



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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June 2, 2023

**NOTICE OF OPPORTUNITY TO PROVIDE COMMENTS
AND WORKSHOP AGENDA**

Workshop set for June 23, 2023, at 9 a.m.
[Join Zoom Meeting](#) or by phone (253) 215-8782
(Meeting ID: 823 0639 2410, Passcode: 814413)

RE: Customer Notice and Fees Rulemaking, Docket U-210800

TO ALL INTERESTED PERSONS:

On March 18, 2022, the Washington Utilities and Transportation Commission (Commission) filed with the Code Reviser a Preproposal Statement of Inquiry (CR-101) to consider potential changes and improvements to electric and natural gas customer notice, credit, and collection rules, including the permanent elimination of late fees, disconnection and reconnection fees, and deposits. The Commission filed the CR-101 in Docket U-210800.

On April 21, 2023, the Commission issued a notice scheduling a virtual workshop for June 23, 2023.¹ The Commission informed interested persons that it would issue an additional notice and agenda prior to the workshop identifying topics and materials for discussion.

THE COMMISSION GIVES NOTICE that the Commission invites interested persons to attend the June 23, 2023, workshop to discuss potential rule changes related to the disconnection of electric and natural gas service for nonpayment. All other topics will be addressed at later stages of this rulemaking through written comments or additional workshops.

The agenda below provides a total of 60 minutes for presentations from consumer advocacy experts. Investor-owned utilities (IOUs) are similarly allotted a total of 60 minutes for presentations from industry advocacy experts. IOUs should confer and collectively select their speaker(s). The IOUs

¹ The workshop was originally set for March 14 and 17, 2023, and was subsequently rescheduled several times due to Commission staff workload and scheduling conflicts.

should designate a representative to provide the Commission with the name(s) of their selected speaker(s) by filing a letter to this Docket at least three business days in advance of the workshop. The agenda includes time for Commission Staff to present analysis gathered about IOU customers in this Docket, and discussion of possible options for modifying the Commission’s disconnection rules. The agenda also includes 60 minutes for public comment. Members of the public are encouraged to attend and provide feedback on the topics listed below related to the disconnection of electric and natural gas service for nonpayment.

AGENDA

Time	Agenda Item	Facilitator
10 minutes (9:00-9:10)	Introductions and agenda overview	Commission Staff/Commissioners
30 minutes (9:10-9:40)	Presentation: Findings from research program related to energy insecurity and utility shutoffs	David Konisky, Indiana University
30 minutes (9:40-10:10)	Presentation: Pathways for reforming utility credit and collections practices	John Howat, National Consumer Law Center
60 minutes (10:10-11:10)	Hold for industry advocates	TBD
5 minutes (11:10-11:15)	Break	
15 minutes (11:15-11:30)	Presentation: Updated analysis of the impacts of Covid-19 on residential utility customers in Washington	Commission Staff
30 minutes (11:15-12:00)	Discuss proposals for modifying rules related to disconnection of service for nonpayment (see list, below*), maintaining current disconnection rules, and any other proposals	Commission Staff
45 minutes (12:00-12:45)	Lunch	
2 hours 30 minutes (12:45-3:15)	Discussion continued	Commission Staff
5 minutes (3:15-3:20)	Break	
60 minutes (3:20 – 4:20)	Public Comment	
10 minutes (4:20-4:30)	Next steps and closing remarks	Commission Staff/Commissioners

*Proposals for modifying rules related to disconnection of service for nonpayment:

1. Prohibit disconnection for nonpayment for households with a high energy burden (*i.e.*, the sum of all energy utility bills divided by household income is six percent or above).
2. Prohibit disconnection for nonpayment for households with a high utility burden with modifications to income to account for household economic pressures (*i.e.*, the sum of all utility bills divided by modified household income is six percent or above).
3. Prohibit disconnections for nonpayment for all residential customers.
4. Prohibit disconnections for nonpayment for all residential and small business customers.
5. Prohibit disconnections for nonpayment for all customers.
6. Prohibit disconnections for named populations (*e.g.*, low-income, elderly, disabled, families with young children, etc.)

Related questions for discussion:

1. What are the approximate rate impacts and bill impacts for each of the proposed alternatives listed above? Please provide a brief description of the underlying assumptions.
2. What are the possible impacts of each of the proposed alternatives on:
 - a. IOUs
 - b. Consumers
 - c. Communities
3. How should the Commission weigh and consider these factors to balance the interests of regulated companies and consumers while applying an equity lens?

The Commission requests that each regulated company file in this Docket prior to the workshop the amount of bad debt currently being recovered in rates.

MEETING PARTICIPATION

If you wish to participate and need an interpreter, one will be provided at no cost to you. If you need an interpreter, please contact the Commission at least one business day prior to each meeting by calling (360) 664-1140 or by sending an email to paige.doyle@utc.wa.gov.

The Commission is committed to providing reasonable accommodations to participants with disabilities. If you need an accommodation for the meeting, please contact the Commission at least one business day prior to each workshop by calling (360) 664-1132 or by sending an email to human_resources@utc.wa.gov. For TTY service, please call the Washington Relay Service at 1-800-833-6384 or 711.

If you have questions regarding this Docket or the upcoming workshops, please contact Andrew Roberts at andrew.roberts@utc.wa.gov or (360) 664-1101.

AMANDA MAXWELL
Executive Director and Secretary