Service Date: September 16, 2026

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

September 16, 2026

NOTICE OF VIRTUAL WORKSHOP
(Thursday, October 15, 2026, at 9 a.m.)

Phone: (253) 215-8782 • Meeting ID: 846 8994 4795 • Passcode: 392203
Zoom: Virtual Rulemaking Workshop

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.

On March 13, 2026, the Commission issued draft rules with a notice of opportunity to comment.

On September 11, 2026, the Commission held a workshop to further discuss the proposed revisions. During the workshop it became clear that a more detailed discussion was needed on specific revisions. Commission staff will be available on October 15, 2026, to have that discussion. An agenda will be issued before the workshop.

WORKSHOP
The Commission now gives notice that it will hold a virtual workshop on October 15, 2026, from 9 a.m. to noon. Interested persons may join the meeting via Zoom by calling (253) 215-8782 and using Meeting ID: 846 8994 4795# and Passcode: 392203#. To participate in the meeting using Zoom on a computer or mobile device: join virtual workshop.[1]

[1] https://utc-wa-gov.zoom.us/j/84689944795?pwd=cbbu5645H1KeYJ6t8W8dWQGLDX7Hyd.1.

Docket materials are available on the Commission's website: https://www.utc.wa.gov/casedocket/2021/210800.

If you wish to be placed on the interested parties contact list, please submit your request to the Commission's Records Center at records@utc.wa.gov.

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 five business days prior to the meeting by calling Kia McGlone at (360) 664-1193 or by sending an email to equity@utc.wa.gov.

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 about 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
Olympia, WA 98504-7250

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

Jeff Killip
Executive Director and Secretary