

1 **Customer Notice Draft – July 24, 2001**

2
3 **Chapter 480-120-043 WAC Notice to public of tariff changes.**
4 **Telecommunications Companies**

5
6 **WAC 480-120-04U Posting of tariffs for public inspection and review.**

7 Each telecommunications company offering intrastate telecommunications
8 service under tariff must make available for public inspection and review all tariffs
9 governing its provision of service, as required by RCW 80.36.100. To comply
10 with this requirement, a company must fulfill the provisions of either subsection
11 (1) or subsection (2).

12 (1) **Web, telephone, and mail access.** The company must:

13 (a) Maintain a complete copy of its tariff or tariffs, all current cancelled
14 sheets, and all proposed tariff changes on an Internet web site accessible to the
15 public using generally available browser software;

16 (b) Provide a toll-free telephone number by which customers and
17 applicants can obtain assistance during normal business hours from a company
18 agent qualified to assist the customer in locating, interpreting, and applying tariff
19 provisions;

20 (c) Upon written or oral request by any customer or applicant, deliver at no
21 charge a copy of any tariff page that relates to the customer's or applicant's
22 service; and

23 (d) Include on each customer bill and notice the address of the web site
24 and the toll-free telephone number.

25 (2) **Physical access.** The company must make available for public
26 inspection and copying a complete copy of its tariff or tariffs, all current cancelled
27 sheets, and all proposed tariff changes at one or more offices in each county
28 where it offers service. The company must provide at each office either an agent
29 qualified to assist the customer in locating, interpreting, and applying tariff
30 provisions or access to such an agent by a toll-free telephone number.

31
32 **WAC 480-120-04V Publication of proposed tariff changes to increase**
33 **recurring charges or restrict access to services.**

34 Each telecommunications company offering intrastate telecommunications
35 service under tariff must publish all proposed changes to its tariff, as required by
36 RCW 80.36.110. For any proposed tariff change that would increase recurring
37 rates or restrict access to services (e.g., discontinue a service, or limit access to
38 service by imposing a new usage level on existing services), a company must
39 fulfill the requirements of either subsection (1) or subsection (2).

40 (1) **Notice to individual customers.** To comply under this method, the
41 company must, at least thirty days before the effective date of the proposed
42 change, mail the posting to each customer that would be affected by the
43 proposed change. The posting must include the information listed in subsection
44 (3).

45 (2) **Published notice.** To comply under this method, the company must,
46 at least thirty days before the effective date of the proposed change, publish

47 notice of the proposed change within the geographical areas where it offers
48 service. The company will make a good faith effort to publish this information.
49 To meet minimum publication requirements, a company must:

50 (a) Distribute copies of the published notice to community agencies and
51 organizations in the geographic area where it offers service and request that the
52 agency or organization post it at locations accessible to the public. The company
53 must include in its distribution list these agencies and organizations: public
54 libraries, senior centers, county governments, city and town halls, federally-
55 funded community action agencies, and any agency or organization that requests
56 these notices.

57 (b) Cause to be printed in large print, as a paid advertisement, a complete
58 copy of the published notice in each daily or weekly newspaper of general
59 circulation in the geographic area within which it offers service. The commission
60 will maintain a list of these newspapers and will provide it on request to any
61 utility;

62 (c) Provide to television stations and radio stations, as designated by the
63 commission, in the geographic area within which it offers service a news release
64 or public service announcement summarizing the published notice. The release
65 or announcement must include a toll-free number that customers can use to
66 obtain more information from the telecommunications company. The
67 commission will maintain a list of area television and radio stations and will
68 provide it on request to any utility; and

69 (d) Post a complete copy of the published notice on an Internet web site
70 accessible to the public using generally available browser software.

71 (3) **Content of postings.** The published notice required by this rule must
72 include, at a minimum:

73 (a) The date the notice is issued;

74 (b) The company's name and address;

75 (c) A brief explanation of the reason(s) the company has requested the
76 rate change (e.g., increase in labor costs, recovery of new plant investment, and
77 increased office expenses, such as, postage and customer billing);

78 (d) A comparison of current and proposed rates by service;

79 (e) When the rates will be billed (i.e., monthly or bi-monthly);

80 (f) The requested effective date and, if different, the implementation date;

81 (g) A statement that the commission has the authority to set final rates that
82 may vary from the company's request, which may be either higher or lower
83 depending on the results of the investigation;

84 (h) A description of how customers may contact the company if they have
85 specific questions or need additional information about the proposal; and

86 (i) Public involvement language. A company may choose from (i)
87 commission-suggested language, or (ii) company-developed language.

