



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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June 17, 2021

NOTICE OF TECHNICAL ASSISTANCE

RE: Docket U-200281, Order 03, Disconnection Reporting Guidance

TO REGULATED ENERGY COMPANIES:

On May 18, 2021, the Washington Utilities and Transportation Commission entered Order 03 in Docket U-200281. Order 03 requires:

[E]ach of the utilities to contact Bridgit Feeser, Assistant Director for Consumer Protection, prior to disconnecting any customer in the next 12 months. When such contact is made, consumer protection staff is directed to open an informal complaint in the affected customer's name and engage in additional efforts to contact the impacted consumer.¹

Consumer Protection staff has received questions from IOUs regarding the requirement to contact staff prior to disconnecting any residential or small commercial customer. This notice provides guidance to the IOUs related to the requirements set out in Order 03.

How Do We Notify the Commission of Planned Disconnections?

Before disconnecting any residential or small commercial customer (*i.e.*, after the disconnection notices are sent but prior to scheduling a field visit), regulated companies must email all required information to disconnects@utc.wa.gov.

What Information Is Required?

1. Please provide all applicable contact information for the customer including:
 - Account holder's name (include all approved account holders)
 - Account number
 - Service and mailing address
 - Email address
 - Phone numbers

¹ Pursuant to WAC 480-90-128(10) and WAC 480-100-128(10), a utility may not disconnect service while a customer is pursuing any remedy or appeal provided by these rules or while engaged in discussions with the utility's representatives or with the commission.

2. For each customer, please also include the history of all attempts to 1) notify the customer of the pending disconnection and 2) provide information and options for obtaining financial assistance. Please include the dates and outcomes of each contact or attempted contact. Examples include:
 - Disconnection notices, including phone calls and door visits (see Diagram 1 in Section A of Third Revised Term Sheet).
 - Confirmation and information pertaining to whether the customer qualified for assistance.
 - Payment plan discussions.
3. Please include assigned company contact name with contact information for each customer in the event that commission staff has questions.

What Does “Any” Customer Mean?

The term sheet pertains to residential and commercial customers not served on a large consumption tariff.

What Is the Reporting Frequency?

Prior to sending a work order (or other communication method) to disconnect a customer, companies must notify commission staff and halt the disconnection process for that customer account until the company receives a final disposition from commission staff.

The frequency for notifying commission staff depends on the companies’ schedule for disconnecting customers – if companies disconnect on a daily basis, daily reporting is required; if disconnections occur on a weekly basis, weekly reporting is required, etc.

When Can the Disconnection Move Forward?

Commission staff will notify the company contact once the investigation is closed. Staff will provide the company with the disposition of the complaint. If the disposition is company upheld, the company can move forward with disconnection. If staff finds the company did not follow Order 03, the company will need to make necessary corrections and resubmit the customer’s account information to the commission prior to any further disconnection activity– a follow up investigation will occur to ensure compliance with Order 03.

Will Notice Requirements Start Over?

Yes, disconnection notices must start over once the complaint is closed to comply with WAC 480-100-128(4)(d). The process remains the same as any disconnect complaint initiated by customers and passed to the company.

Questions?

Contact Bridgit Feeser at Bridgit.feeser@utc.wa.gov or (360) 664-1111.