**WAC 480-100-023 Definitions.**

**"Affiliated interest"** means a person or corporation as defined in RCW 80.16.010.

**"Applicant"** means any person, corporation, partnership, government agency, or other entity that applies, or is named in an application as a person having joint responsibility, for service with an electric utility or who reapplies for service at a new or existing location after service has been disconnected if the utility requires the person to reapply for service.

**“Aggregate Data”** means any collection of customer data by a utility from which identifiable information has been removed or modified so that the information cannot be attributed to any individual customer.

**"Business day"** means Monday through Friday, 8:00 a.m. until 5:00 p.m., except for official state holidays.

**"Commission"** means the Washington utilities and transportation commission.

**"Control"** means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of a company, whether through the ownership of voting shares, by contract, or otherwise.

**"Customer"** means any person, corporation, partnership, government agency, or other entity that has applied, or is named as a person having joint responsibility, for service and that has been accepted and is currently receiving or is entitled to receive such service. "Customer" for purposes of these rules may also include a person or other entity whose service has been involuntarily disconnected if that person or entity seeks to have the utility reconnect service.

**"Customer information"** means personal, private, or proprietary information that, either alone or in combination with other information, identifies, describes, or is otherwise associated with utility service provided to a specific customer, property, or residence, including but not limited to information related to the quantity, technical configuration, type, or destination of service or products subscribed to by a customer. Customer information includes, but is not necessarily limited to, private customer information and proprietary customer information as defined in RCW 19.29A.010 and personal information as defined in RCW 19.255.010.

**"Electric utility (utility)"** means any business entity (e.g., corporation, company, association, joint stock association, or partnership) or person, including a lessee, trustee, or court appointed receiver that is subject to the commission’s jurisdiction and that owns, controls, operates, or manages any electric plant for hire in Washington.

**“Primary purpose”** means a business need to provide regulated utility services as required by state or federal law, or as specifically authorized in the utility’s effective tariff or by the commission.

**"Subsidiary"** means any company in which the electric utility owns directly or indirectly five percent or more of the voting securities, unless the utility demonstrates it does not have control of that company.

**“Written consent”** means permission or authorization in writing, whether electronic or in hard copy.

**Other terms.** Terms used in this chapter and defined in the public service laws of Washington state (i.e., principally Title 80 RCW) have the same meaning here as in the statutes. Terms not defined in these rules or the applicable statutes have the meaning generally accepted in the electric industry, or their ordinary meaning if there is no meaning generally accepted in the electric industry.

[Statutory Authority: RCW 80.01.040, 80.04.160, 81.04.160 and 34.05.353. WSR 05-06-051 (Docket No. A-021178 and TO-030288, General Order No. R-518), § 480-100-023, filed 2/28/05, effective 3/31/05. Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 01-11-004 (Docket No. UE-990473, General Order No. R-482), § 480-100-023, filed 5/3/01, effective 6/3/01.]

**WAC 480-100-128 Disconnection of service.** (1) **Customer-directed.** The utility may require customers to give at least three-days advance notice of customer-directed disconnection when the utility uses dispatched utility personnel to disconnect service. The utility may require up to twenty-four hour advance notice of customer-directed disconnection from customers serviced via a meter with remote disconnect capability. The customer is not responsible for usage after the requested date for disconnection of service, provided the customer gave the utility the notice required in this rule and the utility’s tariff. If the customer moves from the service address and fails to request that service be disconnected, the customer will be responsible for paying for service taken at that service address until the utility can confirm the date that the customer vacated the premises or that a new responsible party is taking service at that address.

2required4nect

The customer has; however themay 8and

The customer has dthethe utility has provided

A customer who is purchasinghas

The customer refuses

The customer violatesutility

The customer usesin a manner or may result in detrimental impacts to the safety of those customers or other persons, customers’ equipment or property, or utility service

3

(4) **Disconnection notification requirements.** The utility must notify a customer as provided in this subsection (4) before disconnecting the customer’s service, except as described in subsection (7) of this section.

(a) The utility must provide at least two separatedisconnection notices to the customer.

