0.001893	490.875 kWh		-0.93
Federal Wind Power Credit (1/1/2021 1/4/2021)		-0.001440	70.125 kWh		-0.10
Renewable Energy Credit (12/4/2020 12/31/2020)		-0.000082	490.875 kWh		-0.04
Renewable Energy Credit (1/1/2021 1/4/2021)		-0.000043	70.125 kWh		0.00
Other Electric Charges & Credits		0.006794	561 kWh		3.81
Subtotal					59.02
Taxes					
State Utility Tax (\$2.29 included in above charges)		3.873%			
Corrected Electric Charges					\$ 59.02

A rate change became effective during this billing period. The listed rate item(s) that changed shows the dates, prices and charges for each portion of the bill period when they were in effect. Copies of the rate schedules are available upon request.

Natural Gas Detail Information: 29736 213TH WAY SE, Kent

Corrected Statement Detail

The below information reflects the difference between the original amount billed and any adjustments made to your account.

Billing Period	Original Bill		Adjustment		Corrected Bill	
	Meter Number: 1070493		Adjusted Therms	Adjusted Amount Billed	Meter Number: 1070493	
	Original Therms	Original Amount Billed			Corrected Therms	Corrected Amount Billed
9/2/2020 10/2/2020	23.267	\$ 30.90	0	\$ 0.00	23.267	\$ 30.90
10/3/2020 11/2/2020	55.478	58.30	0	0.00	55.478	58.30
11/3/2020 12/3/2020	82.604	87.57	0	0.00	82.604	87.57
12/4/2020 1/4/2021	96.497	100.36	0	0.00	96.497	100.36
Total	257.846	\$ 277.13	0	\$ 0.00	257.846	\$ 277.13

THIS IS AN EXPLANATION OF YOUR CORRECTED CHARGES

For more information about your corrected charges, see details below.

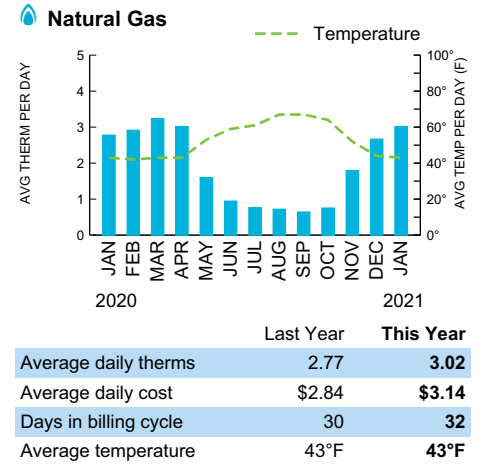
Rate Schedule	Meter #	Start Date	End Date	CCF	Therms (Usage)	Meter Read Type
		Read	Read	Btu Factor		
Residential 23	[REDACTED] 493	9/1	10/2	21	23.267	Corrected Read
		9369	9390	1.107952		
Residential 23	[REDACTED] 493	9/1	10/2	21	23.267	Actual Read
		9369	9390	1.107952		

Total therms used = CCF x Btu Factor

Corrected charges for the period 9/2/2020 - 10/2/2020

Your Natural Gas Charge Details (31 days)	Rate x Unit	=	Charge
23.267 therms used for service 9/2/2020 10/2/2020			
Basic Charge	\$11.52 per month	\$	10.78
Basic Charge	\$11.52 per month		0.74
Natural Gas			
Delivery Charge (9/2/2020 9/30/2020)	0.418810 21.753 Therms		9.11
Delivery Charge (10/1/2020 10/2/2020)	0.458570 1.514 Therms		0.69
Gas Cost (9/2/2020 9/30/2020)	0.391960 21.753 Therms		8.53
Gas Cost (10/1/2020 10/2/2020)	0.354940 1.514 Therms		0.54
Other Natural Gas Charges & Credits	0.021790 23.267 Therms		0.51
Subtotal			30.90
Taxes			
State Utility Tax (\$1.19 included in above charges)	3.852%		
Corrected Natural Gas Charges		\$	30.90

Your Usage Information



THIS IS AN EXPLANATION OF YOUR CORRECTED CHARGES

For more information about your corrected charges, see details below.