88 (i) Commission-suggested language is available from the
89 commission's designated public affairs officer.

90 (ii) Company-developed language must include the commission's
91 mailing address, toll-free number, and docket number, if known, and a brief
92 explanation:

- 93 (A) How to participate in the commission’s process by
94 mailing or faxing a letter, or submitting an e-mail; and
95 (B) How to contact the commission for process questions or
96 to be notified of the scheduled open meeting at which the proposal will be
97 considered by the commission.
98

99 **WAC 480-120-04W Notice of tariff changes other than increases in**
100 **recurring charges and restrictions in access to services.**

101 (1) The purpose of this notice is to inform customers of changes to rates that will
102 appear on customer bills. This section applies to items from the commission’s
103 open public meeting agenda, including the “no action” agenda.

104 (2) A company must provide notice to each affected customer at the time
105 the charges are applied to the bill, when a company increases rates for:

106 (a) Any charge a customer may incur without being quoted a rate or price
107 by the company (e.g., late payment fees, NSF fees, a one-time charge); and

108 (b) Local taxes.

109 (3) Content of notice. At a minimum, notice after final commission
110 disposition must include the effective date, a clear description of changes to rates
111 or services and a company contact number where customers may seek
112 additional information.

113 (4) Methods of notice permitted include: bill insert, bill message, printing
114 on the billing envelope, a separate mailing to all affected customers or, if the
115 company has the capability and the customer has authorized, by e-mail.
116

117 **WAC 480-120-04X Formal hearing notice.**

118 (1) For adjudicated proceedings where there is a hearing to take testimony from
119 the public, the company will provide customer notice to each affected customer.
120 Customer notices will be included in the bill package beginning with the cycle
121 being billed forty-five-days before the first public hearing. The timing, location,
122 and amount of notice (if longer than required above) will be addressed in the pre-
123 hearing conference order.

124 (2) Content of notice. All information contained in WAC 480-120-04V(3),
125 except the public involvement information in subsection (3)(i), must be included
126 in the customer notice. A company must include the following public involvement
127 language: either (a) commission-suggested language, or (b) company-
128 developed language.

129 (a) Commission-suggested language is available from the
130 commission’s designated public affairs officer.

131 (b) Company-developed language must include the commission’s
132 mailing address, toll-free number, docket number, and a brief explanation:

133 (i) How to participate in the commission’s process by
134 mailing or faxing a letter, or submitting an e-mail;

135 (ii) How to contact the commission for process questions; and

136 (iii) The date, time and location of the public hearing.

137 (3) Methods of notice. Methods of notice permitted include: bill insert, bill
138 message, printing on the billing envelope, a separate mailing to all affected

139 customers or, if the company has the capability and the customer has authorized,
140 by e-mail.

141 (4) Who must receive notice. In addition to each affected customer a
142 company must notify at least one newspaper of general circulation, and at least
143 one radio station and at least one television station in the area or each of the
144 areas affected.

145

146 **WAC 480-120-04Y Notice verification and assistance**

147 (1) Customer notice verification. Within ten days of making a filing requiring
148 posting, publication, or customer notice under WAC 480-120-04V, WAC 480-
149 120-04W, or 480-120-04X, a company must file a declaration with commission's
150 records center that the required notice has been posted, published, and/or
151 mailed. The declaration must include:

152 (a) The methods used to post, publish, and/or give notice to customers;

153 (b) When the notice was first posted, published, and/or issued to
154 customers;

155 (c) How many customers are affected; and

156 (d) A copy of the notice.

157 (2) Commission assistance. A company may request assistance from the
158 commission's designated public affairs officer with efforts to comply with WAC
159 480-120-04U through WAC 480-120-04X.

160

161 **WAC 480-120-04Z Other customer notice.**

162 The commission may require notice to customers other than described in these
163 rules when the commission determines that additional customer education is
164 needed.

165

165 **Chapter 480-100-193 WAC Notice to public of tariff changes.**
166 **Electric Utilities**

167
168 **WAC 480-100-19U Posting of tariffs for public inspection and review.**

169 Each electric utility offering service under tariff must make available for public
170 inspection and review all tariffs governing its provision of service, as required by
171 RCW 80.28.050. To comply with this requirement, a utility must fulfill the
172 provisions of either subsection (1) or subsection (2).