(i) The utility must provide the first written disconnection notice by delivery of a hard copy to the service premises. The utility must either mail a hard copy of the notice or deliver the notice to the service premises by attaching the notice to the customer’s primary door. The notice must be mailed or delivered to the premises at least eight business days before the disconnection date. If the notice is mailed from outside the states of Washington, Oregon, or Idaho, the utility must mail the notice eleven days before the disconnection date. In addition, the utility must provide an electronic copy of the notice, if the utility has such contact information for the customer and the customer has consented to electronic delivery of notices from the utility, at the time the utility mails or delivers the hard copy of the notice.

(ii) The utility must provide the second disconnection notice electronically (if the utility has such contact information and customer consent to electronic delivery of notices) at least two business days before the disconnection date and by one of the three options listed below:

Ahard copy of the at least two business days before the disconnection date

Bhard copy of the at least three business days before the disconnection date unless mailed outside of the states of Washington, Oregon, or Idaho, in which case the utility must mail the notice no less than six business days before the disconnection date.

Cby telephone at least three business days before the disconnection date to enable sufficient time to send a timely written notice if the utility is unable to reach the customer by telephoneThe utility must keep athe utility must deliver or mail a hard copy of the second notice as provided in subsections (A) or (B) above

 (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 480-100-138, Payment arrangements;

(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 may be disconnecting service via a remote disconnection device, the notice must include a statement that the utility may disconnect the customer’s service without a final visit from utility personnel.

(c) If the utility discovers an issued notice does not contain the information required under subsection (4)(b), or if the information in the notice is inaccurate, the utility must issue another notice to the customer as described in subsection (4)(a)(i) or (4)(a)(ii), as applicable, and must recalculate the scheduled disconnection date to the extent necessary to ensure that the utility complies with the minimum prior notice requirements.

 (d) If the utility does not disconnect service within ten business days from the disconnection date stated in a disconnection notice under (4)(a)(i) or (4)(a)(ii) of this subsection, the utility must restart the disconnection notice process required in subsection (4)(a) unless the customer and the utility have agreed upon a payment arrangement.

 (e) Utilities with combined accounts for both natural gas and electric service may disconnect the electric service in compliance with these rules if the reason for the disconnection applies or is attributable to that service. The utility may disconnect the natural gas service in compliance with Chapter 480-90 WAC if the reason for the disconnection applies or is attributable to that service. The utility must state which service it intends to disconnect and any measures the customer needs to undertake to retain the other service. If the utility seeks to disconnect both services, the utility must distinctly identify both services it intends to disconnect.

(f) When the service address is different from the billing address, the utility must determine if the customer of record and the service user are the same party. If not, the utility must provide notice to the service user as described in (4)(a) of this section prior to disconnecting service.

(g) Except in case of danger to life or property, the utility may not disconnect service on Saturdays, Sundays, legal holidays, or on any other day on which the utility cannot reestablish service on the same or following day.

(h) Any representative the utility dispatches in connection with service disconnection must accept payment of a delinquent account at the service address, but will not be required to give change for cash paid in excess of the amount due and owing. The utility must credit any over-payment to the customer's account. The utility may charge a fee for the disconnection visit to the service address if provided for in the utility's tariff.

(i) When the utility provides service through a master meter, or when the utility has reasonable grounds to believe it is providing service to a person other than the customer of record, the utility must undertake reasonable efforts to inform the occupants of the service address of the impending disconnection. Upon request of one or more service users, where service is to someone other than the customer of record, the utility must allow at least five days past the original disconnection date to permit the service users to arrange for continued service.

(j) Medical facilities. The utility must take the following additional steps when the utility is aware that it is providing service to specified types of medical facilities.

(i) If the utility is providing service to a hospital, medical clinic, ambulatory surgery center, renal dialysis facility, chemical dependency residential treatment facility, or other medical care facility licensed or certified by the department of health (DOH), the utility must provide a notice of pending disconnection to the DOH secretary and to the customer. Upon request of the DOH secretary or designee, the utility must delay the disconnection for at least five business days past the original disconnection date to allow the DOH to take the necessary steps to protect the interests of the patients residing at the facility.

