

**EXH. CLW-2  
DOCKETS UE-22 \_\_\_/UG-22 \_\_\_  
2022 PSE GENERAL RATE CASE  
WITNESS: CAROL L. WALLACE**

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**Complainant,**

**v.**

**PUGET SOUND ENERGY,**

**Respondent.**

**Docket UE-22 \_\_\_  
Docket UG-22 \_\_\_**

**FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE  
PREFILED DIRECT TESTIMONY OF**

**CAROL L. WALLACE**

**ON BEHALF OF PUGET SOUND ENERGY**

**JANUARY 31, 2022**

1 **PUGET SOUND ENERGY**

2 **FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE**  
3 **PREFILED DIRECT TESTIMONY OF CAROL L. WALLACE**

4 **Q. Please state your name and business address.**

5 A. My name is Carol Wallace. My business address is Puget Sound Energy, Inc.,  
6 P.O. Box 97034, Bellevue, Washington 98009-9734.

7 **Q. By whom are you employed and in what capacity?**

8 A. I am employed by Puget Sound Energy (“PSE”) as Director Customer Solutions.

9 **Q. What are your duties as Director Customer Solutions?**

10 A. As the Director I lead PSE’s Customer Solutions team which includes: customer  
11 experience and journey management; digital experience on self-service platforms;  
12 strategic business intelligence; billing and payment operations; energy assistance  
13 programs and credit and collections operations. These groups are charged with  
14 enhancing PSE’s digital customer service platform, data analytics capabilities,  
15 billing and payment processes, increasing access to energy assistance programs  
16 and managing customer arrearages and Field Collections.

17 **Q. Briefly describe your education and relevant employment experience.**

18 A. I have served in varying rolls with increasing responsibilities at PSE during my 30  
19 year tenure including customer service, billing, gas measurement and gas system  
20 operations. I have held director level positions in Gas Operations, Operations  
21 Performance and Customer Solutions. My professional experience outside of  
22 Puget Sound Energy includes working as a Washington State licensed dispensing

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option in leadership positions for Lens-Crafters, Davis Optical and In-Focus Optical.

As an industry member, I serve as an officer on the board of directors for the Western Gas Measurement Short Course Committee and am a corresponding member of the American Gas Association’s (“AGA”) Gas Control and Operations Section Regulatory Action Committees. I have previously served as chair on the Gas Control committee and I am currently an operator qualified gas controller at PSE as well. I have also served on the pipeline operations and natural gas executive roundtable committees at Western Energy Institute and on the managing committee at AGA.