

**ATTACHMENT A**  
**U-144155 Corrected Bill Rulemaking**  
**Rule Revisions**

**WAC 480-90-178**

(5) Corrected bills:

(a) ~~Upon discovery of an underbilling or overbilling resulting from a meter failure, meter malfunction, meter with unassigned energy usage, or any other billing error, a~~ utility must issue ~~the customer~~ a corrected bill upon finding that an underbilling or overbilling occurred as a result of a meter failure, meter malfunction, meter with unassigned energy usage, or any other situation where energy usage was not billed or was inaccurately billed.~~to recover or refund billed amounts.~~ The utility must use the ~~rates and rate schedule in effect during~~at the ~~billing time of each affected billing period(s)~~covered by the corrected bill. The utility must issue the corrected bill within sixty days from the date the utility discovered ~~that an~~

~~account had been under- or overbilled-the underbilling or overbilling. However, e~~Except as provided ~~for~~ in subsection (7) of this section, when a utility's investigation finds ~~discovers~~ that it has underbilled ~~a customer~~energy usage, it may not ~~seek to collect underbilled amounts~~ for any period greater than six months from the date the error occurred. ~~The maximum period for which utilities are required to adjust bills for overbilling is six years.~~

(b) For the purposes of this ~~rule~~subsection:

(i) A meter failure or malfunction is defined as: A mechanical malfunction or failure that prevents the meter or any ancillary data collection or transmission device from registering or transmitting the actual amount of energy used. A meter failure or malfunction includes, but is not limited to, a stopped meter, a meter that is faster or slower than the metering tolerance specified in WAC 480-90-338, or an erratic meter.

(ii) ~~For the purpose of this rule,~~An unassigned energy usage meter is defined as a meter that is installed at a valid service address and accurately records energy usage during a

period of time where there was no active gas service account at that premises.

~~(iii) For the purpose of this rule, a billing error is defined as any error which results in incorrect charges.~~

(c) A utility must develop and maintain procedures that establish practices for the prompt identification, repair and replacement of meters that are not functioning correctly and for identification of~~te identify and repair or replace meters not functioning correctly and identify meter usage from~~ unassigned usage meters. These~~se~~ objective of such procedures shall be to mitigate the number of underbilling occurrences~~procedures shall address steps taken to prevent corrected bills for underbilling errors~~ that exceed six months in duration. The~~Each~~ energy utility will file~~initial~~ a plan delineating~~the~~ its procedures~~must be filed~~ with the commission by May 1, 2016. If~~t~~The utility must file a new~~makes subsequent changes to the plan, the modified plan must be filed~~ with the commission within thirty days~~offrom the~~~~any~~ date of any procedure additions or cancellations.~~changes.~~ The plan must include procedures that address, at a minimum:

(i) ~~Procedures~~Practices to prevent the issuance of corrected bills ~~billing errors resulting from, but not limited to, billing errors~~ due to incorrect prorated bills, ~~mislabeled meter bases~~improperly assigned meters, incorrectly installed meters, incorrect billing rate schedules, ~~or~~ incorrect billing multipliers, ~~or any other event that may affect billing accuracy.~~

(ii) ~~Procedures~~Processes for the investigation~~ing~~ of meter ~~errors~~issues include~~ing~~, but are not limited to, ~~those created by~~, stopped, slowed, and erratic usage meters.

(iii) ~~Procedures~~Processes for the investigation~~ing~~ of meter usage ~~from~~from unidentified usage meters.

(6) For the purpose of this rule, a corrected bill may take the form of a newly--issued bill or may be reflected as a line item adjustment on a subsequent monthly ~~or bi-monthly~~ bill. When a corrected bill is issued, the utility must provide the following information on the corrected bill, in a bill insert, letter, or any combination of methods that clearly explains all the information required to be sent to the customer:

(a) The reason for the bill correction;

(b) A breakdown of the bill correction for each month included in the corrected bill;

(c) The total amount of the bill correction that is due and payable;

(d) The time period covered by the bill correction;

(e) The action(s) taken to resolve the cause of the bill correction; and

(f) When issuing a corrected bill for underbilling, the utility must provide an explanation of the availability of payment arrangements in accordance with WAC 480-90-138(1) Payment arrangements.

(7) Corrected bills related to an underbilling issued due for the following purposes are exempt from the provisions of subsection (5)(a) of this section:

to (a) tampering or interference with the utility's property, Meter failure or malfunction or billing error related to customer tampering with the utility's property, use of the utility's service through an illegal connection, or the customer fraudulently obtaining service use of a utility's service, are

exempt from the six-month restriction set forth in subsection (5)(a) of this rule.

(8) ~~(b)~~—An estimated meter read made in accordance with subsection (1)(i) of this section is not considered a meter failure or malfunction or a ~~billing error~~situation where energy usage was inaccurately billed. A bill true-up (correction) based on an actual meter reading after one or more estimated bills is not considered a corrected bill for purposes of subsection (5)(a) of this section.

[Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 11-06-032 (Docket U-100523, General Order R-563), § 480-90-178, filed 2/25/11, effective 3/28/11; WSR 01-11-003 (Docket No. UG-990294, General Order No. R-484), § 480-90-178, filed 5/3/01, effective 6/3/01.]

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