(ii) If the utility is providing service to a nursing home, boarding home, adult family home, group care facility, intermediate care facility for individuals with intellectual disabilities, intensive tenant support residential property, crisis residential center for children, or residential care facility licensed or certified by the department of social and health services (DSHS), the utility must provide a notice of pending disconnection to the DSHS secretary and to the customer. Upon request of the DSHS secretary or designee, the utility must delay the disconnection for at least five business days past the original disconnection date to allow DSHS to take the necessary steps to protect the interests of the patients residing at the facility.

(iii) A utility may not remotely disconnect customers who the utility is aware provide the services described in (j)(i) and (j)(ii) of this subsection, and the utility must take reasonable precautions to prevent any unauthorized disconnection of those customers.

(k) Any customer may designate a third party to receive a disconnection notice or notice of other matters affecting the customer's service. The utility must offer all customers the opportunity to make such a designation. If the utility believes that a customer is not able to understand the effect of the disconnection, the utility must take reasonable steps to ascertain whether a third party, such as DSHS or other social services agency, is responsible for the customer’s affairs. In either case, the utility must delay service disconnection for at least five business days past the original disconnection date after issuing a disconnection notice to the third party. The utility must determine which social service agencies are appropriate and willing to receive the disconnection notice, the name and/or title of the person able to deal with the disconnection, and provide that information to the customer.

(5) For purposes of this section, the date of mailing a notice will not be considered the first day of the notice period.

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

(a) Disable remote disconnection functionality for medical facilities and critical infrastructure as identified in or pursuant to the Washington state military department’s Washington State Infrastructure Protection Plan; and limit the number of remote disconnections in a 24 hour period 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 remotely disconnect service only if the utility is able to reestablish service upon receiving payment on the same day;

(c) Prior to disconnecting a customer who has an active medical certificate 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 payment to the dispatched utility representative;

 (d) Prior to disconnecting a customer for nonpayment 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 payment to the dispatched utility representative;(e) 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.

(7) **Utility-directed disconnection without prior notice.** (a) A utility may disconnect service without prior notice or without further prior notice under any of the following circumstances:

(i) After conducting a thorough investigation, the utility determines that the customer has tampered with or stolen the utility's property, has used service through an illegal connection, or has fraudulently obtained service. In any challenge to that determination, the utility has the burden of proving that fraud occurred. For the purpose of this section, a nonsufficient funds check or dishonored electronic payment alone will not be considered fraud.

(A) First offense. The utility may disconnect service without prior notice when it discovers theft, tampering, or fraud, unless the customer immediately pays all of the following:

(1) The tariffed rate for service that the utility estimates was used as a result of the theft, tampering, or fraud;

(2) All utility costs resulting from such theft, tampering, or fraud; and

(3) Any required deposit.

(B) Second offense. The utility may disconnect service without prior notice when it discovers further theft, tampering, or fraud. The utility may refuse to reconnect service to a customer who has been twice disconnected for theft, tampering, or fraud unless the commission determines otherwise.

(ii) After conducting a thorough investigation, the utility determines that the customer has vacated the premises;

(iii) The utility identifies a hazardous condition in the customer's facilities or in the utility's facilities serving the customer;

(iv) A customer pays a delinquent account with a check or electronic payment the bank or other financial institution has dishonored after the utility has issued appropriate notice as described in subsection (4) of this section;

(v) The customer has not kept any agreed-upon payment arrangement for payment of a delinquent balance after the utility has issued notice as required in subsection (4) of this section; or

(vi) The utility has determined a person has used service prior to applying for service. The utility must charge the person for service used in accordance with the utility's filed tariff. If the utility determines that the unauthorized usage is inadvertent, the utility should notify the person and provide an opportunity to apply for service prior to disconnection.

(b) If the utility disconnects service without prior notice as authorized in this subsection, the utility must subsequently notify the customer or affected person of the reason for the disconnection within five business days. Such notice must also describe the means by which the customer or person may dispute the utility’s actions, including but not limited to contacting the commission.

