

**BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of the Rulemaking To  
Modify Existing Consumer Protection and  
Meter Rules To Include Advanced  
Metering Infrastructure

DOCKET U-180525

**SUPPLEMENT TO THIRD COMMENTS OF THE ENERGY PROJECT**

**September 17, 2019**

The Energy Project filed its Third Comments in this docket on September 16, 2019. The comments recommended a number of amendments to the disconnection rules and indicated that a supplemental filing would be made with specific proposed language.<sup>1</sup> The Energy Project respectfully requests that these amendments be considered in conjunction with the September 16 comments. The proposed amendments below are made to the Revised Draft Rules<sup>2</sup> issued with the August 14 Notice.

Additional Content for The Disconnection Notice/Premise Visit –  
Amending Draft Informal WAC 480-100-138(4)(b)

(b) Each disconnection notice must include all relevant information about the disconnection action including:

(i) The cause for disconnection, the amount owed for regulated electric service, and how to avoid disconnection, including the availability of a payment plan as required under WAC 480-

---

<sup>1</sup> Third Comments of The Energy Project, September 16, 2019, ¶ 39, n.18.

<sup>2</sup> Unless otherwise indicated, these amendments are also proposed for the natural gas rules in WAC 480-90.

100-138, Payment arrangements, and the availability of the medical emergency rule as required under WAC 480-100-138(8);

(ii) All relevant information about any charges that the utility is assessing or that it may assess;

(iii) The utility's name, address, and toll-free telephone number by which a customer may contact the utility to discuss the pending disconnection of service;

(iv) If the notices are for nonpayment and the utility is scheduling disconnection between November 15 and March 15 of the following year, the utility must advise the customer of the payment plan option in WAC 480-100-143, Winter low-income payment program; and

(v) If the utility will be disconnecting service via a remote disconnection device, the notice must include a statement that utility personnel will ~~not~~ come to the premises at the time of disconnection.

(vi) How to obtain bill assistance under LIHEAP and any other available bill assistance programs.

Extended Duration for Medical Certification  
Amending Draft Informal Rule WAC 480-100-138(8)(b)

(b) The medical certification is valid only for the length of time the health endangerment is certified to exist but no longer than ~~sixty days~~ six months for non-chronic conditions, or twelve months for chronic conditions, unless renewed.

Medical Emergency – Utility Website Information  
Amending Draft Informal Rule WAC 480-100-138(8)

Include the following subsection in the rule:

(x) A utility shall clearly and conspicuously display on its website information regarding the medical emergency rule and how it can be used to avoid disconnection.

Remote Disconnection Amendments – Medical Emergency/Cash Payment  
Amendments to Draft Informal Rule WAC 480-100-138(6)

(6) Remote Disconnection. When disconnecting services remotely, the utility must:

(a) Limit the number of remote disconnections in a 24-hour period and disable remote disconnection functionality for medical facilities and other critical infrastructure or take other reasonable measures to prevent unauthorized disconnections;

(b) Perform all remote disconnections for non-payment between the hours of 8 a.m. and noon and may only remotely disconnect service if the utility is able to reestablish service on the same day;

(c) Prior to disconnecting a customer who has an active medical certificate or who has had a medical emergency verified in the prior two years in accordance with subsection (8) of this section, visit the customer's premises and provide the customer with an opportunity to pay via

appropriate methods including providing cash or other form of payment to the dispatched utility representative;

(d) Prior to disconnecting a customer who ~~the utility is aware~~ has received low-income assistance in the prior two years, visit the customer's premises and provide the customer with an opportunity to pay via appropriate methods including providing cash or other form of payment to the dispatched utility representative;

(e) For the purpose of this section, a disconnection after a site visit is not considered a remote disconnection, even if service is disconnected remotely;

(f) If a site visit is not required to disconnect the service, the utility may not charge any fees for the disconnection unless the utility's tariff includes a specific charge for remote disconnection.

(x) [Alternate - Assumes rules preserve site/premise visits for all non-payment disconnections]. Prior to disconnecting a customer for non-payment, visit the customer's premises, provide the customer with information about how to avoid disconnection under Commission rules, and provide the customer with an opportunity to pay via appropriate methods including providing cash or other form of payment to the dispatched utility representative;

Minimum Arrearage  
Amendment to Draft Informal Rule WAC 480-100-138(2)

(2) Utility-directed with notice. After notifying the customer as required in subsection (4) of this section, the utility may disconnect service for any one of the following conditions:

(a) The customer has delinquent charges associated with regulated electric service, including any required deposit; however the utility may not disconnect service when the customer has met the requirements of subsection (8) of this section for medical emergencies, or has agreed to and maintains agreed-upon payment arrangements with the utility, as described in WAC 480-100-143, Winter low-income payment program, or has a delinquent balance of less than two hundred dollars;