173 (1) **Web, telephone, and mail access.** The utility must:

174 (a) Maintain a complete copy of its tariff or tariffs, all current cancelled
175 sheets, and all proposed tariff changes on an Internet web site accessible to the
176 public using generally available browser software;

177 (b) Provide a toll-free telephone number by which customers and
178 applicants can obtain assistance during normal business hours from a company
179 agent qualified to assist the customer in locating, interpreting, and applying tariff
180 provisions;

181 (c) Upon written or oral request by any customer or applicant, deliver at no
182 charge a copy of any tariff page that relates to the customer's or applicant's
183 service; and

184 (d) Include on each customer bill and notice the address of the web site
185 and the toll-free telephone number.

186 (2) **Physical access.** The utility must make available for public inspection
187 and copying a complete copy of its tariff or tariffs, all current cancelled sheets,
188 and all proposed tariff changes at one or more offices in each county where it
189 offers service. The utility must provide at each office either an agent qualified to
190 assist the customer in locating, interpreting, and applying tariff provisions or
191 access to such agent by a toll-free telephone number.

192
193 **WAC 480-100-19V Publication of proposed tariff changes to increase**
194 **recurring charges or restrict access to services.**

195 Each electric utility offering service under tariff must publish all proposed
196 changes to its tariff, as required by RCW 80.28.060. For any proposed tariff
197 change that would increase recurring rates or restrict access to services (e.g.,
198 discontinue a service, or limit access to service by imposing a new usage level
199 on existing services), a utility must fulfill the requirements of either subsection (1)
200 or subsection (2).

201 (1) **Notice to individual customers.** To comply under this method, the
202 utility must, at least thirty days before the effective date of the proposed change,
203 mail the posting to each customer that would be affected by the proposed
204 change. The posting must include the information listed in subsection (3).

205 (2) **Published notice.** To comply under this method, the utility must, at
206 least thirty days before the effective date of the proposed change, publish notice
207 of the proposed change within the geographical areas where it offers service.
208 The utility will make a good faith effort to publish this information. To meet
209 minimum publication requirements, a utility must:

210 (a) Distribute copies of the published notice to community agencies and
211 organizations in the geographic area where it offers service and request that the
212 agency or organization post it at locations accessible to the public. The utility
213 must include in its distribution list these agencies and organizations: public
214 libraries, senior centers, county governments, city and town halls, federally-
215 funded community action agencies, and any agency or organization that requests
216 these notices.

217 (b) Cause to be printed in large print, as a paid advertisement, a complete
218 copy of the published notice in each daily or weekly newspaper of general
219 circulation in the geographic area within which it offers service. The commission
220 will maintain a list of these newspapers and will provide it on request to any
221 utility;

222 (c) Provide to television stations and radio stations, as designated by the
223 commission, in the geographic area within which it offers service a news release
224 or public service announcement summarizing the published notice. The release
225 or announcement must include a toll-free number that customers can use to
226 obtain more information from the electric utility. The commission will maintain a
227 list of area television and radio stations and will provide it on request to any
228 utility; and

229 (d) Post a complete copy of the published notice on an Internet web site
230 accessible to the public using generally available browser software.

231 (3) **Content of postings.** The published notice required by this rule must
232 include, at a minimum:

233 (a) The date the notice is issued;

234 (b) The utility's name and address;

235 (c) A brief explanation of the reason(s) the utility has requested the rate
236 change (e.g., increase in labor costs, recovery of new plant investment, and
237 increased office expenses, such as, postage and customer billing);

238 (d) A comparison of current and proposed rates by service;

239 (e) An example showing the monthly increase of the average customer's
240 bill based on the proposed rates (e.g., "Based on the proposed rates, a typical
241 electric customer using an average of 1,500 kwhs per month would see an
242 average monthly increase of \$10.38.");

243 (f) When the rates will be billed (i.e., monthly or bi-monthly);

244 (g) The requested effective date and, if different, the implementation date;

245 (h) A statement that the commission has the authority to set final rates that
246 may vary from the utility's request, which may be either higher or lower
247 depending on the results of the investigation;

248 (i) A description of how customers may contact the utility if they have
249 specific questions or need additional information about the proposal; and

250 (j) Public involvement language. A utility may choose from (i) commission-
251 suggested language, or (ii) utility-developed language.