Rate Schedule	Meter #	Start Date	End Date	CCF	Therms (Usage)	Meter Read Type
		Read	Read	Btu Factor		
Residential 23	493	10/2	11/2	49	55.478	Corrected Read
		9390	9439	1.132208		
Residential 23	493	10/2	11/2	49	55.478	Estimated Read
		9390	9439	1.132208		

Total therms used = CCF x Btu Factor

Corrected charges for the period 10/3/2020 - 11/2/2020

Your Natural Gas Charge Details (31 days)	Rate x Unit	=	Charge
55.478 therms used for service 10/3/2020 11/2/2020			
Basic Charge	\$11.52 per month	\$	11.52
Natural Gas			
Delivery Charge (10/3/2020 10/31/2020)	0.458570 50.393 Therms		23.11
Delivery Charge (11/1/2020 11/2/2020)	0.469380 5.085 Therms		2.39
Gas Cost (10/3/2020 10/31/2020)	0.354940 50.393 Therms		17.89
Gas Cost (11/1/2020 11/2/2020)	0.429560 5.085 Therms		2.18
Other Natural Gas Charges & Credits	0.021790 55.478 Therms		1.21
Subtotal			58.30
Taxes			
State Utility Tax (\$2.25 included in above charges)	3.852%		
Corrected Natural Gas Charges		\$	58.30

THIS IS AN EXPLANATION OF YOUR CORRECTED CHARGES

For more information about your corrected charges, see details below.

Rate Schedule	Meter #	Start Date	End Date	CCF	Therms (Usage)	Meter Read Type
		Read	Read	Btu Factor		
Residential 23	493	11/2	12/3	72	82.604	Corrected Read
		9439	9511	1.147274		
Residential 23	493	11/2	12/3	72	82.604	Actual Read
		9439	9511	1.147274		

Total therms used = CCF x Btu Factor

Corrected charges for the period 11/3/2020 - 12/3/2020

Your Natural Gas Charge Details (31 days)	Rate x Unit	=	Charge
82.604 therms used for service 11/3/2020 12/3/2020			
Basic Charge	\$11.52 per month	\$	11.52
Natural Gas			
Delivery Charge	0.469380 82.604 Therms		38.77
Gas Cost	0.429560 82.604 Therms		35.48
Other Natural Gas Charges & Credits	0.021790 82.604 Therms		1.80
Subtotal			87.57
Taxes			
State Utility Tax (\$3.37 included in above charges)	3.852%		
Corrected Natural Gas Charges		\$	87.57



THIS IS AN EXPLANATION OF YOUR CORRECTED CHARGES

For more information about your corrected charges, see details below.

Rate Schedule	Meter #	Start Date	End Date	CCF	Therms (Usage)	Meter Read Type
		Read	Read	Btu Factor		
Residential 23	[REDACTED] 493	12/3	1/4	84	96.497	Corrected Read
		9511	9595	1.148775		
Residential 23	[REDACTED] 493	12/3	1/4	84	96.497	Actual Read
		9511	9595	1.148775		

Total therms used = CCF x Btu Factor

Corrected charges for the period 12/4/2020 - 1/4/2021

Your Natural Gas Charge Details (32 days)	Rate x Unit	=	Charge
96.497 therms used for service 12/4/2020 1/4/2021			
Basic Charge	\$11.52 per month	\$	11.52
Natural Gas			
Delivery Charge	0.469380 96.497 Therms		45.29
Gas Cost	0.429560 96.497 Therms		41.45
Other Natural Gas Charges & Credits	0.021790 96.497 Therms		2.10
Subtotal			100.36
Taxes			
State Utility Tax (\$3.87 included in above charges)	3.852%		
Corrected Natural Gas Charges		\$	100.36

A rate change became effective during this billing period. The listed rate item(s) that changed shows the dates, prices and charges for each portion of the bill period when they were in effect. Copies of the rate schedules are available upon request.

⚙ Other Charges or Credits**Miscellaneous Charges and Credits**

Description	Amount
Gas Residential Service	\$ -5.00
Electric Residential Service	-5.00
Total Miscellaneous Charges and Credits Amount	\$ -10.00

Your electric bill reflects changes in rates that went into effect on January 1, 2021.