(c) This section should not be interpreted as relieving the customer or other person of civil or criminal responsibility.

8

n occupant

.

.

must.

 safter complying with the notice requirements in (4)(a)(ii) of this section.

(9) **Payments at a payment agency.** Payment of any past-due amounts to a designated payment agency of the utility constitutes payment when the customer informs the utility of the payment and the utility has verified the payment. The utility must promptly verify the payment upon notification from the customer.

(10) **Remedy and appeals.** A utility may not disconnect service while the customer is pursuing any remedy or appeal provided by these rules or while engaged in discussions with the utility's representatives or with the commission. Any amounts not in dispute must be paid when due and any conditions posing a danger to health, safety, or property must be corrected. The utility must inform the customer of these provisions when referring the customer to a utility supervisor or to the commission.

(11) **Disconnecting service during inclement weather.** A utility must establish conditions in its tariff(s) under which the utility will cease non-voluntary service disconnections during inclement weather events.

[Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 01-11-004 (Docket No. UE-990473, General Order No. R-482), § 480-100-128, filed 5/3/01, effective 6/3/01.]

**WAC 480-100-133 Reconnecting service after disconnection.** (1) An electric utility must make every reasonable effort to restore a disconnected service within twenty-four hours, or within four hours for customers who the utility has remotely disconnected, or other time mutually agreeable between the customer and the company, after the customer has paid, or at the time the utility has agreed to bill, any reconnection charge, and:

(a) The causes for disconnection not related to a delinquent account are removed and the customer pays any delinquent tariffed charges, plus any required deposit; or

(b) The customer has entered into an agreed-upon payment arrangement for a delinquent account and pays any required deposit as defined in WAC 480-100-113, Residential service deposit requirements or WAC 480-100-118, Nonresidential service deposit requirements; or

(c) The customer has paid all tariffed amounts due on the account that is not a prior obligation and the customer has paid any required deposit as defined in WAC 480-100-113, Residential service deposit requirements or WAC 480-100-118 Nonresidential service deposit requirements.

(2) The commission may require reconnection pending resolution of any dispute between the utility and the customer over the propriety of disconnection.

(3) If a site visit is not required to reconnect service, the utility may not charge any fees for the reconnection unless the utility’s tariff includes a specific charge for remote reconnection.

[Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 01-11-004 (Docket No. UE-990473, General Order No. R-482), § 480-100-133, filed 5/3/01, effective 6/3/01.]

**WAC 480-100-153 Protection and disclosure of customer information.** (1) A utility must take reasonable steps to safeguard all customer information within the utility’s possession or control from unauthorized access or disclosure. For purposes of this section, “safeguard” means encrypt in a manner that meets or exceeds the national institute of standards and technology (NIST) standard or is otherwise modified so that the customer information is rendered unreadable, unusable, or undecipherable by an unauthorized person.

(2) A utility may only collect and retain customer information that is reasonably necessary for the utility to perform duties directly related to the utility’s primary purpose unless the utility has first obtained and documented the customer’s written consent to collect and retain customer information for another purpose.

(3) A utility may disclose customer information without written customer consent to an affiliate, subsidiary, or parent organization only to the extent necessary for the utility to perform duties directly related to the utility’s primary purpose. The utility must obtain and document the customer’s written consent to disclose customer information to an affiliate, subsidiary, or parent organization for any other purpose.

(4) A utility may disclose customer information to third parties only to the extent necessary for the utility to perform duties directly related to the utility’s primary purpose unless the utility has first obtained the customer’s written consent to disclose customer information to third parties for other specified purposes. The utility must require all third parties to which it provides access to customer information to have policies, procedures, and technological safeguards in place to protect customer information that are no less stringent than the utility’s own standards.

(5) A utility is ultimately responsible for safeguarding customer information. The utility must ensure that it has and enforces contractual obligations with third parties, affiliates, subsidiaries, and parent organizations that require such entities to have and comply with policies, procedures, and technological safeguards sufficient to prevent the misuse or improper or unauthorized disclosure of customer information.

