

June 2, 2000

## **REQUEST FOR INFORMATION**

**(June 16, 2000)**

RE: Electric Companies Rulemaking, Docket UE-990473  
Gas Companies- Operations Rulemaking, Docket UG-990294

Dear Company Representatives:

The Commission is considering changing rules for customer notification as part of its review of the electric and gas rules. Comments from company representatives in recent rule workshops indicate that posting notices in business offices or pay stations no longer provides a useful method of notifying customers of changes that will affect them.

A questionnaire prepared by Commission staff accompanies this letter. The questionnaire is designed to gather information from company representatives about recent billing and customer notice practices. The information you provide, and your participation in future workshops and/or through written comments will guide the changes to be made to our current rule.

Please complete and return this questionnaire by **5:00 p.m., June 16, 2000**. You may respond via e-mail at [phansen@wutc.wa.gov](mailto:phansen@wutc.wa.gov), by fax at 360-664-3604 or by U.S. mail at WUTC, P. O. Box 47250, Olympia, WA 98504-7250.

If you have any questions regarding this request, please contact Penny Hansen at 360-664-1117.

Sincerely,

CAROLE J. WASHBURN,  
Secretary