

Addendum to Puget Sound Energy 2021 Disconnection Reduction Plan

Dockets UE-190529 and UG-190530 (consolidated)

August 13, 2021

Introduction

To enable the Commission's review and consideration of Puget Sound Energy's (PSE) Disconnection Reduction Plan (DRP), PSE is providing this addendum to its DRP as filed in Dockets UE-190529 and UG-190530 to incorporate new information and to clarify certain areas of the DRP with additional details. Since PSE submitted its DRP on July 8, 2021, the Company has engaged with Commission Staff regarding some of the detailed information in the plan. That work resulted in some refinement to the plan as originally submitted. This addendum is meant to provide further clarity on the DRP.

Specifically this addendum seeks to clarify existing business practices and additional practices undertaken recently as a result of pandemic-related actions.

Existing Business Practices

As originally drafted, this section of the DRP primarily describes business practices prior to the pandemic. A number of practices changed based on terms established under U-200281. The following sections include additional information to describe relevant pandemic related practices and other clarifications.

At the top of page 2, "medical exemptions" is added to the list that specifies ways PSE customers can exit collections.

Cash Payments

PSE will be expanding and enhancing capabilities of customer to make payments in cash by including either kiosks or in-line retail experiences at local pharmacies and small retail stores. The projection is to add approximately 70 more locations depending upon the vendor selected. Payments will be posted in real-time and the customer will get an immediate response via their communication channel of choice indicating that the payment has posted. The customer will also be offered a receipt. The posted payment should be received by PSE in minutes. This notification will stop a pending disconnect. PSE customers may also choose to contact PSE to alert them to the payment, which will also stop a pending disconnect, but this additional outreach should not be necessary. The system is built today such that as soon as a payment comes in that satisfies the minimum requirement any active disconnect orders will be cancelled.

Continuing Education, Outreach and Reporting

In promoting awareness of existing programs, PSE's ad campaigns will continue to be multi-lingual and at a minimum include Spanish.

Multi-Language Support

The 30-day moratorium end notice will be sent in both English and Spanish, and all disconnect notices will be sent in English and Spanish going forward.

Extended Payment Arrangements

Currently, as a result of pandemic related changes, PSE is offering 18-month payment plans, with the opportunity to change arrangements if needed one time, miss up to three payments before a default on the third missed payment, and if they wish to re-establish a payment arrangement, customers may do so one time after a default. PSE is currently offering 18 month payment plans to both residential and small commercial customers and up to 12 months for commercial accounts and will continue to do so for 180 days after the disconnection resumption date established by the Commission.

Field Visits

PSE will not assess fees for field visits throughout the duration of the moratorium and for 180 days after the moratorium is lifted by the Commission.