

To: Washington Utilities and Transportation Commission

From: Jan M Van Allen / K7YH@worldnet.att.net

RE: Docket Electricity UC990473, Docket UG 990294

Recent events have caused me to take interest in how various companies manage monies they collect from consumers. In the case of Puget Sound Energy, a recent merger of utilities has created a situation that sometimes causes confusion.

COMMENT:

Upon the merger of the gas and electricity companies into one conglomerate, the management of individual accounts has resulted in two different account numbers for each household. If for one reason or another the bill is paid under one account number and not both the money is paid to that account only. The overage is applied as a credit. When this happens the other account is shown to be in arrears, and bills, late notices, phone calls, and administration costs go up for that company. As most companies charge administration to the overhead budget, the cost is passed on to the consumer.

The resolution of the situation may be corrected by several methods; any or all could be applied. As the problem and proposed solutions are being considered in the above referenced dockets, I would submit the following considerations:

A: in the event one number is used by the consumer, monies overage should automatically be applied to the other account, unless specified by the consumer.

B: any monies paid are automatically applied to both accounts

C: revise the accounting system from its present two number, to a one number system, so that one account number includes the amount due on both accounts.

(This is in the process of being accomplished at PSE, with an expected completion date of two years from this date.)

COMMENT:

Consideration of the accounting system of companies under the auspices of WUTC should be considered prior to merger in the future.

Monies banked and drawing interest by the same companies should be applied to reducing administration costs, thereby reducing costs to the consumer.

There should be a published e-mail address for the General Counsel, so that office could be copied in these matters, as that office could be involved also.

I would request my comments be made part of the official record, and that I be identified as an interested party in future considerations of utilities proposals and actions

Thank you for your assistance in this matter.

Sincerely,

Jan M. Van Allen
3915 South 238th Street, Kent, WA 98032-2852 206-824-9039