Definitions**Electric**

Basic Charge Covers the costs for meters, meter reading, billing and other costs that do not vary with energy use or the number of days covered by the bill.

Multiplier Converts the amount of electricity used as measured by your meter into kWh.

kWh Your use of electricity is billed in units called kilowatt hours. It is a unit of energy that equals 1,000 watts of electricity consumed in one hour.

Energy Exchange Credit Federal Columbia River Benefits supplied by Bonneville Power Administration from low cost power generated by federal hydroelectric dams.

Other Electric Charges and Credits Includes the Conservation Program and Power Cost Adjustment (if any) charges, and the Merger, Federal Wind Power, and Renewable Energy credits.

Natural Gas

Basic Charge Covers the costs for meters, meter reading, billing and other costs that do not vary with energy use or the number of days covered by the bill.

CCF Your meter measures the volume of natural gas used in hundreds of cubic feet.

Btu Factor Converts your CCF energy usage into therms by adjusting it for actual heat content. Btu stands for British Thermal Unit.

Therm Your use of natural gas is billed in units called therms. It is a unit of heat that equals 100,000 Btu.

Other Natural Gas Charges and Credits Includes the Conservation Program charge and the Merger credit.



Issued: November 05, 2020
Account Number: [REDACTED]
Service Address: 29736 213TH WAY SE
KENT, WA 98042

000158 67 1 SP 0.500 R012
CASE R SWEERUS
29736 213TH WAY SE
KENT WA 98042 9264

Confirmation of payment arrangements

Dear CASE R SWEERUS,

This letter is to notify you regarding payment arrangements made on 11/05/20 due to corrected charges. The payment arrangements that have been made are as follows:

Due Date		Amount Due
12/24/20	\$	56.51
01/26/21		56.51
Total Arrangement Amount	\$	113.02

We found a mistake on your account, corrected the error and adjusted the amount. If a charge is due, we set your account up on an interest-free installment plan and the details are reflected above. The corrections will appear on your next bill. For more information about your corrected bill, call us at 1-866-767-5853 (TTY: 1-800-962-9498) from 8 a.m. - 5 p.m.

Any charges not included in this arrangement are due by their due dates.

Please contact us if you have questions. We appreciate the opportunity to serve you.

Sincerely,

Customer Care
Puget Sound Energy





Issued: November 5, 2020

Account Number: [REDACTED]

NOTICE OF CORRECTED CHARGES

Important Information | pse.com |

Notice of Corrected Charges for Malfunctioning Meter

We discovered an equipment failure on the meter, made the necessary repairs and corrected your billing as shown in the Detail Information section. If a charge is due, we set up your account on an interest-free installment payment plan, which will appear on your next bill. Questions? Call us at 1-866-767-5853, Monday-Friday, 8 a.m. - 5 p.m.

CASE R SWEERUS

Serving: 29736 213TH WAY SE, Kent

How to reach us

- For self-service options visit our website at pse.com.
- Email: customer@pse.com
- Customer Service: 1-888-225-5773 | TTY: 1-800-962-9498
Hours: 7:30 a.m. – 6:30 p.m. M – F | TRS: 1-866-831-5161
Puget Sound Energy: P.O. Box 91269, Bellevue, WA 98009
24 Hour Emergency and Outage line: 1-888-225-5773

Your Account Summary

Previous Charges:	
Amount of Your Last Bill (dated 9/2/2020)	\$ 71.98
Payment received 9/8/2020 – Thank you!	-71.98
Payment received 10/15/2020 – Thank you!	-122.83
Total Previous Charges	\$ -122.83
Current Charges:	
Corrected Charges	\$ 235.85
Total Current Charges	\$ 235.85
<i>Total includes current and past due charges</i>	Total \$ 113.02

Late Payments | A late payment fee of 1% per month will apply to past due charges, if any, and amounts unpaid more than 10 business days after the statement due date. Amounts will be considered delinquent if payment is not received on or before the due date.

Alert

A payment is not required at this time.
The above amount will be reflected on your next regular bill. See additional pages for more details.



