



PUGET SOUND ENERGY

PROPOSED

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

August 6, 2024

Filed Via Web Portal

Jeff Killip, Executive Director and Secretary Washington
Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

RE: Docket UE-240550 (Advice No. 2024-26)
Puget Sound Energy's Electric Tariff Revision – Do Not Redocket

Dear Executive Director Killip:

Puget Sound Energy ("PSE") hereby submits in connection with Docket UE-240550 the following revised electric tariff sheet as a substitution for the tariff sheet that accompanied its July 11, 2024 filing, submitted under Advice No. 2024-26.

WN U-60 - (Electric Tariff):

Original	Sheet 129-A.8	Low Income Program (Continued)
----------	---------------	--------------------------------

The purpose of this substitute filing is to incorporate a revision to the Company's proposed Arrearage Management Plan ("AMP") to add clarifying language defining 'late payment' and 'missed payment'. This revision was proposed by Commission Staff.

Additionally, PSE agrees that the LIAC will periodically re-evaluate the AMP design to consider revisions to the AMP. After October 1, 2025, PSE and the LIAC plan to revisit the following:

- are the eligibility and terms successfully incrementally reducing customers' past due balances,
- customer experience and application process,
- program administration and implementation, and
- enrollment and de-enrollment terms.

The tariff sheet described herein reflects the original issue date of July 11, 2024, and the original effective date of August 10, 2024. Posting of proposed tariff changes, as required by WAC 480-100-193, is being accomplished by posting the proposed tariff sheets on the PSE web site coincident with the date of this transmittal letter.

Jeff Killip, Executive Director and Secretary
August 6, 2024
Page 2 of 2

PROPOSED

Please contact Veronica Martin at veronica.martin@pse.com for additional information about this filing. If you have any other questions, please contact me at birud.jhaveri@pse.com.

Sincerely,

/s/ Birud D. Jhaveri

Birud D. Jhaveri
Director, Regulatory Affairs
Puget Sound Energy
PO Box 97034, BEL10W
Bellevue, WA 98009-9734
Birud.Jhaveri@pse.com

cc: Tad O'Neill, Public Counsel
Sheree Carson, Perkins Coie

Attachments:
Electric Tariff Sheet (listed above)



PUGET SOUND ENERGY

PROPOSED

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

July 11, 2024

Filed Via Web Portal

Jeff Killip, Executive Director and Secretary Washington
Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

RE: Advice No. 2024-26
Puget Sound Energy's Electric Tariff Revision

Dear Executive Director Killip:

Pursuant to RCW 80.28.060, and WAC 480-80-101 and -105, please find enclosed for filing the following proposed revisions to the WN U-60, tariff for electric service of Puget Sound Energy ("PSE" or "the Company"):

WN U-60 - (Electric Tariff):

Original	Sheet 129-A.7	Low Income Program (Continued)
Original	Sheet 129-A.8	Low Income Program (Continued)

Purpose of Filing and Background

On June 30, 2023, PSE submitted a Subsequent Filing pursuant to paragraphs 11 and 263 of Final Order 24/10 ("the Order") in Dockets UE-220066, UG-220067, and UG-210918 (Consolidated) in which it provided its Arrearage Management Plan ("AMP") Design. The purpose of this filing is for PSE to offer the AMP as an optional service as part of its efforts to develop and enhance its services for low-income customers and to help ensure that customers have access to energy that is affordable, safe, and sustainable. PSE is proposing to establish the AMP as a part of its existing electric Schedule 129 Low Income Program.

Interested Party Engagement

Prior to this filing and as described in the Order, PSE launched a project which included the forming of a small work group to develop the AMP through the Low-Income Advisory Committee ("LIAC") process. PSE held meetings with the LIAC small work group on September 28, 2023, October 26, 2023, November 13, 2023, November 27, 2023, and April 26, 2024. Topics ranged broadly across requirements of the program. Some of the larger areas of discussion included; the program goals and enrollment requirements, the requirements and processes surrounding program application, and the marketing and communications plan.

Additionally, PSE provided a copy of its draft tariff schedule language to the working group for review on June 27, 2024.

Cost Recovery

The costs of benefits provided by the AMP will be collected under electric Schedule 129 Low Income Program. PSE consulted with the LIAC prior to making this filing for Commission approval.¹

The Customer Experience

Customer engagement and enrollment will begin on October 1, 2024, concurrent with the launch of the AMP service, which will also be referred to as Past Due Bill Forgiveness. A Customer may contact the Company or designated agencies that meet the criteria for a “Qualifying Organization” as defined in RCW 82.16.0497 to collectively enroll in this Schedule and other bill assistance programs. To gain visibility and customer engagement, PSE is planning the following customer engagement elements:

