**WAC 480-90-023 Definitions.** **"Affiliated interest"** means a person or corporation as defined in RCW 80.16.010.

**“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.

**"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 a gas 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.

**"British thermal unit"** (Btu) means the quantity of heat required to raise the temperature of one pound of water at 60° Fahrenheit and standard pressure, one degree Fahrenheit.

**"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 applied, or is named in an application 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.

**"Cubic foot of gas"** means a volumetric unit of measure used in sales and testing.

**“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.

**"Sales volume"** means a cubic foot of gas for billing purposes is the amount of gas that occupies a volume of one cubic foot under the temperature and pressure conditions existing in the customer's meter. Temperature and/or pressure recording or compensating devices may be used to reflect temperature or pressure base conditions for computing the volume sold. Temperature and/or pressure compensation factors may be used to compute the volume of gas sold as provided in the utility's tariff.

**"Testing volume"** means a cubic foot of gas for testing purposes is the amount that occupies a volume of one cubic foot at a temperature of 60° Fahrenheit and pressure of 14.73 pounds per square inch absolute.

**"Gas"** means any fuel or process gas, whether liquid petroleum gas, manufactured gas, natural gas, or any mixture of these.

**"Liquefied petroleum gas"** means a gas consisting of vapors of one or more of the paraffin hydrocarbons, or a combination of one or more of these vapors with air.

**"Manufactured gas"** means any gas produced artificially by any process.

**"Natural gas"** means a mixture of gaseous hydrocarbons (chiefly methane) and nonhydrocarbons that occur naturally in the earth.

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

**"Therm"** means a unit of heat equal to 100,000 Btus.

**"Gas 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 gas plant in Washington or manufactures, transmits, distributes, sells, or furnishes gas to the public for compensation.

**“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 gas industry, or their ordinary meaning if there is no meaning generally accepted in the gas 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), § 480-90-023, filed 2/28/05, effective 3/31/05. Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 01-11-003 (Docket No. UG-990294, General Order No. R-484), § 480-90-023, filed 5/3/01, effective 6/3/01.]

**WAC 480-90-128 Disconnection of service.** (1) **Customer-directed.** The utility may require customers to give at least three-days advance notice of customer-directed disconnection prior to the date the utility must disconnect service. 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.

(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 gas 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 480-90-143, Winter low-income payment program;

(b) The customer has used the gas service the utility has provided for purposes or properties other than those specified in the customer's service application;

(c) A customer who is purchasing flat-rate service for nonmetered load has increased natural gas use without the utility's approval;

(d) The customer refuses to allow the utility’s representatives access to the customer's premises as required in WAC 480-90-168, Access to premises; identification;

(e) The customer violates utility rules, service agreements, or filed tariff(s); or

(f) The customer uses equipment in a manner that detrimentally affects the utility's service to its other customers or may result in detrimental impacts to the safety of those customers or other persons, customers’ equipment or property, or utility service.

(3) Gas service may not be disconnected for amounts that may be owed the utility for nonregulated services.

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The utility must provide at least two separate disconnection notices to the customer.

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.

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:

(A) Delivered notice. The utility must deliver the second notice to the service premises and attach it to the customer's primary door at least two business days before the disconnection date.

(B) Mailed notice. The utility must mail a hard copy of the second notice 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.

(C) Telephone notice. The utility must attempt at least two times to contact the customer by telephone during regular business hours 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 telephone. The utility must keep a log or record of the calls for a minimum of ninety calendar days showing the telephone number called, the time of the call, and details of the results of each attempted call. If the utility is unable to reach the customer by telephone, the 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 gas service, and how to avoid disconnection, including the availability of a payment plan as required under WAC 480-90-138, Payment arrangements;

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(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 480-90-143, Winter low-income payment program.can issued does not contain therequired under subsection (4)(b), or if the information in the notice is(4)(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.

ddoes not disconnect servicefromstated in a disconnection notice under (4)or (4)(a)(ii) the utility must restart notice process required in subsection (4)(a) unless the customer and the utility have agreed upon a payment arrangement.

e may disconnect the gas service in compliance with these rules if the reason for the disconnection applies or is attributable to that service. The utility may disconnect the electric service in compliance with Chapter 480-100 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.

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jThe utility must take the following additional steps when the utility is aware that it is providing service to specified types of medical facilities.

