

Chapters 480-90, 480-100, and 480-120

CUSTOMER NOTICE

Docket No. U-991301

CR-102 Proposed Draft - Clean

(For consideration at the November 5, 2001, CR-102 Open Meeting)

October 10, 2001

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

3
4 **Amend**

5
6 **WAC 480-90-193 Posting of tariffs for public inspection and review.**

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

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

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

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

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

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

24 (2) **Physical access.** The utility must make available for public inspection
25 and copying a complete copy of its tariff or tariffs, all most recently cancelled tariff
26 sheets, and all proposed tariff changes at one or more offices in each county
27 where it offers service, except: a single office may serve more than one county if
28 the office is within twenty miles of all customers in the county where no tariff is
29 posted. The utility must provide at each office either an agent qualified to assist
30 the customer in locating, interpreting, and applying tariff provisions or access to
31 such an agent by a toll-free telephone number.

32
33 **WAC 480-90-194 Publication of proposed tariff changes to increase**
34 **charges or restrict access to services.**

35 Each natural gas utility offering service under tariff must publish all proposed
36 changes to its tariff for at least thirty days, as required by RCW 80.28.060. For
37 any proposed tariff change that would increase recurring charges, except
38 purchased gas adjustment (PGA) filings as provided in subsection (4), or restrict
39 access to services (e.g., discontinue a service, or limit access to service by
40 imposing a new usage level on existing services), a utility must fulfill the
41 requirements of either subsection (1) or subsection (2). For any other proposed
42 tariffs, the utility must fulfill the requirements of WAC 480-90-195.

43 (1) **Notice to individual customers.** To comply under this method, the
44 utility must, at least thirty days before the stated effective date of the proposed
45 change, mail the posting to each customer that would be affected by the
46 proposed change. The utility must also send the notice or a press release about

47 the increase to every daily paper within its service territory. The posting must
48 include the information listed in subsection (3).

49 (2) **Published notice.** To comply under this method, the company must,
50 at least thirty days before the stated effective date of the proposed change,
51 publish notice of the proposed change within the geographical areas where it
52 offers service. The company must make a good faith effort to publish this
53 information. To meet minimum publication requirements, a company must:

54 (a) Distribute copies of the published notice to community agencies and
55 organizations in the geographic area where it offers service for posting and
56 publication by the agency or organization. The company must include in its
57 distribution list any agency or organization that requests these notices;

58 (b) Cause to be printed in large print, as a paid advertisement, a complete
59 copy of the published notice in the daily newspaper of general circulation with the
60 greatest number of subscribers in each geographic area or each of the areas
61 affected by the proposed tariff;

62 (c) Provide to the news editor of every newspaper, television station, and
63 radio station, 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 newspapers, television and radio stations
68 and will 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 utility's name and address;

75 (c) A brief explanation of the reason(s) the utility has requested the rate
76 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) An example showing the monthly increase of the average customer's
80 bill based on the proposed rates (e.g., "Based on the proposed rates, a typical
81 gas customer using an average of eighty therms per month would see an
82 average monthly increase of \$2.74.");

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

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

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

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

90 (j) Public involvement language. A utility may choose from:

91 (i) Commission-suggested language that is available from the
92 commission's designated public affairs officer; or

93 (ii) Utility-developed language that must include the
94 commission's mailing address, toll-free number, and docket number, if known,
95 and a brief explanation:

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

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

101 (4) Optional method of publication for purchase gas adjustment (PGA). A
102 utility that publishes notice of a PGA filing pursuant to this subsection is not
103 required to publish notice of the filing pursuant to subsection (1) or (2).

104 (a) The utility must provide notice to affected customers before and after
105 final commission disposition. Notice before commission disposition is to educate
106 customers of a potential increase in natural gas prices. Notice after commission
107 disposition is to inform customers of the new rates.

108 (b) Prior PGA Notice. The notice must:

109 (i) Clearly define what a PGA is and explain how it works;

110 (ii) State whether the utility expects an increase or decrease in the
111 upcoming filing; and

112 (iii) Include a utility contact phone number for additional information.

113 (c) The utility must mail the notice to each affected customer. The utility
114 must also send the notice or a press release about the increase to every daily
115 paper within its service territory.

116 (d) Method permitted for prior notice: a newsletter, bill insert, bill
117 message, or separate mailing to customers.

118 (e) Post notice. Customer notice after final commission disposition is
119 provided pursuant to WAC 480-90-195.

