



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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March 13, 2026

NOTICE OF OPPORTUNITY TO PROVIDE COMMENTS

(Comments are due by 5 p.m. Friday, April 17, 2026)

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 possible changes to customer notice, credit and collection rules, late fees, disconnection fees, reconnection fees, and deposits. The Commission filed the CR-101 in Docket U-210800.

On August 28, 2023, the Commission issued draft rules and held a workshop to gather input on the draft rules on September 7, 2023. The Commission paused working on the rulemaking shortly after the workshop to focus on other high priority work and alleviate staff shortages. In 2025, Commission Staff resumed work on the rulemaking.

WRITTEN COMMENTS

The Commission provides notice that interested persons may file comments in this docket on the most recent draft revisions of the rules by 5 p.m. on Friday, April 17, 2026. Specifically, the Commission is seeking comments on the following:

- Revised draft of Chapter 480-90 WAC (See Attachment A).
- Revised draft of Chapter 480-100 WAC (See Attachment B).

Additionally, the Commission requests responses to the following questions:

- 1) Master meter vs. primary meter. These draft revised rules in WAC 480-100 replace the term “master meter” with “primary meter”. At the workshop on September 7, 2023, the utilities expressed concern with the change, indicating that the term “master meter,” in the electric rules, had a specific meaning. The Commission notes that the term “master meter” is no longer used in the National Electrical Code. Does the term “master meter” have a specific legal meaning, such as in utility tariffs, or is it used in other utility codes

and standards? Would it be sufficient to state in the Commission's electric rules that primary meter and master meter have the same meaning?

- 2) The increase in customers receiving scam texts and phone calls is a concerning trend. The draft revised rules try to modernize communication methods by leaning more towards digital communications such as text messages and email. What steps can or are utilities taking to protect consumers from such scams and how can legitimate communication be better differentiated from fraudulent attempts?
- 3) The Fourth Revised Term Sheet in Docket U-200281, in particular Section I, relates to data reporting, and requires quarterly and monthly data reporting consistent with Sections J and K of the same document. For 30 days after the end of this rulemaking, the Commission will require that utilities continue to report this data. Due to significant overlap between the data reporting in U-200281 and the Performance Based Rate Making effort in U-210590, Staff proposes to end monthly reporting and continue annual reporting in the Commission Basis Report with the following items:
 1. Disconnections
 - a. The number and percentage of customers, by customer class, for Named, Non-Named Communities, and separately for known-low-income customers disconnected for nonpayment each month during the period by census tract;
 - b. Average duration of nonpayment disconnection, by customer class, for Named, Non-Named Communities, and separately for known-low-income customers each month, by census tract;
 - c. The number of customers, by customer class, for Named, Non-Named Communities, and separately for known-low-income customers receiving disconnection notices each month during the period by census tract;
 2. Utility Funded Assistance
 - a. The number of customers enrolled in each utility funded assistance program for each month of the period, broken down by census tract.
 - i. (For example: For each month of the year, at census tract 53063002501, the utility would report the number of customers enrolled in Bill Discount Rate, Arrearage Management Program, and one-time grant recipients in order to compare the numbers over time and geographic location)
 - b. The dollar amounts provided for each utility funded assistance program for each month of the period broken down by census tract.
 - i. (For example: For each month of the year, at census tract 53063002501, the utility would report the dollar amounts provided to customers enrolled in BDR, AMP, and one-time grant recipients in order to compare the dollars over time and geographic location)
 - c. The number of customers enrolled in each tier of the utility bill discount program for each month of the period, broken down by census tract.
 - i. (For example: For each month of the year, at census tract 53063002501, the utility would report the number of customers receiving each tier of assistance in order to compare enrollments over time and geographic

location.)

- d. The dollar amounts provided for each tier of the utility bill discount program broken down by census tract.
 - i. (For example: For each month of the year, at census tract 53063002501, the utility would report the dollar amounts provided for each discount tier of assistance in order to compare enrollments over time and geographic location.)

Questions

1. Are there any other data points the Commission should consider requiring utilities to continue reporting?
2. Current data reporting in U-200281 is by zip code. Should the utilities report data by census tract?
3. Is annual reporting sufficient?

Per WAC 480-07-250(3), written comments must be sent in electronic form, specifically in searchable .pdf format (Adobe Acrobat or comparable software). As provided in WAC 480-07-140(5), those comments must be submitted via the Commission's web portal at www.utc.wa.gov/e-filing. If you are unable to submit documents via the portal, you may submit your comments to the Commission's Records Center by email to records@utc.wa.gov or by mailing an electronic copy on a flash drive, DVD, or compact disc that includes the filed document(s). Comment submissions should include:

- The docket number of this proceeding - Docket U-210800.
- The commenting party's name.
- The title and date of the comment or comments.

The Commission will post all comments that are provided in electronic format on its website at <https://www.utc.wa.gov/casedocket/2021/210800>.

If you are unable to file your comments electronically the Commission will accept a paper document by mail.

If you need translation materials, please email records@utc.wa.gov or call (360) 664-1234.

STAY INFORMED OF THIS PROCEEDING

Information related to this proceeding, including comments filed by interested persons, will appear on the Commission's website as it becomes available. Anyone filing comments will receive future communications the Commission issues in this docket. If you do not file comments but want to receive this information, contact the Commission's Records Center at (360) 664-1139 or by email at records@utc.wa.gov and ask to be added to the mailing list for Docket U-210800.

When contacting the Commission, please refer to Docket U-210800 to ensure that you are placed on the proper service list. The Commission's mailing address is:

Executive Director and Secretary
Washington Utilities and Transportation Commission
P.O. Box 47250
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If you have questions about this proceeding or the information in this notice, contact Andrew Roberts, Regulatory Analyst at (360) 664-1101, or by email at andrew.roberts@utc.wa.gov.

Jeff Killip
Executive Director and Secretary