(6) An electric utility may not sell customer information. A utility may not otherwise disclose customer information to its affiliates, subsidiaries, parent organization, or any other third party for the purposes of marketing services or product offerings to a customer who does not already subscribe to that service or product, unless the utility has first obtained the customer's written consent. The utility must maintain a record of each customer’s written consent as required in subsection (9) of this section.

(7) Nothing in this rule may be construed to preclude the utility from complying with demands for customer information as required by law, such as through a warrant or subpoena.

(8) If a customer discloses or directs the utility to disclose customer information to a third party outside the context of the utility’s provision of regulated service to the customer, the utility will not be responsible for the security of that information or its use or misuse.

(9) The utility must retain the following information for each written consent a customer gives to the utility for disclosure of customer information:

(a) The date and customer confirmation of consent to disclose customer information;

(b) A list of the affiliates, subsidiaries, parent organizations, or third parties to which the customer has authorized disclosure of customer information;

(c) Information provided to the customer about how the customer can revoke consent; and

(d) Verification that the consenting customer’s name, service address, and account number exactly match the utility record for the customer’s account.

(10) Subject to agreements a customer has made with third parties, a customer has the right to revoke, at any time, any previously granted consent for the utility to disclose customer information in the future to an affiliate, subsidiary, parent organization, or third party for purposes that are not necessary for the utility to perform duties directly related to the utility’s primary purpose. The utility may require that any such revocation not be effective until up to ten business days after the customer submits that revocation to the utility.

(11) The utility must post and maintain its privacy policy on its website in a prominent location.

(a) The utility must notify new customers how they can access a copy of the privacy policy upon the initiation of utility service.

(b) Whenever the utility amends its privacy policy it must notify existing customers by whatever method the utility uses to transmit the customers’ bills.

(c) The utility must provide a written copy of its privacy policy upon customer request.

(d) Any notice regarding the utility’s privacy policy must include a customer service phone number and website address where customers can direct additional questions or obtain additional information.

(12) This section does not prevent disclosure of the essential terms and conditions of special contracts as provided in WAC 480-80-143, Special contracts for gas, electric, and water companies.

(13) This section does not prevent the utility or its approved third parties from inserting any marketing information into the customer's billing package.

 (14) The utility must provide a user-friendly website interface through which customers may access their own customer information without charge. The utility may implement reasonable procedures to verify the customer’s identity before providing access to customer information through this interface.

(15) The utility must make a reasonable effort to respond to requests from customers for their own customer information within five business days of the customer request.

(16) The utility must ensure that the information it collects, stores, uses, and discloses is reasonably accurate and complete and otherwise complies with applicable rules and tariffs regarding the quality of energy usage data.

(17) Each customer must have the opportunity to dispute the accuracy or completeness of the customer information the utility has collected for that customer. The utility must provide adequate procedures for customers to dispute the accuracy of their customer information and to request appropriate corrections or amendments.

(18) The utility must take all reasonable steps to destroy, or arrange for the destruction of, customer information in accordance with the utility’s data retention policies and practices.

(19) The utility must notify customers of any security breach involving disclosure of personal information as defined in RCW 19.255.010 in accordance with that statute. If a security breach involves customer information that does not contain personal information, the utility shall notify customers and the commission as soon as practicable of the breach and the measures the utility is taking to remedy the breach. The utility must take all reasonable measures, including but not limited to cooperating fully with law enforcement agencies, to recover lost information and prevent the loss of further customer information.

(20) The utility must review at least annually the type of customer information the utility has collected and ensure collection and retention of that information is reasonably necessary for the utility to perform duties directly related to the utility’s primary purpose or other purpose to which the customer has consented to the utility collecting that information.

(21) The utility may collect and release aggregate data to the extent reasonably necessary for the utility to perform duties directly related to the utility’s primary purpose but must have sufficient policies, procedures, and safeguards in place to ensure that the aggregated information does not allow any specific customer to be identified.

[Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 11-06-032 (Docket U-100523, General Order R-563), § 480-100-153, filed 2/25/11, effective 3/28/11. Statutory Authority: RCW 80.01.040, 80.04.160, 81.04.160, and 34.05.353. WSR 03-22-046 (Docket No. A-030832, General Order No. R-509), § 480-100-153, filed 10/29/03, effective 11/29/03. Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 01-20-060 (Docket No. UE-990473, General Order No. R-489), § 480-100-153, filed 9/28/01, effective 10/29/01.]

**WAC 480-100-178 Billing requirements and payment date.** (1) Customer bills must:

(a) Be issued at intervals not to exceed two one-month billing cycles, unless the utility can show good cause for delaying the issuance of the bill. The utility must be able to show good cause if requested by the commission;

(b) Show the total amount due and payable;

(c) Show the date the bill becomes delinquent if not paid;

(d) Show the utility's business address, business hours, and a toll-free telephone number and an emergency telephone number by which a customer may contact the utility;

(e) Show the beginning and ending meter readings for the current billing period, the current monthly or bimonthly read date, as applicable, and the total amount of kilowatt hours used for the billing cycle, provided that the customer bill must provide the meter readings and read date for the final reading for the applicable monthly or bimonthly billing cycle; the bill need not include interval readings, although customers must be provided access to their consumption data in accordance with WAC 480-100-153;

(f) Show the amount of kilowatt hours used for each billing rate, the applicable billing rates per kilowatt hour, the basic charge or minimum bill;

(g) Show the amount of any municipal tax surcharges or their respective percentage rates, if applicable;

(h) Clearly identify when a bill has been prorated. A prorated bill must be issued when service is provided for a fraction of the billing period. Unless otherwise specified in the utility's tariff, the charge must be prorated in the following manner:

(i) Flat-rate service must be prorated on the basis of the proportionate part of the period the service was rendered;

(ii) Metered service must be billed for the amount metered. The basic or minimum charge must be billed in full.

(i) Clearly identify when a bill is based on an estimation.

(i) The utility must detail its method(s) for estimating customer bills in its tariff;

(ii) The utility may not estimate for more than four consecutive months, unless the cause of the estimation is inclement weather, terrain, or a previous arrangement with the customer;

(j) Clearly identify determination of maximum demand. A utility providing service to any customer on a demand basis must detail in its filed tariff the method of applying charges and of ascertaining the demand.

(2) The minimum time allowed for payment after the bill's mailing date must be fifteen days, if mailed from within the states of Washington, Oregon, or Idaho, or eighteen days if mailed from outside the states of Washington, Oregon, and Idaho.

(3) The utility must allow a customer to change a designated payment-due date when the customer has a satisfactory reason for the change. A satisfactory reason may include, but is not limited to, adjustment of a designated payment-due date to parallel receipt of income. The preferred payment date must be prior to the next billing date.

(4) With the consent of the customer, a utility may provide billings in electronic form if the bill meets all the requirements for the use of electronic information in this chapter. The utility must maintain a record of the consent as a part of the customer's account record, and the customer may change from electronic to printed billing upon request, as provided in this chapter. The utility must complete the change within two billing cycles of the request.

(5) Corrected bills:

(a) A utility must issue a corrected bill upon finding that an underbilling or overbilling occurred as a result of a meter failure, meter malfunction, meter with unassigned energy usage, or any other situation where energy usage was not billed or was inaccurately billed. The utility must use the rates and rate schedule in effect during the billing period(s) covered by the corrected bill. The utility must issue the corrected bill within sixty days from the date the utility discovered that an account had been underbilled or overbilled. Except as provided in subsection (7) of this section, when a utility's investigation finds that it has underbilled energy usage, it may not collect underbilled amounts for any period greater than six months from the date the error occurred. The maximum period for which utilities are required to adjust bills for overbilling is six years.

(b) For the purposes of this rule:

(i) A meter failure or malfunction is defined as: A mechanical malfunction or failure that prevents the meter or any ancillary data collection or transmission device from registering or transmitting the actual amount of energy used. A meter failure or malfunction includes, but is not limited to, a stopped meter, a meter that is faster or slower than the metering tolerance specified in WAC 480-100-338, or an erratic meter.

(ii) An unassigned energy usage meter is defined as a meter that is installed at a valid service address and accurately records energy usage during a period of time where there was no active electric service account at that premises.