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If the utility is providing service to aindividuals with intellectual disabilities (DSHS)the utility must provide DSHS Upon request of the DSHS, the utility mustat least DSHS.

ktake reasonable steps to ascertain whether a third party, such as DSHS or otherservices , is responsible for the customer’s affairsat least service

5(6) **Remote Disconnection.** Utilities may not disconnect natural gas services remotely unless the commission authorizes utilities to remotely disconnect natural gas services.7**disconnection prior** (a) Adisconnectprior prior under any of the following circumstances

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vipersonpersonIf 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) .

(8) **Medical emergencies.** When the utility has cause to disconnect or has disconnected a residential service, it must postpone disconnection of service or must reinstate service for a grace period of five business days after receiving either verbal or written notification of the existence of a medical emergency. The utility must reinstate service during the same business day if the customer contacts the utility prior to the close of the business day and requests a same-day reconnection. Otherwise, the utility must restore service by 12:00 p.m. the next business day. When service is reinstated the utility will not require payment of a reconnection charge and/or deposit prior to reinstating service but must bill all such charges on the customer's next regular bill or on a separate invoice.

(a) The utility may require that the customer, within five business days, submit written certification from a qualified medical professional stating that the disconnection of gas service would aggravate an existing medical condition of a resident of the household. "Qualified medical professional" means a licensed physician, nurse practitioner, or physician's assistant authorized to diagnose and treat the medical condition without supervision of a physician. Nothing in this section precludes a utility from accepting other forms of certification, but the maximum the utility can require is written certification. If the utility requires written certification, it may not require more than the following information:

(i) Residence location;

(ii) An explanation of how the current medical condition will be aggravated by disconnection of service;

(iii) A statement of how long the condition is expected to last; and

(iv) The title, signature, and telephone number of the person certifying the condition.

(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, unless renewed.

(c) A medical emergency does not excuse a customer from having to pay delinquent and ongoing charges. The utility may require the customer to do the following within a five-business-day grace period:

(i) Pay a minimum of ten percent of the delinquent balance;

(ii) Enter into an agreement to pay the remaining delinquent balance within one hundred twenty days; and

(iii) Agree to pay subsequent bills when due.

Nothing in this section precludes the utility from agreeing to an alternate payment plan, but the utility must not require the customer to pay more than this subsection prescribes. The utility must send a notice to the customer confirming the payment arrangements within two business days of having reached the agreement.

(d) If the customer fails to provide an acceptable medical certificate or ten percent of the delinquent balance within the five-business-day grace period, or if the customer fails to abide by the terms of the payment agreement, the utility may disconnect service after 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 01-11-003 (Docket No. UG-990294, General Order No. R-484), § 480-90-128, filed 5/3/01, effective 6/3/01.]

**WAC 480-90-133 Reconnecting service after disconnection.** (1) A gas utility must make every reasonable effort to restore a disconnected service within twenty-four hours, or other time mutually agreeable between the customer and the utility, 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 480-90-113, Residential service deposit requirement, or WAC 480-90-118, 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 480-90-113, Residential service deposit requirements, or WAC 480-90-118, 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) A gas utility may not reconnect natural gas service remotely unless the commission authorizes utilities to remotely reconnect natural gas services.

[Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 01-11-003 (Docket No. UG-990294, General Order No. R-484), § 480-90-133, filed 5/3/01, effective 6/3/01.]

**WAC 480-90-153 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 consent to an affiliate, subsidiary, or parent organization only to the extent necessary 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) A gas utility may not sell customer information. A utility may not otherwise disclose customer information to its affiliates, subsidiaries, 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.

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(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

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

(10) Subject to agreements a customer has made with thirdparties, 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 maintain and post 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.

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(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 gas 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), § 480-90-153, 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), § 480-90-153, filed 10/29/03, effective 11/29/03. Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 01-20-059 (Docket No. UG-990294, General Order No. R-488), § 480-90-153, filed 9/28/01, effective 10/29/01.]

**WAC 480-90-178 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 toll-free telephone number and 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 therms 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 480-90-153;

(f) Show the amount of therms used for each billing rate, the applicable billing rates per therm, 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 that 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) A 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; and

(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 480-90-338, 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 gas 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 480-90-138(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 reconfigurations 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 billing error. A bill true-up 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), § 480-90-178, filed 2/23/16, effective 3/25/16; WSR 11-06-032 (Docket U-100523, General Order R-563), § 480-90-178, filed 2/25/11, effective 3/28/11; WSR 01-11-003 (Docket No. UG-990294, General Order No. R-484), § 480-90-178, filed 5/3/01, effective 6/3/01.]