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*Via UTC Web Portal*

Amanda Maxwell  
Executive Director and Secretary  
Washington Utilities and Transportation Commission  
621 Woodland Sq. Loop SE  
P. O. Box 47250  
Lacey, Washington 98503

Re: Rulemaking to consider potential long-term changes and improvements to customer notice, credit, and collection rules, including permanent elimination of late fees, disconnection and reconnection fees, and deposits; Docket U-210800

Dear Director Maxwell:

Please find the following document enclosed, which has been submitted in the above-referenced docket: *Pathways for Reforming Utility Credit and Collections Practices*.

Very truly yours,

/s/ Yochanan Zakai  
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