(c) A utility must develop and maintain procedures that establish practices for the prompt identification, repair and replacement of meters that are not functioning correctly and for identification of unassigned usage meters. The objective of such procedures shall be to mitigate the number of underbilling occurrences that exceed six months in duration. These procedures must address, at a minimum:

(i) Practices to prevent the issuance of corrected bills due to incorrect prorated bills, improperly assigned meters, incorrectly installed meters, incorrect billing rate schedules, incorrect billing multipliers, or any other event that may affect billing accuracy.

(ii) Processes for the investigation of meter issues include, but are not limited to, stopped, slowed, and erratic usage meters.

(iii) Processes for the investigation of meter usage from unidentified usage meters.

(6) For the purpose of this rule, a corrected bill may take the form of a newly issued bill or may be reflected as a line item adjustment on a subsequent monthly or bimonthly bill. When a corrected bill is issued, the utility must provide the following information on the corrected bill, in a bill insert, letter, or any combination of methods that clearly explains all the information required to be sent to the customer:

(a) The reason for the bill correction;

(b) A breakdown of the bill correction for each month included in the corrected bill;

(c) The total amount of the bill correction that is due and payable;

(d) The time period covered by the bill correction; and

(e) When issuing a corrected bill for underbilling, an explanation of the availability of payment arrangements in accordance with WAC 480-100-138(1) payment arrangements.

(7) Exceptions to billing correction rules:

(a) Corrected bills related to an underbilling due to tampering or interference with the utility's property, use of the utility's service through an illegal connection, or the fraudulent use of a utility's service, are exempt from the six-month restriction set forth in subsection (5)(a) of this section.

(b) Adjustments for underbilling of nonresidential customers will be limited to six months. However, the utility may extend this period for good cause if a longer period is appropriate due to circumstances such as the complexity of specific accounts, changing metering configurations, load changes of large industrial customers, special meter configuration involving current transformers, or wiring reconfiguration by the customer. Utilities must report to the commission within sixty days the reasons for any adjustments longer than six months.

(c) The utility may choose not to issue a corrected bill to recover underbilled amounts less than fifty dollars.

(8) An estimated meter read made in accordance with subsection (1)(i) of this section is not considered a meter failure or malfunction or a situation where energy usage was inaccurately billed. A bill true-up (correction) based on an actual meter reading after one or more estimated bills is not considered a corrected bill for purposes of subsection (5)(a) of this section.

[Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 16-06-038 (Docket U-144155, General Order R-586), § 480-100-178, filed 2/23/16, effective 3/25/16; WSR 11-06-032 (Docket U-100523, General Order R-563), § 480-100-178, filed 2/25/11, effective 3/28/11; WSR 01-11-004 (Docket No. UE-990473, General Order No. R-482), § 480-100-178, filed 5/3/01, effective 6/3/01.]

**WAC 480-100-318 Meter readings, multipliers, and test constants.** (1) Electric utilities must use electric meters or other such devices to accurately record or indicate the quantity of electricity sold to customers. Such measuring devices will allow utilities to calculate a customer's consumption in units of kilowatt hours or other units as filed in the company's tariffs.

(2) Electric utilities that decide to either measure a customer's consumption with a device that employs a multiplier or calculate consumption from recording devices must provide customers, upon request, information sufficient to enable the customer to compute the quantity consumed.

(3) Indirect reading meters and those that operate from instrument transformers must have the multiplier plainly marked on the dial of the instrument or be otherwise suitably marked.

(4) The watt-hour constant for the meter itself must be placed on all watt-hour meters (as specified in ANSI C12.1). Information about the ANSI C12.1 regarding the version adopted and where to obtain it is set out in WAC 480-100-999, Adoption by reference.

(5) Measuring devices that have the capability to do so must measure all energy sold to customers at a minimum of 60-minute intervals for residential customers and 15-minute intervals for non-residential customers.

 [Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 01-11-004 (Docket No. UE-990473, General Order No. R-482), § 480-100-318, filed 5/3/01, effective 6/3/01.]