

Service Date: August 28, 2023



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

621 Woodland Square Loop S.E. • Lacey, Washington 98503

P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • TTY 1-800-833-6384 or 711

August 28, 2023

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

Workshop set for September 7, 2023, at 9:30 a.m.

[Join Zoom Meeting](#) or by phone (253) 215-8782
(Meeting ID: 890 7914 8958, Passcode: 766444)

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 August 8, 2023, the Commission issued a notice scheduling a virtual workshop for September 7, 2023. The agenda for the September 7 workshop is included below in this notice.

Attached to this notice, the Commission also shares draft rules including rule changes concerning deposits, fees, payment arrangements, and customer notice of rate changes or restrictions in access to service.

- Attachment A includes proposed revisions of WAC 480-90, Gas companies - operations, for discussion.
- Attachment B includes proposed revisions of WAC 480-100, Electric companies, for discussion.

Disconnections was the primary topic discussed at the June 23, 2023, workshop. The Commission is still evaluating the information gathered during that workshop before seeking comment on draft rules related to disconnections.

THE COMMISSION GIVES NOTICE that the Commission invites interested persons to attend the September 7, 2023, workshop to discuss draft rules, specifically potential rule changes related to deposits, fees, payment arrangements, and customer notice of rate changes or restriction in access to service for electric and natural gas service.

AGENDA

Respect. Professionalism. Integrity. Accountability.

Time	Agenda Item	Facilitator
10 minutes (9:30-9:40)	Introductions and agenda overview	Commission Staff/Commissioners
40 minutes (9:40-10:20)	Deposits Discussion	Commission Staff
40 minutes (10:20-11:00)	Fees Discussion	Commission Staff
10 minutes (11:00-11:10)	Break	Commission Staff
50 minutes (11:10-12:00)	Payment Arrangement Discussion	Commission Staff
45 minutes (12:00-12:45)	Lunch	
2 hours (12:45-2:45)	Customer Notice Discussion	Commission Staff
15 minutes (2:45-3:00)	Break	
60 minutes (3:00 – 4:00)	Public Comment	Commission Staff/Commissioners
10 minutes (4:00-4:10)	Next steps and closing remarks	Commission Staff/Commissioners

The Commission requests that each regulated company file in this docket within thirty-days a flow chart depicting its collection processes including the key events, triggers, timeframes, and thresholds for each sub-process related to uncollectible arrearage balances after non-payment disconnection.

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