

Exhibit No. \_\_\_ C (RP-4C)  
Docket U-110808  
Witness: Rayne Pearson  
REDACTED VERSION

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,

Complainant,

v.

PUGET SOUND ENERGY, INC.,

Respondent.

DOCKET U-110808

EXHIBIT TO  
TESTIMONY OF

Rayne Pearson

STAFF OF  
WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION

*PSE 26 Account Review and  
Cover Letter dated May 20, 2011*

May 3, 2012

CONFIDENTIAL PER PROTECTIVE ORDER  
REDACTED VERSION



## PUGET SOUND ENERGY

*The Energy To Do Great Things*

Puget Sound Energy  
P.O. Box 97034  
Bellevue, WA 98009-9734  
PSE.com

May 20, 2011

### *Via Web Portal and Overnight Courier*

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

**Re: In the Matter of the Penalty Assessment against Puget Sound Energy, Inc.  
in the Amount of \$104,300  
Docket U-100182**

Dear Mr. Danner:

Enclosed for filing in the above-referenced docket is Puget Sound Energy, Inc.'s first quarterly report regarding the continued implementation of the plan described in Attachment B to the Joint Motion to Accept Full Payment of Penalty; Require Investigation of Twenty-six Specific Accounts; Require Continued Plan Implementation; and Terminate Proceeding ("Joint Motion"), dated December 16, 2010, and the corrective actions taken on the twenty-six accounts listed in Attachment A to the Joint Motion.

The Company therefore requests that the documents contained in the envelopes identified with the cover page marked "**CONFIDENTIAL PER WAC 480-07-160**" as well as the files marked "confidential" on the versions of the electronic files containing confidential materials be treated as confidential under the provisions of WAC 480-07-160, as they each contain sensitive commercial and customer specific information. In accordance with WAC 480-07-160(3)(c) the Company has enclosed redacted versions of the documents containing confidential information along with the non-confidential documents in its filing, and has placed un-redacted versions of the documents containing confidential information in separate envelopes with corresponding "**CONFIDENTIAL PER WAC 480-07-160**" labels on the envelopes. Each page of the un-redacted version containing confidential information has been printed on yellow paper.

Very truly yours,

Tom DeBoer  
Director, Federal & State Regulatory Affairs

TD:acs  
Enclosure

cc: Sally Brown

PSE 26 Account Review

CONFIDENTIAL PER WAC 480-07-160

ID	Acct	Name	Payment Type	Analysis	Resolution
A	[REDACTED]	[REDACTED]	PSE Help Multi-Service Center	10/28/09 Disconnected for non payment of \$737.15 Account name is [REDACTED] who was not associated with account. Reconnect order placed. 11/4/09 Pledge received for [REDACTED] identified as pledge and account holder, Pledge moved to [REDACTED] Account	11/11/09 Pledge dollars moved to [REDACTED] account. 12/15/09 customer moved out. Prior Balance in Collections due to customer move out. No further action needed.
B	[REDACTED]	[REDACTED]	PSE Help Opportunity Council	10/26/09 Disconnected for non payment of \$848.56. 10/28/09 Pledge received for 878.00. Reconnect order placed. Customer established payment arrangements for outstanding balance of \$640.61	5/2011 Pledge monies reallocated to new product assignment. Prior obligation amount owed pulled back from collection agency. Customer payments of \$640.61 reallocated to prior obligation balance. Customer contacted to make arrangements on current outstanding balance.
C	[REDACTED]	[REDACTED]	PSE Help Kitsap Community Resources	10/21/09 Disconnected for non payment of \$657.62. 10/22/09 Pledge received for \$964.00. Reconnect order placed.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer currently at a zero balance.
D	[REDACTED]	[REDACTED]	PSE Help Kitsap Community Resources	10/29/09 Disconnected for non payment of \$1,360.33. 10/29/09 Pledge received for \$1,000.00. Reconnect order placed.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. No outstanding charges exist and customer is currently at a zero balance.
E	[REDACTED]	[REDACTED]	Puyallup Indian Tribe	10/20/09 Disconnected for non payment of \$572.27. 10/21/09 Pledge received for \$572.27. Reconnect order placed.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Credit Adjustment of \$115.00 (6 disconnect visit charges at \$13.00 (from 12/09 - 07/10) and 1 reconnection charge of \$37.00) Customer will be going to collections for \$313.71 for unpaid prior obligation. Current past due amount is 732.22.
F	[REDACTED]	[REDACTED]	Personal Payment of \$300.00	10/23/09 Customer disconnected for \$556.80 for usage and Balance Transfer from previous address [REDACTED] 10/28/09 Prior obligation was offered and processed. Customer paid \$300.00 which was more than he was quoted for prior obligation for reconnection of services.	No action necessary Customer one month behind on budget payment plan.