252 (i) Commission-suggested language is available from the
253 commission's designated public affairs officer.

254 (ii) Utility-developed language must include the commission's

255 mailing address, toll-free number, and docket number, if known, and a brief
256 explanation:
257 (A) How to participate in the commission's process by
258 mailing or faxing a letter, or submitting an e-mail; and
259 (B) How to contact the commission for process questions or
260 to be notified of the scheduled open meeting at which the proposal will be
261 considered by the commission.

262

263 **WAC 480-100-19W Notice of tariff changes other than increases in**
264 **recurring charges and restrictions in access to services.**

265 (1) The purpose of this notice is to inform customers of changes to rates that will
266 appear on customer bills. This section applies to items from the commission's
267 open public meeting agenda, including the "no action" agenda.

268 (2) A utility must provide notice to each affected customer at the time the
269 charges are applied to the bill, when a utility increases rates for any charge a
270 customer may incur without being quoted a rate or price by the utility (e.g., late
271 payment fees, NSF fees, a one-time charge).

272 (3) Content of notice. At a minimum, notice after final commission
273 disposition must include the effective date, a clear description of changes to rates
274 or services and a utility contact number where customers may seek additional
275 information.

276 (4) Methods of notice permitted include: bill insert, bill message, printing
277 on the billing envelope, a separate mailing to all affected customers or, if the
278 utility has the capability and the customer has authorized, by e-mail.

279

280 **WAC 480-100-19X Formal hearing notice.**

281 (1) For adjudicated proceedings where there is a hearing to take testimony from
282 the public, the utility will provide customer notice to each affected customer.
283 Customer notices will be included in the bill package beginning with the cycle
284 being billed forty-five-days before the first public hearing. The timing, location,
285 and amount of notice (if longer than required above) will be addressed in the pre-
286 hearing conference order.

287 (2) Content of notice. All information contained in WAC 480-100-19V(3),
288 except the public involvement information in subsection (3)(j), must be included
289 in the customer notice. A utility must include the following public involvement
290 language: either (a) commission-suggested language, or (b) utility-developed
291 language.

292 (a) Commission-suggested language is available from the
293 commission's designated public affairs officer.

294 (b) Utility-developed language must include the commission's
295 mailing address, toll-free number, docket number, and a brief explanation:

296 (i) How to participate in the commission's process by
297 mailing or faxing a letter, or submitting an e-mail;

298 (ii) How to contact the commission for process questions; and

299 (iii) The date, time and location of the public hearing.

300 (3) Methods of notice. Methods of notice permitted include: bill insert, bill
301 message, printing on the billing envelope, a separate mailing to all affected
302 customers or, if the utility has the capability and the customer has authorized, by
303 e-mail.

304 (4) Who must receive notice. In addition to each affected customer a
305 utility must notify at least one newspaper of general circulation, and at least one
306 radio station and at least one television station in the area or each of the areas
307 affected.

308

309 **WAC 480-100-19Y Notice verification and assistance**

310 (1) Customer notice verification. Within ten days of making a filing requiring
311 posting, publication, or customer notice under WAC 480-100-19V, WAC 480-
312 100-19W, or 480-100-19X, a utility must file a declaration with commission's
313 records center that the required notice has been posted, published, and/or
314 mailed. The declaration must include:

315 (a) The methods used to post, publish, and/or give notice to customers;

316 (b) When the notice was first posted, published, and/or issued to
317 customers;

318 (c) How many customers are affected; and

319 (d) A copy of the notice.

320 (2) Commission assistance. A utility may request assistance from the
321 commission's designated public affairs officer with efforts to comply with WAC
322 480-100-19U through WAC 480-100-19X.

323

324 **WAC 480-100-19Z Other customer notice.**

325 The commission may require notice to customers other than described in these
326 rules when the commission determines that additional customer education is
327 needed.

328

329 **Chapter 480-90-193 WAC Notice to public of tariff changes.**
330 **Natural Gas Utilities**

331
332 **WAC 480-90-19U Posting of tariffs for public inspection and review.**

333 Each natural gas utility offering service under tariff must make available for public
334 inspection and review all tariffs governing its provision of service, as required by
335 RCW 80.28.050. To comply with this requirement, a utility must fulfill the
336 provisions of either subsection (1) or subsection (2).