Your Ways to Pay

- pse.com to pay online or to find pay station locations
- Mail this coupon and make check payable to Puget Sound Energy

Account Number: [REDACTED]

NOTICE OF CORRECTED CHARGES

Serving:
29736 213TH WAY SE, Kent

031048 45696 1 AB 0.416 R012

 CASE R SWEERUS
 29736 213TH WAY SE
 KENT WA 98042 9264



Puget Sound Energy
 P.O. BOX 91269
 Bellevue, WA 98009-9269

Your bill includes charges for electricity and/or natural gas, delivery services, general administration and overhead, metering, taxes, conservation expenses and other items.

Electric Detail Information: 29736 213TH WAY SE, Kent

Corrected Statement Detail

The below information reflects the difference between the original amount billed and any adjustments made to your account.

Billing Period	Original Bill		Adjustment		Corrected Bill	
	Meter Number:	6529	Adjusted kWh	Adjusted Amount Billed	Meter Number:	6529
	Meter Number:	9748			Meter Number:	9748
	Original kWh	Original Amount Billed			Corrected kWh	Corrected Amount Billed
9/2/2020 10/2/2020	897.909	\$ 91.93	0	\$ 0.00	897.909	\$ 91.93
10/3/2020 11/2/2020	531	54.72	0	0.00	531	54.72
Total	1,428.909	\$ 146.65	0	\$ 0.00	1,428.909	\$ 146.65

THIS IS AN EXPLANATION OF YOUR CORRECTED CHARGES

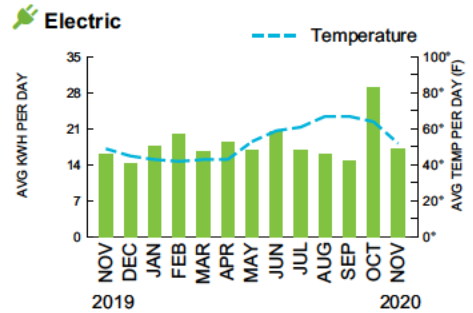
For more information about your corrected charges, see details below.

Rate Schedule	Meter #	Start Date	End Date	Multiplier	Kilowatt Hours (kWh)	Electric Demand (kW)	Reactive Power (kVAR)	Meter Read Type
		Read	Read					
Residential 7	6529	9/1	9/27	1	797.909			Corrected Read
		3026.091	3824					
Residential 7	9748	9/27	10/2	1	100			Corrected Read
		0	100					
Residential 7	6529	9/1	9/27	1	797.909			Actual Read
		3026.091	3824					
Residential 7	9748	9/27	10/2	1	100			Actual Read
		0	100					

Corrected charges for the period 9/2/2020 - 10/2/2020

Your Electric Charge Details (31 days)	Rate x Unit	=	Charge
897.909 kWh used for service 9/2/2020 10/2/2020			
Basic Charge	\$7.49 per month	\$	7.49
Electricity			
Tier 1 (First 561 kWh Used) (9/2/2020 9/30/2020)	0.092292 561 kWh		51.78
Tier 2 (Above 561 kWh Used) (9/2/2020 9/30/2020)	0.111253 296.909 kWh		33.03
Tier 1 (First 39 kWh Used) (10/1/2020 10/2/2020)	0.092288 39 kWh		3.60
Tier 2 (Above 39 kWh Used) (10/1/2020 10/2/2020)	0.111249 1 kWh		0.11
Energy Exchange Credit	-0.007386 897.909 kWh		-6.63
Other Electric Charges & Credits	0.002838 897.909 kWh		2.55
Subtotal			91.93

Your Usage Information



	Last Year	This Year
Average daily kWh	15.97	17.13
Average daily cost	\$1.60	\$1.77
Days in billing cycle	30	31
Average temperature	49°F	52°F

**Emergency or Power Outage
Dial 1-888-225-5773**

To report a natural gas or electric emergency or a power outage, 24 hours a day, call 1-888-225-5773

Para informar sobre emergencias eléctricas, de gas o apagones 24 horas al día, llame al 1-888-225-5773

若欲報告天然氣或電氣突發事件，或停電事故，每天 24 小時均可致電 1-888-225-5773

Чтобы сообщить об аварии, связанной с природным газом или электроэнергией, или о перерыве в подаче электроэнергии, звоните в любое время суток по номеру 1-888-225-5773

We can translate for other languages. Call 1-888-225-5773.

