



Meter and Billing Issues Proposed Rulemaking  
Workshop Agenda  
Docket U-144155  
May 20, 2015

**Rules Reviewed:** WACs 480 -90-178 and 480-100-178 (Billing Requirements)

**Agenda:**

9:30 a.m. Opening comments – Roger Kouchi, Commissioners

- Commissioners’ welcoming remarks
- Introductions
- Where we are in the rulemaking process

9:45 a.m. Discussion – Companies provide brief summary of responses to topics listed on page two of the workshop agenda.

- 9:50 – 10:05 a.m. Avista
- 10:05 – 10:20 a.m. Cascade Natural Gas
- 10:20 – 10:35 a.m. Northwest Natural Gas
- 10:35 – 10:50 a.m. Pacific Power & Light
- 10:50 – 11:05 a.m. Puget Sound Energy

11:05 a.m. Break

11:15 – 11:45 a.m. Discussion continued

11:45 – 12:00 p.m. Recap and next steps

12:00 p.m. Adjourn

## Topics for Discussion

1. **Company policies and goals** regarding the identification and resolution of stopped meters and unidentified usage meters.
2. **Company best practices** to achieve the stated goals to include investigation thresholds, notification of the customer, etc.
3. **Standards** for the length of retroactive bills for stopped meters and unidentified energy use meters.