CONFIDENTIAL PER WAC 480-07-160

PSE 26 Account Review

ID	Acct	Name	Payment Type	Analysis	Resolution
G	[REDACTED]	[REDACTED]	PSE Help Kitsap Community Resources	10/29/09 Customer disconnected for non payment of \$453.00. 11/11/09 Pledge received for \$1,000.00. Reconnect order placed. 6/14/10 Customer moved out.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Pullback of \$415.87 - contacted customer to discuss arrangements on prior obligation balance.
H	[REDACTED]	[REDACTED]	CAMP - PSE Help	7/13/09 Customer disconnected for non payment of \$1,107.83. 8/5/09 Pledge received for \$750.00. 8/26/09 Customer paid \$358.00. Reconnect order placed. 7/11/10 Customer moved out.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer contact to offer arrangement on prior obligation balance
I	[REDACTED]	[REDACTED]	Customer Payment of 1013.04	10/28/09 Customer disconnected for \$976.04. 10/28/09 Customer paid a total of \$1013.04.	No correction necessary as customer is current on their bills and payments applied accurately.
J	[REDACTED]	[REDACTED]	No payment	10/29/09 Customer disconnected for \$157.26 10/29/09 Service ended date of disconnect as no reconnect requested.	No correction necessary as customer has moved. No payments made for the duration of time the account was open 5/9/09-10/29/09. Customer currently in collections for \$300.94 prior obligation balance.
K	[REDACTED]	[REDACTED]	PSE Help Opportunity Council	10/29/09 Customer disconnected for \$181.59. 11/3/09 Pledge received of \$640.00. Reconnect ordered. 5/31/10 Customer moved out.	5/2011 Pledge monies reallocated to new product assignment. Balance transfer reversed. Customer contacted to offer arrangements on prior obligation balance.
L	[REDACTED]	[REDACTED]	Customer payment	10/19/09 Customer disconnected for \$156.50. 10/21/09 Customer paid \$200.00 Reconnect ordered. 1/21/10 Customer moved out.	No action required. Balance of 388.95 is in collections.
M	[REDACTED]	[REDACTED]	Customer payment	10/29/09 Customer disconnected for \$723.16. 10/30/09 Customer paid 723.16. Reconnect Ordered. 1/31/10 Customer moved out.	No action required. Balance of \$223.15 is in collections.
N	[REDACTED]	[REDACTED]	PSE Help Snohomish County	10/23/09 Customer disconnected for 952.42 10/30/09 Pledge received of 909.00 and customer paid 100.00. Reconnect Ordered 7/15/10 Customer moved out.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Contacted Customer to offer arrangements on prior obligation balance.
O	[REDACTED]	[REDACTED]	PSE Help Metropolitan Development Council	10/23/09 Customer disconnected for \$395.51. 10/26/09 Pledge received of \$509.00 5/2/11 Customer established arrangements on past due balance of \$127.00	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. No outstanding balance exists.

Updated: 5/20/11

PSE 26 Account Review

ID	Acct	Name	Payment Type	Analysis	Resolution
P	[REDACTED]	[REDACTED]	PSE Help Kitsap Community Resources	10/20/09 Customer disconnected for \$738.21. 10/20/09 Pledge received of \$746.00. Reconnect Ordered 12/31/09 Customer moved out.	5/2011 Pledge monies reallocated to new product assignment. Pull back from collections of \$302.23. Contacted customer to offer arrangements on prior obligation balance.
Q	[REDACTED]	[REDACTED]	PSE Help Pierce County Community Service	10/22/09 Customer disconnected for \$982.35 10/30/09 Pledge received of \$1,000.00. Reconnect Ordered 2/13/11 Customer moved out.	5/2011 Pledge monies reallocated to new product assignment. Waiver of \$37.00 for reconnect fee from 7/10 and 11/10. Customer payments reallocated to new product assignment.
R	[REDACTED]	[REDACTED]	PSE Help Multi-Service Center	10/21/09 Customer disconnected for \$424.56. 10/29/09 Pledge received for \$543.00. Reconnect Ordered 3/10/11 Prior Obligation processed. Customer established arrangements for \$317.70 of prior obligation balance.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Pull back from collections. Customer contacted to discuss arrangements from prior obligation balance from 2/2009.
S	[REDACTED]	[REDACTED]	PSE Help CAMP	10/19/09 Customer disconnected for \$409.58. 10/20/09 Pledge received for \$594.00 Reconnect Ordered	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer contacted to offer arrangement on prior obligation balance
T	[REDACTED]	[REDACTED]	PSE Help Kitsap Community Resources	10/21/09 Customer disconnected for \$415.36. 10/21/10 Pledge received for \$537.00. 10/22/10 Reconnect ordered	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer currently at a zero balance.
U	[REDACTED]	[REDACTED]	DSHS Olympia	10/29/09 Customer disconnected for \$302.00. 10/29/09 Pledge received for \$407.72 Reconnect ordered. 4/5/10 Customer moved out 5/10/10 Refund check for \$371.09 mailed. 5/24/10 Refund check returned.	No action required. Unable to contact customer as there are no phone numbers.
V	[REDACTED]	[REDACTED]	PSE Help Metropolitan Development Council	10/22/09 Customer disconnected for \$645.65. 10/27/09 Pledge received for \$1,000.00. Reconnect ordered.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer currently past due for \$137.10

CONFIDENTIAL PER WAC 480-07-160

PSE 26 Account Review

ID	Acct	Name	Payment Type	Analysis	Resolution
W	[REDACTED]	[REDACTED]	MSC Pledge PSE Help	10/22/09 Customer disconnected for \$918.30. 11/2/09 Pledge received for \$845.00. Reconnect ordered. 7/13/10 Customer moved out	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer in collections for \$537.79
X	[REDACTED]	[REDACTED]	Da Vita Dialysis	10/15/09 Customer disconnected for \$227.31 (due to an NSF payment). 10/15/09 Pledge received for \$200.00 Reconnect ordered.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer currently past due for \$376.23
Y	[REDACTED]	[REDACTED]	DSHS	10/21/09 Customer disconnected for \$224 10/22/09 Pledge received for \$224.00. Reconnect ordered. 3/23/11 Customer disconnected for \$256.08. Service ended date of disconnect as no reconnect requested.	5/2011 Pledge monies reallocated to new product assignment. Customer payments reallocated to prior obligation balance. Customer in collections for \$829.19.
Z	[REDACTED]	[REDACTED]	Customer payment	10/19/09 Customer disconnected for \$450.91. 10/21/09 Customer paid \$350.00. Reconnect ordered. 10/21/09 Arrangements made on balance of 718.88.	No action required. Customer currently past due for \$558.16