



PROPOSED RULE MAKING

CR-102 (June 2012)

(Implements RCW 34.05.320)

Do NOT use for expedited rule making

Agency: Washington Utilities and Transportation Commission

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| <input checked="" type="checkbox"/> Preproposal Statement of Inquiry was filed as WSR 15-18-121; or | <input checked="" type="checkbox"/> Original Notice |
| <input type="checkbox"/> Expedited Rule Making--Proposed notice was filed as WSR _____; or | <input type="checkbox"/> Supplemental Notice to WSR _____ |
| <input type="checkbox"/> Proposal is exempt under RCW 34.05.310(4) or 34.05.330(1). | <input type="checkbox"/> Continuance of WSR _____ |

Title of rule and other identifying information: (Describe Subject) Chapter 480-90-178 WAC: Gas Companies – Operations-- Billing requirements and payment date and Chapter 480-100-178 WAC: Electric Companies – Operations—Billing requirements and payment date.

Modify existing rules in WAC 480-90 (Gas Companies) and WAC 480-100 (Electric Companies) to address corrected billing issues resulting from billing errors, inaccurate energy usage metering, or unidentified energy usage, which results in corrected billing of electric and natural gas customers. The proposed rules address key concerns of both the companies and Commission staff regarding reducing the length of corrected bills while recognizing: (1) equipment breaks; (2) some customers do not notify the company immediately upon moving in; and (3) companies may not have complete control over how quickly these issues can be identified without significantly increasing costs that would ultimately be borne by all ratepayers. This rulemaking is assigned Docket U-144155.

Hearing location(s):
Commission Hearing Room 206
Second Floor, Richard Hemstad Building
1300 S. Evergreen Park Drive SW
Olympia, WA 98504-7250

Date: January 21, 2016 Time: 1:30 PM

Submit written comments to:
Name: Washington Utilities and Transportation Commission
Address: 1300 S. Evergreen Park Drive S.W.
P.O. Box 47250
Olympia, WA 98504-7250
e-mail records@utc.wa.gov. Please include: "Docket U-144155" in your comments.
fax (360) 586-1150 by (date) December 21, 2015

Assistance for persons with disabilities: Contact Debbie Aguilar by January 7, 2016
TTY (360) 586-8203 or (360) 664-1132

Date of intended adoption: January 21, 2016
(Note: This is NOT the effective date)

Purpose of the proposal and its anticipated effects, including any changes in existing rules:
The purpose of this rulemaking is to limit the period of time for which a regulated utility may issue a corrected bill. Large retroactive bills have a significant impact on customers, but large retroactive bills could present a particular hardship for low-income and fixed income customers.

The Commission is responsible for protecting consumers by ensuring that investor-owned utility services are fairly priced, available, and accurate. Consumers should receive timely and accurate bills each month. It is reasonable to expect utilities to identify and correct bills for billing errors, stopped and slowed meters, as well as unidentified energy usage within a reasonable timeframe. Initial data provided by the utilities indicate that customers are continuing to receive corrected bills for periods in excess of six months, and in some cases, more than 12 and 24 months.

Responses to the Commission’s preproposal inquiry indicate that the revised rules would be beneficial and in the public interest because they would establish common standards for all regulated energy utilities. The proposed rules also provide guidance on a utility’s responsibilities to develop and maintain procedures for identifying and repairing or replacing meters that are not functioning correctly and identifying meter usage from unidentified usage meters. Finally, the proposed rules provide guidance to regulated energy utilities about the information they must communicate to customers to explain the reason for the corrected bill.

Reasons supporting proposal: See above

Statutory authority for adoption: RCW 80.01.040 and RCW 80.04.160

Statute being implemented: N/A

Is rule necessary because of a:
Federal Law? Yes No
Federal Court Decision? Yes No
State Court Decision? Yes No
If yes, CITATION:

DATE
November 18, 2015

NAME (type or print)
Steven V. King

SIGNATURE

TITLE
Executive Director and Secretary

CODE REVISER USE ONLY

**OFFICE OF THE CODE REVISER
STATE OF WASHINGTON
FILED**
DATE: November 18, 2015
TIME: 9:03 AM
WSR 15-23-102

Agency comments or recommendations, if any, as to statutory language, implementation, enforcement, and fiscal matters:

None

Name of proponent: (person or organization) Washington Utilities and Transportation Commission

- Private
- Public
- Governmental

Name of agency personnel responsible for:

Name	Office Location	Phone
Drafting..... Roger Kouchi	1300 S. Evergreen Pk Drive SW, Olympia, WA 98504	(360) 664-1101
Implementation....Steven V. King	1300 S. Evergreen Pk Drive SW, Olympia, WA 98504	(360) 664-1115
Enforcement..... Steven V. King	1300 S. Evergreen Pk Drive SW, Olympia, WA 98504	(360) 664-1115

Has a small business economic impact statement been prepared under chapter 19.85 RCW or has a school district fiscal impact statement been prepared under section 1, chapter 210, Laws of 2012?

Yes. Attach copy of small business economic impact statement or school district fiscal impact statement.

A copy of the statement may be obtained by contacting:

Name:

Address:

phone () _____

fax () _____

e-mail _____

No. Explain why no statement was prepared.

The proposed rules require investor-owned utilities, none of which qualify as a small business, to correct billing errors within a reasonable timeframe. Because the proposed rules will not increase costs to small businesses, an SBEIS is not required under RCW 19.85.030 (1).

Is a cost-benefit analysis required under RCW 34.05.328?

Yes A preliminary cost-benefit analysis may be obtained by contacting:

Name:

Address:

phone () _____

fax () _____

e-mail _____

No: Please explain:

The Commission is not an agency to which RCW 34.05.328 applies. The proposed rules are not significant legislative rules of the sort referenced in RCW 34.05.328 (5).