

# **DOCKET U-144155**

**(June 22, 2015)**

## **DRAFT Rules (New paragraph) Governing Retroactive Corrective Bills**

### **WAC 480-90-178(5) and WAC 480-100-178(5)**

(5) (a) No utility, upon discovery of a meter malfunction or failure, including but not limited to: stopped, slowed, erratic, or unassigned usage meters, may retroactively bill a customer for corrected usage charges that exceed six months from the date the error was discovered.

(b) For the purposes of this section, a meter is defined as the volumetric measuring device for electricity or natural gas, plus any data collection and transmission module used in determining customer consumption.

(c) A utility must:

(i) Develop and maintain procedures for identifying and repairing or replacing meters that are not functioning correctly.

(ii) Immediately investigate meter errors including, but not limited to, those created by stopped, slowed, erratic, or unassigned usage meters.

(iii) Issue a retroactive corrective bill to a customer that includes the following information:

(A) The total amount due and payable, including an explanation of how the prior six months of usage was determined;

(B) A description of the cause of the metering error;

(C) The full time period in which the meter error affected the customer's bills and the date the error was discovered;

(D) The actions taken to fix the malfunctioning meter; and

(E) The actions taken to prevent a meter error from occurring in the future.

(iv) Exclude from its revenue requirement to establish rates any unbilled charges that exceed six months from the date the error was discovered.