- The AMP service will be added to the existing Payment Assistance web page: <https://www.pse.com/en/account-and-billing/assistance-programs>
- In addition to linking to the application portal, the AMP program page on pse.com will direct customers to the application portal to apply for the service. The purpose of this call to action is to drive customers towards completing the application process and taking advantage of automatic and frequent eligibility review.
 - Any customer who has applied to the AMP program and is found to be eligible during these reviews will be enrolled in the AMP program, and be notified via email and/or information printed on the customer’s bill.
- Program support – Beginning October 1, 2024, PSE will engage in a bilingual campaign for two distinct audiences.
 - Primary audience of about 12,000 customers, already enrolled in an assistance program, owing \$300-\$2,500, are 30+ days past due, and have made at least one on time payment.
 - Secondary audience of about 46,000 customers, believed to be income eligible, are 30+ days past due, and not currently enrolled in an assistance program.
- Further, AMP is a tertiary program within PSE’s suite of assistance offerings, and will organically be discovered by users who receive marketing for PSE HELP and the Bill Discount Rate program.

PSE Roles and Obligations

PSE will open the AMP for enrollment beginning on October 1, 2024. To enroll in the AMP, a customer must declare their eligibility during the enrollment process. The AMP will incrementally reduce a customer’s past due balance over 12 bill periods by providing an incentive for each on-time payment of the customer’s current bill in the form of a bill credit. The

¹ Agreement Section G Low Income Issues, Settlement Stipulation and Agreement on Revenue Requirement and All Other Issues Except Tacoma LNG and PSE Green Direct Program in consolidated Dockets UE-220066, UG-220067 and UG-210918

Jeff Killip, Executive Director and Secretary

July 11, 2024

Page 3 of 4

PROPOSED

AMP will commence with the customer's normal billing cycle for that specified account under which the customer is taking service.

The tariff sheets described herein reflect an issue date of July 11, 2024, and effective date of August 10, 2024. Posting of proposed tariff changes, as required by WAC 480-100-193, is being accomplished by posting the proposed tariff sheets on the PSE web site coincident with the date of this transmittal letter.

Please contact Veronica Martin at veronica.martin@pse.com for additional information about this filing. If you have any other questions, please contact me at birud.jhaveri@pse.com.

Sincerely,

/s/ Birud D. Jhaveri

Birud D. Jhaveri
Director, Regulatory Affairs
Puget Sound Energy
PO Box 97034, BEL10W
Bellevue, WA 98009-9734
Birud.Jhaveri@pse.com

cc: Tad O'Neill, Public Counsel
Sheree Carson, Perkins Coie

Attachments:
Electric Tariff Sheets (listed above)

**PUGET SOUND ENERGY
Electric Tariff G**

**SCHEDULE 129
LOW INCOME PROGRAM (Continued)**

ARREARAGE MANAGEMENT PLAN (“AMP”) SECTION

(N)

AMP AVAILABILITY: The benefits available under this Arrearage Management Plan (“AMP”) are available beginning October 1, 2024, to Customers taking Electric Service on any of the following Schedules: 7, 307, 317, and 327, who are also receiving service under Schedule 7BDR at the time of enrollment.

AMP PURPOSE: The AMP, also referred to as Past Due Bill Forgiveness, incrementally reduces a Customer’s past due balance, or “arrearage”, over 12 bill periods by providing an incentive for each, on-time payment of a Customer’s current bill in the form of a bill credit (one-twelfth of the past due balance), with a maximum benefit of \$2,500 per enrollment. Enrollment in the AMP will prevent the disconnection of service for a Customer with a past due balance.

AMP ELIGIBILITY: A Customer may participate in this service once every 2 years (from the date of the prior enrollment). To enroll in this service under this Schedule, a Customer must:

- A. Meet the income eligibility requirements set forth in electric Schedules 7BDR and 129 of this tariff.
- B. Declare their eligibility during the enrollment process,
- C. Have received bill assistance through the PSE HELP program during the current Program Year at the time of enrollment, and
- D. Be past due by a minimum dollar amount and amount of time as determined by the Company.

AMP ENROLLMENT: The Customer must complete the Company’s enrollment process to participate in this service. Initiation of service under this Schedule will occur following acceptance and processing of the enrollment request by the Company. A Customer may contact the Company or designated agencies that meet the criteria for a “Qualifying Organization” as defined in RCW 82.16.0497 to collectively enroll in this Schedule and other bill assistance programs. In order to maintain enrollment in service under this Schedule, the Customer must pay their most current charges on time and in full, with a limited number of late or missed payments allowed during the enrollment term. A Customer must pay (catch-up on) charges for bill periods when a payment has been missed or late.

(N)

(Continued on Sheet No. 129-A.8)

Issued: July 11, 2024
Advice No.: 2024-26

Effective: August 10, 2024

Issued By Puget Sound Energy

By:  Birud D. Jhaveri

Title: Director, Regulatory Affairs

PUGET SOUND ENERGY
Electric Tariff G

SCHEDULE 129
LOW INCOME PROGRAM (Continued)

AMP DE-ENROLLMENT BY COMPANY: If the Customer has three missed and/or late payments, they will be removed from this service. For the purposes of this AMP, a late payment is any payment that is received after the due date specified and a missed payment is any payment that is not made during an entire bill cycle. Upon successful completion of the terms of their AMP, a Customer will be de-enrolled from this service. De-enrollment from this Schedule will be effective during the billing period for which it occurs.