337 (1) **Web, telephone, and mail access.** The utility must:

338 (a) Maintain a complete copy of its tariff or tariffs, all current cancelled
339 sheets, and all proposed tariff changes on an Internet web site accessible to the
340 public using generally available browser software;

341 (b) Provide a toll-free telephone number by which customers and
342 applicants can obtain assistance during normal business hours from a utility
343 agent qualified to assist the customer in locating, interpreting, and applying tariff
344 provisions;

345 (c) Upon written or oral request by any customer or applicant, deliver at no
346 charge a copy of any tariff page that relates to the customer's or applicant's
347 service; and

348 (d) Include on each customer bill and notice the address of the web site
349 and the toll-free telephone number.

350 (2) **Physical access.** The utility must make available for public inspection
351 and copying a complete copy of its tariff or tariffs, all current cancelled sheets,
352 and all proposed tariff changes at one or more offices in each county where it
353 offers service. The utility must provide at each office either an agent qualified to
354 assist the customer in locating, interpreting, and applying tariff provisions or
355 access to such agent by a toll-free telephone number.

356
357 **WAC 480-90-19V Publication of proposed tariff changes to increase**
358 **recurring charges or restrict access to services.**

359 Each natural gas utility offering service under tariff must publish all proposed
360 changes to its tariff, as required by RCW 80.28.060. For any proposed tariff
361 change that would increase recurring rates or restrict access to services (e.g.,
362 discontinue a service, or limit access to service by imposing a new usage level
363 on existing services), a utility must fulfill the requirements of either subsection (1)
364 or subsection (2).

365 (1) **Notice to individual customers.** To comply under this method, the
366 utility must, at least thirty days before the effective date of the proposed change,
367 mail the posting to each customer that would be affected by the proposed
368 change. The posting must include the information listed in subsection (3).

369 (2) **Published notice.** To comply under this method, the utility must, at
370 least thirty days before the effective date of the proposed change, publish notice
371 of the proposed change within the geographical areas where it offers service.
372 The utility will make a good faith effort to publish this information. To meet
373 minimum publication requirements, a utility must:

374 (a) Distribute copies of the published notice to community agencies and
375 organizations in the geographic area where it offers service and request that the
376 agency or organization post it at locations accessible to the public. The utility
377 must include in its distribution list these agencies and organizations: public
378 libraries, senior centers, county governments, city and town halls, federally-
379 funded community action agencies, and any agency or organization that requests
380 these notices.

381 (b) Cause to be printed in large print, as a paid advertisement, a complete
382 copy of the published notice in each daily or weekly newspaper of general
383 circulation in the geographic area within which it offers service. The commission
384 will maintain a list of these newspapers and will provide it on request to any
385 utility;

386 (c) Provide to television stations and radio stations, as designated by the
387 commission, in the geographic area within which it offers service a news release
388 or public service announcement summarizing the published notice. The release
389 or announcement must include a toll-free number that customers can use to
390 obtain more information from the natural gas utility. The commission will
391 maintain a list of area television and radio stations and will provide it on request
392 to any utility; and

393 (d) Post a complete copy of the published notice on an Internet web site
394 accessible to the public using generally available browser software.

395 (3) **Content of postings.** The published notice required by this rule must
396 include, at a minimum:

397 (a) The date the notice is issued;

398 (b) The utility's name and address;

399 (c) A brief explanation of the reason(s) the utility has requested the rate
400 change (e.g., increase in labor costs, recovery of new plant investment, and
401 increased office expenses, such as, postage and customer billing);

402 (d) A comparison of current and proposed rates by service;

403 (e) An example showing the monthly increase of the average customer's
404 bill based on the proposed rates (e.g., "Based on the proposed rates, a typical
405 gas customer using an average of eighty therms per month would see an
406 average monthly increase of \$2.74.");

407 (f) When the rates will be billed (i.e., monthly or bi-monthly);

408 (g) The requested effective date and, if different, the implementation date;

409 (h) A statement that the commission has the authority to set final rates that
410 may vary from the utility's request, which may be either higher or lower
411 depending on the results of the investigation;

412 (i) A description of how customers may contact the utility if they have
413 specific questions or need additional information about the proposal; and

414 (j) Public involvement language. A utility may choose from (i) commission-
415 suggested language, or (ii) utility-developed language.

416 (i) Commission-suggested language is available from the
417 commission's designated public affairs officer.

