

**From:** [donnamartinez02@comcast.net](mailto:donnamartinez02@comcast.net)  
**To:** "Clemenshaw, Dawn"  
**Subject:** RE: PSE Bill for Account [REDACTED]  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)  
[image006.png](#)  
[image007.png](#)  
[image008.png](#)

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Good morning Dawn,

Thank you very much for checking into this. I do appreciate the extra effort and I will make a payment online.

Rather than complain about Potelco not managing their resources more appropriately, I would like to suggest PSE review their contract(s) with companies such as this and add a provision that does not allow them to charge overtime when they have been given sufficient notice for a repair to occur within normal business hours. I recognize it is not PSE's job to manage the number of resources needed for a contractor to perform a job but it is also not appropriate for a company to not have enough resources available to complete a job as requested. At a minimum, PSE should have been notified within an hour that the job could not be completed without overtime. That would have allowed PSE to determine if they should reassign the repair or approve overtime. Having a free reign to charge overtime as it is currently setup comes across as a billing scam for Potelco to make more money either from the insurance company or the person paying the bill.

Thank you for your help and consideration in this matter.

Donna Martinez

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**From:** Clemenshaw, Dawn <Dawn.Clemenshaw@pse.com>  
**Sent:** Monday, November 26, 2018 7:59 AM  
**To:** donnamartinez02@comcast.net  
**Subject:** RE: PSE Bill for Account [REDACTED]

Donna,

I reached out to the Claim Agent that had investigated the claim with your question about the overtime charges. We went through the crew time cards to see the reason as the damage was reported at approximately 9:00 am. She advised that the Potelco crew was assigned to the job at 11:10am, but had to respond to an emergency repair prior. Unfortunately, by the time they were able to respond to this damage location, they were on overtime rate.

You would be able to make the payment online, over the phone or you can mail in a payment. If paying online, do not log into your My PSE account, just select the option to make a one-time

payment as a guest using the account number beginning with the 5. You can cancel the claim with your insurance company if you prefer, just be aware that we will reopen the claim if payment in full is not received within 60 days from the initial due date.

Thank you,

*Dawn Clemenshaw*

Sr. Claims Representative/ Puget Sound Energy

Phone: 425.424.6981

Extension 81-6981

Mailing address: PO Box 97034, BOT 01G, Bellevue WA 98009



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**From:** [donnalmartinez02@comcast.net](mailto:donnalmartinez02@comcast.net) <[donnalmartinez02@comcast.net](mailto:donnalmartinez02@comcast.net)>

**Sent:** Wednesday, November 21, 2018 8:21 AM

**To:** Clemenshaw, Dawn <[Dawn.Clemenshaw@pse.com](mailto:Dawn.Clemenshaw@pse.com)>

**Subject:** RE: PSE Bill for Account [REDACTED]

Good morning Dawn,

Thank you for your quick response. I am aware that a claim was put in with my insurance company. Much to my surprise they contacted me before you did. I was surprised because I was not going to put a claim in and still want to proceed that way. I would like to do a split payment and would like to know if I can make that payment online.

I did notice something on the bill from Potelco that raise a couple of questions that I am hoping you can answer. If I am reading their invoice right they are billing for a foreman and apprentice 5.5 hours each. However, the accident occurred in the early morning of Friday, August 24<sup>th</sup>. Do you know why it was charged as overtime? Were the repairs done on Friday or Saturday? If they performed the work on Saturday, I am still confused as to why that happened given there had to be temporary repairs that occurred on Friday as the road was reopened within a couple of hours. If the temporary repairs were good enough for Friday, why did the final repairs have to be done on Saturday as opposed to waiting until Monday or later in the week?

Again thank you for your quick response and sharing of information.

Sincerely,  
Donna Martinez

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**From:** Clemenshaw, Dawn <[Dawn.Clemenshaw@pse.com](mailto:Dawn.Clemenshaw@pse.com)>

**Sent:** Tuesday, November 20, 2018 1:22 PM

**To:** [donnamartinez02@comcast.net](mailto:donnamartinez02@comcast.net)

**Subject:** RE: PSE Bill for Account [REDACTED]

Dear Donna,

We have been in contact with Safeco and they provided claim number [REDACTED] for the loss. When you state this bill will not be going through insurance, is this because there was no active coverage at the time of the accident?

As to the cost, PSE does not profit on damage claims, we bill for the actual cost to repair damages only. The primary contractor charges are what PSE paid directly to the contractor, Quanta, for the repairs. (I have attached a copy of their invoice.) The permits are charged directly by the city or county, PSE has no say in whether these permits are required or not. As to the construction overheads, I have also attached a copy of the overhead case law and description that I hope will clear up your questions.

Unfortunately, PSE does not negotiate these costs as I have advised above since they are the actual cost to repair. We do offer a payment arrangement, typically for those claims where there is no insurance. If the customer chooses not to go through their insurance for payment of the claim, the only arrangement we offer is to split the charges in 2 equally monthly payments.

If there are any other questions I can answer, please let me know.

Thank you,

*Dawn Clemenshaw*

Sr. Claims Representative/ Puget Sound Energy

Phone: 425.424.6981

Extension 81-6981

Mailing address: PO Box 97034, BOT 01G, Bellevue WA 98009



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**From:** [donnamartinez02@comcast.net](mailto:donnamartinez02@comcast.net) <[donnamartinez02@comcast.net](mailto:donnamartinez02@comcast.net)>

**Sent:** Tuesday, November 20, 2018 12:00 PM

**To:** Claims - mail <[Claims@pse.com](mailto:Claims@pse.com)>

**Subject:** PSE Bill for Account [REDACTED]

Good morning,

Recently PSE sent me the attached bill regarding repairs to a pole my grandson struck as the result of a car accident. This bill will not be going through insurance and I was wondering if there is a way to negotiate the price for the services as it seems awfully high for the work performed. Specifically I am questioning the last three items on the bill which are Primary Contractor Services, Permits, Company and Construction Overheads. The pole was not replaced but repaired. While I did expect to pay for repairs, I certain never anticipated the bill being this high. I would also like to know if there is a way to make payments vs. having to pay the bill in its entirety...especially since we are at the holiday season.

You can reach me through email or call my cell phone at (916) 402-7997.

Thank you,  
Donna Martinez

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