Keeping our word.

You will receive a \$50 credit on your PSE bill if we do not keep a set appointment to install new or reconnect existing service or inspect natural gas equipment. Exceptions apply during major storms or significant events beyond our control.

You deserve excellent service.

Every day we aim to give you clear, understandable answers to your questions about bills, credits, deposits and your energy service. If you have a complaint or dispute with your bill or service, please call us at 1-888-225-5773.

If you are not satisfied with the response, ask to speak with a supervisor. If you are still not satisfied, you may contact the Consumer Affairs section of the Utilities and Transportation Commission at 1-888-333-WUTC (9882) or complete an online complaint form at www.utc.wa.gov.



Your Electric Charge Details (Continued)	Rate x Unit	=	Charge
Taxes			
State Utility Tax (\$3.56 included in above charges)	3.873%		
Corrected Electric Charges			\$ 91.93

THIS IS AN EXPLANATION OF YOUR CORRECTED CHARGES
 For more information about your corrected charges, see details below.

Rate Schedule	Meter #	Start Date	End Date	Multiplier	Kilowatt Hours (kWh)	Electric Demand (kW)	Reactive Power (kVAR)	Meter Read Type
		Read	Read					
Residential 7	[REDACTED] 9748	10/2	11/2	1	531			Corrected Read
		100	631					
Residential 7	[REDACTED] 9748	10/2	11/2	1	531			Actual Read
		100	631					

Corrected charges for the period 10/3/2020 - 11/2/2020

Your Electric Charge Details (31 days)	Rate x Unit	=	Charge
531 kWh used for service 10/3/2020 11/2/2020			
Basic Charge	\$7.49 per month	\$	2.90
Basic Charge	\$7.49 per month		4.59
Electricity			
Tier 1 (First 232 kWh Used) (10/3/2020 10/14/2020)	0.092288 205.548 kWh		18.97
Tier 1 (First 368 kWh Used) (10/15/2020 11/2/2020)	0.094437 325.452 kWh		30.73
Energy Exchange Credit	-0.007386 531 kWh		-3.92
Power Cost Adjustment (10/3/2020 10/14/2020)	0.000154 205.548 kWh		0.03
Power Cost Adjustment (10/15/2020 11/2/2020)	0.000000 325.452 kWh		0.00
Other Electric Charges & Credits	0.002684 531 kWh		1.42
Subtotal			54.72
Taxes			
State Utility Tax (\$2.12 included in above charges)	3.873%		
Corrected Electric Charges			\$ 54.72

A rate change became effective during this billing period. The listed rate item(s) that changed shows the dates, prices and charges for each portion of the bill period when they were in effect. Copies of the rate schedules are available upon request.

Natural Gas Detail Information: 29736 213TH WAY SE, Kent

Corrected Statement Detail

The below information reflects the difference between the original amount billed and any adjustments made to your account.

Billing Period	Original Bill		Adjustment		Corrected Bill	
	Meter Number: 1070493		Adjusted Therms	Adjusted Amount Billed	Meter Number: 1070493	
	Original Therms	Original Amount Billed			Corrected Therms	Corrected Amount Billed
9/2/2020 10/2/2020	23.267	\$ 30.90	0	\$ 0.00	23.267	\$ 30.90
10/3/2020 11/2/2020	280.748	246.45	-225.27	-188.15	55.478	58.30
Total	304.015	\$ 277.35	-225.27	\$ -188.15	78.745	\$ 89.20

THIS IS AN EXPLANATION OF YOUR CORRECTED CHARGES
 For more information about your corrected charges, see details below.

