

## Roberts, Andrew (UTC)

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**From:** Clemenshaw, Dawn <Dawn.Clemenshaw@pse.com>  
**Sent:** Tuesday, November 20, 2018 1:22 PM  
**To:** donnamartinez02@comcast.net  
**Subject:** RE: PSE Bill for Account [REDACTED]  
**Attachments:** Pages from 18-20-80537 Potelco inv.pdf; 18-20-80537 Cost Breakdown.pdf; OH Law Reprinted.doc

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  
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**From:** donnamartinez02@comcast.net <donnamartinez02@comcast.net>  
**Sent:** Tuesday, November 20, 2018 12:00 PM  
**To:** Claims - mail <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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