

# Public Comment Hearing for Puget Sound Energy's Petition to Amend Final Order

As your local energy provider, PSE is committed to delivering the clean energy future our customers want and need, while also maintaining the reliability and affordability our customers expect.

To that end, we filed a request with the Washington Utilities and Transportation Commission (UTC) for approval of our Petition to Amend Final Order (Petition) pursuant to WAC 480-07-875(1) on August 10, 2023. The Petition asks the UTC to amend Final Order 24 issued December 22, 2022, in Dockets UE-220066, UG-220067, and UG-210918 (Consolidated), to add a condition to the Commission's approval of a multi-party settlement that would remove from the settlement a term requiring PSE to continue its existing credit and collection processes until the conclusion of a proceeding currently being conducted in Docket U-210800. PSE and other parties agreed to this term in 2022, but the Company seeks to remove the term due to changing conditions since Final Order 24 was issued. The proceeding in Docket U-210800 is an examination of and potential amendment to the credit and collections rules that PSE and other utilities must follow.

The Commission has indicated its intent to grant PSE's Petition in part, and to deny the Petition in part, so that the Company may modify its credit and collections practices prior to the conclusion of the rulemaking in Docket U-210800.

## PSE has filed this Petition for the following reasons:

- PSE's current level of past-due balances is unprecedented and is much larger than any other Washington State investor-owned utility in terms of total dollars. PSE's total arrearages increased by 127 percent from May of 2020 to May of 2023, despite significant energy assistance provided by PSE to customers.
- PSE believes it is unable to expand its customer and outreach practices aimed at addressing arrearages until the conclusion of Docket U-210800.
- If PSE is unable to adjust its credit and collections processes before the conclusion of Docket U-210800, consumers will experience higher energy costs and rates due to covering the cost of uncollected revenue in bad debt write offs. Although PSE cannot predict how rates will be impacted, PSE anticipates increases in customer rates and that these estimated rate impacts would be regular, annual, and would last until PSE is able to adjust its existing credit and collections processes.

## Public hearing date and time:

You may comment on PSE's Petition at a virtual public hearing held by the UTC at the date and time listed below.

**Thursday, Feb. 8, 2024, at 6 p.m.**

You can participate via Zoom, meeting information can be found at [www.utc.wa.gov/220066](http://www.utc.wa.gov/220066).

Or join by phone by calling 1-253-215-8782 and entering meeting ID number 814 5100 9997 and passcode 459983.

If you plan to participate, please call 1-888-333-9882 at least one day before the hearing so you can be signed in. Not calling in advance will not preclude you from calling the day of the hearing.

If you need a reasonable accommodation to participate at the hearing, please contact the WUTC at 1-888-333-9882 or [comments@utc.wa.gov](mailto:comments@utc.wa.gov). The WUTC is committed to providing reasonable accommodations to participants with disabilities.

## Other ways to comment on the Petition:

**In your comments, please reference Docket s UE-220066, UG-220067, and UG-210918 (Consolidated).**

### UTC

Send comments to the UTC by one of the following:

- [www.utc.wa.gov/consumers/submit-comment](http://www.utc.wa.gov/consumers/submit-comment)
- [comments@utc.wa.gov](mailto:comments@utc.wa.gov)
- 1-888-333-WUTC (9882)
- UTC  
P.O. Box 47250,  
Olympia, WA 98504

### Public Counsel

Residential and small business customers are represented in this case by the Public Counsel Unit of the Washington Office of the Attorney General.

- [utility@atg.wa.gov](mailto:utility@atg.wa.gov)
- 206-464-7744
- Public Counsel Unit,  
Attorney General's Office,  
800 Fifth Ave, Suite 2000,  
Seattle, WA 98104

### To contact PSE about the Petition

- [customercare@pse.com](mailto:customercare@pse.com)
- 1-888-225-5773
- Puget Sound Energy,  
Customer Care,  
P.O. Box 97034,  
Bellevue, WA 98009-973

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Issue date: November – December 2023

Copies of information on rules, rates, power supply fuel mix, regulations, customer rights and responsibilities, as well as an annual report, are available by calling 1-888-225-5773 and at [pse.com](http://pse.com).