Rate Schedule	Meter #	Start Date	End Date	CCF	Therms (Usage)	Meter Read Type
		Read	Read	Btu Factor		
Residential 23	[REDACTED] 493	9/1	10/2	21	23.267	Corrected Read
		9369	9390	1.107952		
Residential 23	[REDACTED] 493	9/1	10/2	21	23.267	Actual Read
		9369	9390	1.107952		

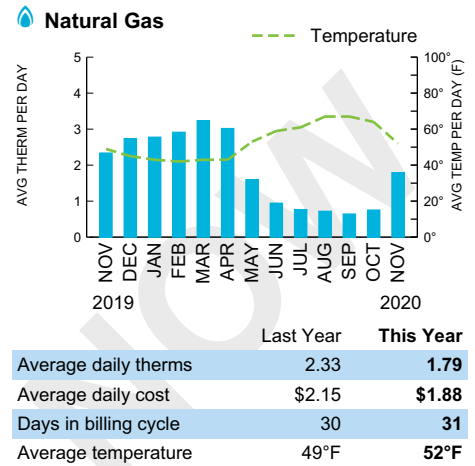
Total therms used = CCF x Btu Factor



Corrected charges for the period 9/2/2020 - 10/2/2020

Your Natural Gas Charge Details (31 days)	Rate x Unit	=	Charge
23.267 therms used for service 9/2/2020 10/2/2020			
Basic Charge	\$11.52 per month	\$	10.78
Basic Charge	\$11.52 per month		0.74
Natural Gas			
Delivery Charge (9/2/2020 9/30/2020)	0.418810 21.753 Therms		9.11
Delivery Charge (10/1/2020 10/2/2020)	0.458570 1.514 Therms		0.69
Gas Cost (9/2/2020 9/30/2020)	0.391960 21.753 Therms		8.53
Gas Cost (10/1/2020 10/2/2020)	0.354940 1.514 Therms		0.54
Other Natural Gas Charges & Credits	0.021790 23.267 Therms		0.51
Subtotal			30.90
Taxes			
State Utility Tax (\$1.19 included in above charges)	3.852%		
Corrected Natural Gas Charges		\$	30.90

Your Usage Information



THIS IS AN EXPLANATION OF YOUR CORRECTED CHARGES

For more information about your corrected charges, see details below.

Rate Schedule	Meter #	Start Date	End Date	CCF	Therms (Usage)	Meter Read Type
		Read	Read	Btu Factor		
Residential 23	493	10/2	11/2	249	280.748	Corrected Read
		9390	9639	1.127501		
Residential 23	493	10/2	11/2	49	55.478	Estimated Read
		9390	9439	1.132208		

Total therms used = CCF x Btu Factor

Corrected charges for the period 10/3/2020 - 11/2/2020

Your Natural Gas Charge Details (31 days)	Rate x Unit	=	Charge
55.478 therms used for service 10/3/2020 11/2/2020			
Basic Charge	\$11.52 per month	\$	11.52
Natural Gas			
Delivery Charge (10/3/2020 10/31/2020)	0.458570 50.393 Therms		23.11
Delivery Charge (11/1/2020 11/2/2020)	0.469380 5.085 Therms		2.39
Gas Cost (10/3/2020 10/31/2020)	0.354940 50.393 Therms		17.89
Gas Cost (11/1/2020 11/2/2020)	0.429560 5.085 Therms		2.18
Other Natural Gas Charges & Credits	0.021790 55.478 Therms		1.21
Subtotal			58.30
Taxes			
State Utility Tax (\$2.25 included in above charges)	3.852%		
Corrected Natural Gas Charges		\$	58.30

A rate change became effective during this billing period. The listed rate item(s) that changed shows the dates, prices and charges for each portion of the bill period when they were in effect. Copies of the rate schedules are available upon request.

Your gas bill reflects changes in rates that went into effect on November 1, 2020.

Your electric bill reflects changes in rates that went into effect on October 15, 2020.

Definitions

Electric

Basic Charge Covers the costs for meters, meter reading, billing and other costs that do not vary with energy use or the number of days covered by the bill.

Multiplier Converts the amount of electricity used as measured by your meter into kWh.

kWh Your use of electricity is billed in units called kilowatt hours. It is a unit of energy that equals 1,000 watts of electricity consumed in one hour.

Energy Exchange Credit Federal Columbia River Benefits supplied by Bonneville Power Administration from low cost power generated by federal hydroelectric dams.

