

**EXHIBIT NO. ___(AJW-2)
DOCKETS UE-151871/UG-151872
PSE EQUIPMENT LEASING SERVICE
WITNESS: ANDREW J. WIGEN**

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

PUGET SOUND ENERGY,

Respondent.

**Dockets UE-151871
UG-151872**

**FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE
PREFILED REBUTTAL TESTIMONY OF
ANDREW J. WIGEN
ON BEHALF OF PUGET SOUND ENERGY**

JULY 1, 2016

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PUGET SOUND ENERGY
FIRST EXHIBIT (PROFESSIONAL QUALIFICATIONS) TO THE
PREFILED DIRECT TESTIMONY OF
ANDREW J. WIGEN

I. INTRODUCTION

Q. Please state your name, business address, and position.

A. My name is Andrew J. Wigen. My business address is 906 Industry Drive, Tukwila, Washington 98188. I am the cofounder/owner of Emerald City Energy and McLendon Home Services.

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

A. I am the cofounder/owner of Emerald City Energy and McLendon Home Services. Emerald City Energy and McLendon Home Services are licensed general contracting companies selling and installing a variety of home improvement products via employees and subcontractors.

Q. Briefly describe your education and relevant employment experience.

A. I graduated from the University of Washington with a Bachelor of Arts in Business Administration in 1987. Following college, I was hired by Washington Natural Gas (“WNG”) as an HVAC salesperson. I leased and sold water heaters to residential customers. After several years, I moved to sales management for both HVAC and window and door products for WNG. In 1995, I then moved to

1 Washington Energy Services and initially worked as a sales manager. Later, I
2 became Vice-President of Operations with responsibility for everything after the
3 sale for both the HVAC side and the windows/doors side of the business,
4 including equipment installation and replacement.

5 After a short stint as Construction Manager at the region's largest siding company
6 (Eagle Creek), I formed eHome Solutions. Currently, eHome Solutions is the
7 parent company for Emerald City Energy and McLendon Home Services. We
8 own the trade name McLendon Home Services and perform all installations for
9 the seven McLendon Hardware stores in an exclusive agreement we have had
10 with them since 2008. As part of our service, we sell water heaters and furnaces.
11 Our McLendon model is unique in that we have no outside, in-home salespeople.
12 We sell water heaters and furnaces over the phone and in-person with customers
13 at our retail locations. We use standardized pricing for labor, and we determine
14 equipment size/application through a series of questions with the customer. The
15 end result is consistent pricing, reduced pricing options making choices simple for
16 customers. All jobs are site inspected prior to installation to verify application
17 and address any variances. Very infrequently are changes required altering the
18 price to the customer, validating the model. Feedback from our customers
19 indicate that customers really enjoy the "no in home sales pitch" approach.
20 Because of McLendon's trusted name in the market, this model has proven
21 successful.