418 (ii) Utility-developed language must include the commission's

419 mailing address, toll-free number, and docket number, if known, and a brief
420 explanation:

421 (A) How to participate in the commission's process by
422 mailing or faxing a letter, or submitting an e-mail; and

423 (B) How to contact the commission for process questions or
424 to be notified of the scheduled open meeting at which the proposal will be
425 considered by the commission.

426 (4) **Content of postings for Purchase Gas Cost Adjustment.** The
427 published notice for Purchase Gas Adjustment must include the information
428 required in subsection (3)(a), (b), and (c). The notice should clearly explain how
429 the adjustment works, the estimated percentage range of impact to customers,
430 and a utility contact phone number for additional information.

431

432 **WAC 480-90-19W Notice of tariff changes other than increases in recurring**
433 **charges and restrictions in access to services.**

434 (1) The purpose of this notice is to inform customers of changes to rates that will
435 appear on customer bills. This section applies to items from the commission's
436 open public meeting agenda, including the "no action" agenda.

437 (2) A utility must provide notice to each affected customer at the time the
438 charges are applied to the bill, when a utility increases rates for any charge a
439 customer may incur without being quoted a rate or price by the utility (e.g., late
440 payment fees, NSF fees, a one-time charge).

441 (3) Content of notice. At a minimum, notice after final commission
442 disposition must include the effective date, a clear description of changes to rates
443 or services and a utility contact number where customers may seek additional
444 information.

445 (4) Methods of notice permitted include: bill insert, bill message, printing
446 on the billing envelope, a separate mailing to all affected customers or, if the
447 utility has the capability and the customer has authorized, by e-mail.

448

449 **WAC 480-90-19X Formal hearing notice.**

450 (1) For adjudicated proceedings where there is a hearing to take testimony from
451 the public, the utility will provide customer notice to each affected customer.
452 Customer notices will be included in the bill package beginning with the cycle
453 being billed forty-five-days before the first public hearing. The timing, location,
454 and amount of notice (if longer than required above) will be addressed in the pre-
455 hearing conference order.

456 (2) Content of notice. All information contained in WAC 480-90-19V(3),
457 except the public involvement information in subsection (3)(j), must be included
458 in the customer notice. A utility must include the following public involvement
459 language: either (a) commission-suggested language, or (b) utility-developed
460 language.

461 (a) Commission-suggested language is available from the
462 commission's designated public affairs officer.

463 (b) Utility-developed language must include the commission's
464 mailing address, toll-free number, docket number, and a brief explanation:

- 465 (i) How to participate in the commission's process by
466 mailing or faxing a letter, or submitting an e-mail;
467 (ii) How to contact the commission for process questions; and
468 (iii) The date, time and location of the public hearing.
- 469 (3) Methods of notice. Methods of notice permitted include: bill insert, bill
470 message, printing on the billing envelope, a separate mailing to all affected
471 customers or, if the utility has the capability and the customer has authorized, by
472 e-mail.
- 473 (4) Who must receive notice. In addition to each affected customer a
474 utility must notify at least one newspaper of general circulation, and at least one
475 radio station and at least one television station in the area or each of the areas
476 affected.

477

478 **WAC 480-90-19Y Notice verification and assistance**

479 (1) Customer notice verification. Within ten days of making a filing requiring
480 posting, publication, or customer notice under WAC 480-90-19V, WAC 480-90-
481 19W, or 480-90-19X, a utility must file a declaration with commission's records
482 center that the required notice has been posted, published, and/or mailed. The
483 declaration must include:

- 484 (a) The methods used to post, publish, and/or give notice to customers;
485 (b) When the notice was first posted, published, and/or issued to
486 customers;
487 (c) How many customers are affected; and
488 (d) A copy of the notice.

489 (2) Commission assistance. A utility may request assistance from the
490 commission's designated public affairs officer with efforts to comply with WAC
491 480-90-19U through WAC 480-90-19X.

492

493 **WAC 480-90-19Z Other customer notice.**

494 The commission may require notice to customers other than described in these
495 rules when the commission determines that additional customer education is
496 needed.

497

497 **WAC 480-120-X15 Customer notice requirements – competitively**
498 **classified telecommunications companies or services.**

499 This rule sets out requirements in specific circumstances for notices that
500 companies must provide to customers when services are provided under price
501 list.

502 (1) Prior notice. Customer notice before the effective date of changes to
503 the price list for competitively classified companies or competitively classified
504 services.

