



UG-140381
Received
Records Management
Mar 23, 2023

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March 23, 2023

Ms. Amanda Maxwell
Executive Director and Secretary
Washington Utilities & Transportation Commission
621 Woodland Square Loop SE
Olympia, WA 98503

Re: Billing Error Compliance UG-140381

Dear Ms. Maxwell:

In compliance with paragraph 14 of the settlement agreement in Docket UG-140381, Cascade Natural Gas Corporation (“Cascade”) reports the following billing error and correction.

In early November, 2022, Cascade discovered an error in the pre-programmed base temperature component of a large customer’s meter. Upon further investigation it was determined that the manufacturer of the meter had changed production facilities in 2018 and all large meters purchased after that date were pre-programmed with the incorrect base temperature level. During the rest of November and into December Cascade determined that a total of twenty-two Cascade customers including twenty Washington customers were impacted.

Cascade in mid-December had reprogram all impacted meters and determined the appropriate refund back to the installation date of the mis-programmed meters. All customers were refunded the overbilled amounts in December and into January. The total correction resulted in a refund of \$284,053.36 to the twenty Washington customers. Attached is a confidential workpaper showing the individual customers, the original billed amounts, the corrected billed amounts including the date of refund to each customer.

All meters are now correctly programed, and the manufacture has been made aware of the pre-programming error and has updated its pre-programming of new meters for Cascade.

If you have any questions, please don’t hesitate to reach out to Mike Parvinen at Michael.parvinen@cngc.com or 509.528.9223 or myself.

Sincerely,

/s/ Lori A. Blattner

In the Community to Serve®

Lori A. Blattner
Director, Regulatory Affairs
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Attachments

- [NEW-CNGC-Billing-Error-WP-03-23-2023\(C\).pdf](#)
- [NEW-CNGC-Billing-Error-WP-03-23-2023\(R\).pdf](#)