Other Electric Charges and Credits Includes the Conservation Program and Power Cost Adjustment (if any) charges, and the Merger, Federal Wind Power, and Renewable Energy credits.

Natural Gas

Basic Charge Covers the costs for meters, meter reading, billing and other costs that do not vary with energy use or the number of days covered by the bill.

CCF Your meter measures the volume of natural gas used in hundreds of cubic feet.

Btu Factor Converts your CCF energy usage into therms by adjusting it for actual heat content. Btu stands for British Thermal Unit.

Therm Your use of natural gas is billed in units called therms. It is a unit of heat that equals 100,000 Btu.

Other Natural Gas Charges and Credits Includes the Conservation Program charge and the Merger credit.

Understanding your corrected Puget Sound Energy statement



You are receiving this notice because we found and corrected a mistake on your account. As a result, we have updated your account with the corrected balance due.

On the enclosed notice, the new amount due shows as “corrected charges.” You’ll also find a listing for cancelled charges. These are the charges billed during the prior month(s) that have been cancelled for correction. The notice also shows the current month’s charges and any previous charges. If you have charges for products and services unrelated to energy use those charges also will appear.

Listed below are some frequently asked questions. To help you pay the balance, we have established an interest-free installment payment program. The first installment amount will appear on your next statement. Please call us with any questions at **1-866-767-5853**.

FAQs

The following frequently asked questions provide an explanation about billing corrections.

What is a billing correction?

The correction is for under billed or over billed charges for a period of time.

What are typical causes for a billing correction?

Corrected charges are most commonly due to a meter problem, module problem or billing error.

How did PSE calculate the amount for the correction?

If the meter was not registering usage correctly, the billing correction is estimated based on the best available information PSE has for the location. The estimated consumption is computed from the date the meter did not correctly register energy use. The corrected charge, interest-free, is calculated for only the number of days the billing error existed. If there were overcharges paid, you will receive a credit with interest.

In addition to the meter, PSE’s equipment contains a module that electronically transmits the meter data to PSE. If the module malfunctions, often the meter itself is still operating properly and PSE is able to obtain the actual energy use from the meter’s register. The unbilled consumption is then computed from those meter readings and is allocated across the billing periods that the module was not functioning correctly.

How did PSE calculate the amount of the monthly installment payment plan that appears on the billing correction?

The balance due, including current charges, is divided by the number of months the meter issue occurred. To arrange different payment options or to pay in full, please call 1-866-767-5853.

How will I know when I’ve completed my billing correction payments?

When all monthly payments on the installment plan are complete, the itemized listing, “Installment Payment Plans” no longer will appear on your PSE statement.

What is PSE doing to avoid having to issue billing correction invoices?

When we find an error, such as meter failure, or malfunctioning module, we correct the error as soon as possible. Although our meters have a 99 percent accuracy rate, a meter may eventually stop working or a module may malfunction. Our automated systems help detect malfunctioning or stopped meters and malfunctioning modules. We also routinely inspect meters and repair or replace them as needed.