AMP DE-ENROLLMENT BY CUSTOMER: The Customer must contact the Company via phone call prior to their desired termination date of the service. Termination of service under this Schedule will follow receipt and processing of the termination by the Company. Although there is no minimum term for this service, the Customer will only be eligible for this service once every 2 years (from the date of prior enrollment).

AMP FUNDING: The benefits provided under the AMP are collected under electric and natural gas Schedule 129 Low Income Programs as of October 1, 2024.

(N)

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47
48
49
50
51
52
53
54
55
56
57
58
59
60
61
62
63
64
65
66
67
68
69
70
71
72
73
74
75
76
77
78
79
80
81
82
83
84
85
86
87
88
89
90
91
92
93
94
95
96
97
98
99
100
101
102
103
104
105
106
107
108
109
110
111
112
113
114
115
116
117
118
119
120
121
122
123
124
125
126
127
128
129
130
131
132
133
134
135
136
137
138
139
140
141
142
143
144
145
146
147
148
149
150
151
152
153
154
155
156
157
158
159
160
161
162
163
164
165
166
167
168
169
170
171
172
173
174
175
176
177
178
179
180
181
182
183
184
185
186
187
188
189
190
191
192
193
194
195
196
197
198
199
200
201
202
203
204
205
206
207
208
209
210
211
212
213
214
215
216
217
218
219
220
221
222
223
224
225
226
227
228
229
230
231
232
233
234
235
236
237
238
239
240
241
242
243
244
245
246
247
248
249
250
251
252
253
254
255
256
257
258
259
260
261
262
263
264
265
266
267
268
269
270
271
272
273
274
275
276
277
278
279
280
281
282
283
284
285
286
287
288
289
290
291
292
293
294
295
296
297
298
299
300
301
302
303
304
305
306
307
308
309
310
311
312
313
314
315
316
317
318
319
320
321
322
323
324
325
326
327
328
329
330
331
332
333
334
335
336
337
338
339
340
341
342
343
344
345
346
347
348
349
350
351
352
353
354
355
356
357
358
359
360
361
362
363
364
365
366
367
368
369
370
371
372
373
374
375
376
377
378
379
380
381
382
383
384
385
386
387
388
389
390
391
392
393
394
395
396
397
398
399
400
401
402
403
404
405
406
407
408
409
410
411
412
413
414
415
416
417
418
419
420
421
422
423
424
425
426
427
428
429
430
431
432
433
434
435
436
437
438
439
440
441
442
443
444
445
446
447
448
449
450
451
452
453
454
455
456
457
458
459
460
461
462
463
464
465
466
467
468
469
470
471
472
473
474
475
476
477
478
479
480
481
482
483
484
485
486
487
488
489
490
491
492
493
494
495
496
497
498
499
500
501
502
503
504
505
506
507
508
509
510
511
512
513
514
515
516
517
518
519
520
521
522
523
524
525
526
527
528
529
530
531
532
533
534
535
536
537
538
539
540
541
542
543
544
545
546
547
548
549
550
551
552
553
554
555
556
557
558
559
560
561
562
563
564
565
566
567
568
569
570
571
572
573
574
575
576
577
578
579
580
581
582
583
584
585
586
587
588
589
590
591
592
593
594
595
596
597
598
599
600
601
602
603
604
605
606
607
608
609
610
611
612
613
614
615
616
617
618
619
620
621
622
623
624
625
626
627
628
629
630
631
632
633
634
635
636
637
638
639
640
641
642
643
644
645
646
647
648
649
650
651
652
653
654
655
656
657
658
659
660
661
662
663
664
665
666
667
668
669
670
671
672
673
674
675
676
677
678
679
680
681
682
683
684
685
686
687
688
689
690
691
692
693
694
695
696
697
698
699
700
701
702
703
704
705
706
707
708
709
710
711
712
713
714
715
716
717
718
719
720
721
722
723
724
725
726
727
728
729
730
731
732
733
734
735
736
737
738
739
740
741
742
743
744
745
746
747
748
749
750
751
752
753
754
755
756
757
758
759
760
761
762
763
764
765
766
767
768
769
770
771
772
773
774
775
776
777
778
779
780
781
782
783
784
785
786
787
788
789
790
791
792
793
794
795
796
797
798
799
800
801
802
803
804
805
806
807
808
809
810
811
812
813
814
815
816
817
818
819
820
821
822
823
824
825
826
827
828
829
830
831
832
833
834
835
836
837
838
839
840
84

(N)

(Continued on Sheet No. 129-B)

Issued: July 11, 2024
Advice No.: 2024-26

Effective: August 10, 2024

Issued By Puget Sound Energy

By:

Birud D. Jhaveri

Title: Director, Regulatory Affairs