505 (a) Amount of prior notice. Each affected customer must receive at least
506 ten days' notice before the effective date when a company proposes to:

- 507 (i) Increase rates;
- 508 (ii) Decrease rates; or
- 509 (iii) Change terms or conditions.

510 (b) Content of notice. Each customer notice must include, at a minimum;

- 511 (i) The effective date;
- 512 (ii) A clear description of changes to rates and services; and
- 513 (iii) A company contact number where customers can seek

514 additional information.

515 (c) Methods of notice permitted for increase in rates or a change of terms
516 and conditions: bill insert, bill message, printing on the billing envelope, a
517 separate mailing to all affected customers or, if a company has the capability and
518 the customer has authorized, by e-mail.

519 (d) Methods of notice permitted for a decrease in rates: in addition to the
520 methods listed in subsection (1)(c) a company may use newspaper(s) of general
521 circulation for the affected areas or a web site on which the price list is available
522 to the public.

523 (2) Commission assistance. A company may request assistance from the
524 commission's designated public affairs officer with efforts to comply with this
525 section.

526 (3) Alternative form of notice permitted with prior approval. As an
527 alternative to the customer notice required by this rule, a company may propose
528 another form of customer notice. Provided, however, that any such notice must
529 be approved by the commission's public affairs officer in advance.

530 (4) Customer notice verification. Within ten days of making a filing
531 requiring posting, publication, or customer notice, a company must file a
532 declaration with commission's records center that the required notice has been
533 posted, published, and/or mailed. The declaration must include:

- 534 (a) The methods used to post, publish, and/or give notice to customers;
- 535 (b) When the notice was first posted, published, and/or issued to
536 customers;
- 537 (c) How many customers are affected; and
- 538 (d) A copy of the notice.

539

539 **WAC 480-121-X04 Customer notice requirements - petition for competitive**
540 **classification of a service.**

541 (1) Customer notice requirements - petition for competitive classification of a
542 telecommunications service:

543 (a) When a company petitions for competitive classification of a
544 telecommunications service(s), each affected customer must receive at least
545 thirty days' notice before the requested effective date.

546 (b) Content of notice. Each customer notice must include, at a minimum:

- 547 (i) The date the notice is issued;
548 (ii) The company name and address;
549 (iii) A clear explanation of the proposal to give customers the basis
550 for understanding the proposal and the potential impact of the change;
551 (iv) The following language:

552
553 (Company name) has filed for approval to market (name of
554 service(s)) as a competitive service. (Company name)
555 believes that there are other service providers, in your
556 location, that could provide the same or similar services to
557 you. If this is approved, our company would have pricing
558 flexibility to react to market conditions and the ability to
559 change rates (increase or decrease), terms or conditions
560 upon ten days notice to affected customers and the
561 commission. The commission will determine if there is
562 effective competition during its investigation. This proposal
563 does not change any rates for our services.;

564
565 (v) A description of how customers may contact the company if they
566 have specific questions or need additional information about the proposal; and

567 (vi) Public involvement language. A company may choose from (A)
568 commission-suggested language, or (B) company-developed language.

569 (A) Commission-suggested language is available from the
570 commission's designated public affairs officer.

571 (B) Company-developed language must include the
572 commission's mailing address, toll-free number, and docket number, if known,
573 and a brief explanation:

574 (I) How to participate in the commission's process by
575 mailing or faxing a letter, or submitting an e-mail; and

576 (II) How to contact the commission for process
577 questions or to be notified of the scheduled open meeting at which the proposal
578 will be considered by the commission.

579 (c) Methods of notice. Methods of notice permitted include: bill insert, bill
580 message, printing on the billing envelope, a separate mailing to all affected
581 customers or, if the company has the capability and the customer has authorized,
582 by e-mail.

583 (2) Customer notice verification. Within ten days of making a filing
584 requiring posting, publication, or customer notice, a company must file a

585 declaration with commission's records center that the required notice has been
586 posted, published, and/or mailed. The declaration must include:
587 (a) The methods used to post, publish, and/or give notice to customers;
588 (b) When the notice was first posted, published, and/or issued to
589 customers;
590 (c) How many customers are affected; and
591 (d) A copy of the notice.
592 (3) Commission assistance. A company may request assistance from the
593 commission's designated public affairs officer with efforts to comply with this
594 section.
595 (4) Other customer notice. The commission may require notice to
596 customers other than described in this rule when the commission determines that
597 additional customer education is needed.