Electric Usage History

From Date	To Date	Billed Amount	Billed KWHS	No of Days	Avg. Consum	Avg Temp
1/5/2021	2/2/2021	\$57.06	541	29	19	42
12/4/2020	1/4/2021	\$59.02	561	32	18	43
11/3/2020	12/3/2020	\$54.08	518	31	17	44
10/3/2020	11/2/2020	\$54.72	531	31	17	52
9/2/2020	10/2/2020	\$48.53	100	31	3	64
8/4/2020	9/1/2020	\$44.99	427	29	15	67
7/3/2020	8/3/2020	\$52.62	514	32	16	67
6/4/2020	7/2/2020	\$50.08	492	29	17	61
5/2/2020	6/3/2020	\$67.22	674	33	20	59
4/3/2020	5/1/2020	\$48.97	491	29	17	53
3/5/2020	4/2/2020	\$52.58	534	29	18	43
2/4/2020	3/4/2020	\$49.45	497	30	17	43
1/4/2020	2/3/2020	\$59.70	615	31	20	42
12/5/2019	1/3/2020	\$51.99	527	30	18	43
11/2/2019	12/4/2019	\$47.25	471	33	14	45
10/3/2019	11/1/2019	\$47.90	479	30	16	49
9/4/2019	10/2/2019	\$42.02	410	29	14	59
8/2/2019	9/3/2019	\$48.42	486	33	15	67
7/3/2019	8/1/2019	\$35.79	336	30	11	67
6/4/2019	7/2/2019	\$35.59	329	29	11	62
5/3/2019	6/3/2019	\$41.17	394	32	12	60
4/3/2019	5/2/2019	\$44.60	432	30	14	51
3/5/2019	4/2/2019	\$44.11	426	29	15	48
2/1/2019	3/4/2019	\$61.12	620	32	19	36
1/3/2019	1/31/2019	\$46.93	459	29	16	43
12/4/2018	1/2/2019	\$63.70	647	30	22	42
11/1/2018	12/3/2018	\$62.01	631	33	19	46
10/3/2018	10/31/2018	\$52.53	527	29	18	51
9/1/2018	10/2/2018	\$36.90	344	32	11	60
8/2/2018	8/31/2018	\$36.73	342	30	11	67
7/3/2018	8/1/2018	\$41.02	392	30	13	70
6/2/2018	7/2/2018	\$10.24	32	31	1	62
5/3/2018	6/1/2018	\$68.81	696	30	23	60
4/4/2018	5/2/2018	\$37.98	330	29	11	51
3/6/2018	4/3/2018	\$51.16	470	29	16	45
2/2/2018	3/5/2018	\$55.71	519	32	16	40

Gas Usage History

From Date	To Date	Billed Amount	Billed Therms	No of Days	Avg. Consum	Avg Temp
1/5/2021	2/2/2021	\$98.24	94	29	3	42
12/4/2020	1/4/2021	\$100.36	96	32	3	43
11/3/2020	12/3/2020	\$87.57	83	31	3	44
10/3/2020	11/2/2020	\$58.30	55	31	2	52
9/2/2020	10/2/2020	\$30.90	23	31	1	64
8/4/2020	9/1/2020	\$26.99	19	29	1	67
7/3/2020	8/3/2020	\$30.63	23	32	1	67
6/4/2020	7/2/2020	\$29.97	22	29	1	61
5/2/2020	6/3/2020	\$37.42	31	33	1	59
4/3/2020	5/1/2020	\$52.21	46	29	2	53
3/5/2020	4/2/2020	\$88.77	87	29	3	43
2/4/2020	3/4/2020	\$97.22	97	30	3	43
1/4/2020	2/3/2020	\$91.25	90	31	3	42
12/5/2019	1/3/2020	\$85.05	83	30	3	43
11/2/2019	12/4/2019	\$91.27	90	33	3	45
10/3/2019	11/1/2019	\$64.51	70	30	2	49
9/4/2019	10/2/2019	\$34.28	30	29	1	59
8/2/2019	9/3/2019	\$28.82	23	33	1	67
7/3/2019	8/1/2019	\$23.13	15	30	1	67
6/4/2019	7/2/2019	\$24.85	18	29	1	62
5/3/2019	6/3/2019	\$29.11	23	32	1	60
4/3/2019	5/2/2019	\$52.64	53	30	2	51
3/5/2019	4/2/2019	\$60.82	64	29	2	48
2/1/2019	3/4/2019	\$106.61	126	32	4	36
1/3/2019	1/31/2019	\$78.24	89	29	3	43
12/4/2018	1/2/2019	\$80.77	93	30	3	42
11/1/2018	12/3/2018	\$77.00	88	33	3	46
10/3/2018	10/31/2018	\$61.78	60	29	2	51
9/1/2018	10/2/2018	\$29.96	22	32	1	60
8/2/2018	8/31/2018	\$24.96	16	30	1	67
7/3/2018	8/1/2018	\$23.03	14	30	0	70
6/2/2018	7/2/2018	\$31.66	24	31	1	62
5/3/2018	6/1/2018	\$30.84	23	30	1	60
4/4/2018	5/2/2018	\$62.52	61	29	2	51
3/6/2018	4/3/2018	\$80.70	83	29	3	45
2/2/2018	3/5/2018	\$116.08	125	32	4	40