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**PUGET SOUND ENERGY**

*The Energy To Do Great Things*

*Puget Sound Energy, Inc.*

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*Filed: via WUTC web portal*

December 16, 2010

Mr. David W. Danner  
Executive Director and Secretary  
Washington Utilities and Transportation Commission  
1300 South Evergreen Park Drive S.W.  
P.O. Box 47250  
Olympia, WA 98504-7250

**Subject:       Docket No. U-100523**  
***Rulemaking to Consider Paperless Billing for Electric and Gas***  
***Customers***  
**Comments of Puget Sound Energy, Inc.**

Dear Mr. Danner:

Puget Sound Energy, Inc. ("PSE" or the "Company") submits these comments in response to the December 13, 2010, e-mail from the Commission's Staff with revised rules attached ("E-mail Draft"). These comments address the draft rules provided with the E-mail Draft and provide a suggestion to modify the draft rules in order to clarify certain other issues and, in addition, include suggestions to slightly modify two additional rules. PSE appreciates the opportunity to participate in this rulemaking proceeding and that comments made by PSE on December 6, 2010 have been considered in the draft rules attached to the E-mail Draft.

## **Puget Sound Energy Comments on Specific Rule Provisions**

### **WAC 480-90-179(2)(a) and 480-100-179(2)(a)**

**Discussion:** Section (2) relates to obtaining and documenting customer consent to receive electronic information and states that the utility must obtain prior consent by written or electronic means. Section (2)(a) provides for both written and electronic consent. However, the last five sentences in section (2)(a) appear to apply only to a utility obtaining electronic consent. To clarify the meaning of these last five sentences PSE suggests changes to Section (2)(a). In addition, the sentence that states: “No other information may be combined in the same customer consent box on the screen except utility contact information.” is slightly confusing as the rule provides that the consent may include the opportunity to consent to paperless billing, automatic payment services and an equal payment plan. A revision is suggested to eliminate this possible confusion.

#### ***Suggested revision to draft rule:***

WAC 480-90-179(2)(a) and WAC 480-100-179(2)(a) The consent section of the document, screen or web page may also offer the customer separate, individual opportunities to consent to:

- i. Paperless billing offered by the utility.
- ii. Automatic payment services offered by the utility, including one-time payment services or other automatic payment services.
- iii. Equal payment plan.

For electronic consent, the customer consent box must be prominently displayed on the web page and clearly distinguishable from any other content on the screen or page. No other information, other than as provided in this rule, may be combined in the same customer consent box on the screen except utility contact information. The customer must personally check each box or space giving his or her consent to one or more services. Each service requires a separate, affirmative consent. The consent screen must not have the consent boxes or spaces already filled in.

### **WAC 480-90-195(2)(b) and 480-100-195(2)(b)**

**Discussion:** This rule provides the ability for customers to request that notice be provided by e-mail. Considering the language in the new and amended rules this should be revised to providing notice by electronic means.

#### ***Suggested revision to draft rule:***

WAC 480-90-195(2)(b) and WAC 480-100-195(2)(b) Methods of notice permitted include a bill insert, bill message, printing on the billing envelope, a separate mailing to all affected customers or, if the utility has the capability and the customer has consented-authorized, by electronic means-e-mail.

**WAC 480-90-197(3) and 480-100-197(3)**

**Discussion:** This rule also provides the ability for customers to request that notice be provided by e-mail. Considering the language in the new and amended rules this should also be revised to providing notice by electronic means.

**Suggested revision to draft rule:**

WAC 480-90-197(3) and WAC 480-100-197(3) Methods of notice permitted include a bill insert, bill message, printing on the billing envelope, a separate mailing to all affected customers or, if the utility has the capability and the customer has consented~~authorized~~, by electronic means~~e-mail~~.

PSE appreciates the opportunity to comment on the draft rules to clarify the use of electronic information. Please direct any questions regarding these comments to Lynn Logen at (425) 462-3872 or at [lynn.logen@pse.com](mailto:lynn.logen@pse.com) or the undersigned at (425) 462-3495.

Sincerely,



Tom DeBoer  
Director – Federal and State Regulatory Affairs