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121 **WAC 480-90-195 Notice of tariff changes other than increases in recurring**
122 **charges and restrictions in access to services.**

123 (1) A utility that files a tariff change to increase any charge that a customer may
124 incur without being quoted a rate or price (e.g., late payment fees, insufficient
125 fund charges, or a one-time charge) or any charge to pass through the effect of
126 local taxes paid by the utility must provide notice to each affected customer on or
127 with the first bill after the change becomes effective.

128 (a) Content of notice. At a minimum, the notice must include the effective
129 date, a clear description of changes to rates or services and a utility contact
130 number where customers may seek additional information.

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

134 (2) A utility that files a tariff change that decreases rates, including
135 promotions that temporarily waive recurring or non-recurring charges, or that
136 changes terms or conditions without restricting access to the service, must
137 publish the change in the manner it posts tariffs under WAC 480-90-193.
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139 **WAC 480-90-197 Adjudicative proceedings where public testimony will be**
140 **taken.**

141 (1) Unless otherwise ordered by the commission, for adjudicated proceedings
142 where there is a hearing to take testimony from the public, the company must
143 provide customer notice to each affected customer by including notices in the bill
144 package beginning with the cycle being billed forty-five-days before the first
145 public hearing. The timing, location, and amount of notice (if different than
146 required above) will be addressed in the pre-hearing conference order.

147 (2) Content of notice. The notice must include all information contained in
148 WAC 480-90-194(3), except the public involvement information in subsection
149 (3)(j). A utility must include either of the following public involvement language:

150 (a) Commission-suggested language that is available from the
151 commission's designated public affairs officer; or

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

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

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

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

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

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

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167 **WAC 480-90-198 Notice verification and assistance**

168 (1) Customer notice verification. Within ten days of making a filing requiring
169 posting, publication, or customer notice under WAC 480-90-194, WAC 480-90-
170 195, or 480-90-197, but no sooner than when the tariff is filed with the
171 commission, a utility must file a statement with commission's records center that
172 the required notice has been posted, published, and/or mailed. The declaration
173 must include:

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

175 (b) When and how the notice was posted, published, and/or issued to
176 customers;

177 (c) How many customers are affected; and

178 (d) A copy of the notice.

179 (2) Commission assistance. A utility may request assistance from the
180 commission's designated public affairs officer with efforts to comply with WAC
181 480-90-193 through WAC 480-90-197.

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183 **WAC 480-90-199 Other customer notice.**

184 The commission may require notice to customers of tariff changes other than
185 those described in these rules when the commission determines that additional
186 customer education is needed.
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187 **Chapter 480-100-193 WAC Notice to public of tariff changes.**
188 **Electric Utilities**

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191 **WAC 480-100-193 Posting of tariffs for public inspection and review.**

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

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

197 (a) Maintain a complete copy of its tariff or tariffs and all proposed tariff
198 changes on an Internet web site accessible to the public using generally
199 available browser software;

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

204 (c) Upon written or oral request by any customer or applicant, deliver at no
205 charge a copy of any current, proposed or most recently cancelled tariff page that
206 relates to the customer's or applicant's service; and

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

209 (2) **Physical access.** The utility must make available for public inspection
210 and copying a complete copy of its tariff or tariffs, all most recently cancelled tariff
211 sheets, and all proposed tariff changes at one or more offices in each county
212 where it offers service, except that: a single office may serve more than one
213 county if the office is within twenty miles of all customers in the county where no
214 tariff is posted. The utility must provide at each office either an agent qualified to
215 assist the customer in locating, interpreting, and applying tariff provisions or
216 access to such an agent by a toll-free telephone number.

217
218 **WAC 480-100-194 Publication of proposed tariff changes to increase**
219 **charges or restrict access to services.**

220 Each electric utility offering service under tariff must publish all proposed
221 changes to its tariff for at least thirty days, as required by RCW 80.28.060. For
222 any proposed tariff change that would increase recurring or per-occurrence
223 charges or restrict access to services (e.g., discontinue a service, or limit access
224 to service by imposing a new usage level on existing services), a utility must fulfill
225 the requirements of either subsection (1) or subsection (2). For any other
226 proposed tariffs, the utility must fulfill the requirements of WAC 480-100-195.

227 (1) **Notice to individual customers.** To comply under this method, the
228 utility must, at least thirty days before the stated effective date of the proposed
229 change, mail the posting to each customer that would be affected by the
230 proposed change. The utility must also send the notice or a press release about
231 the increase to every daily paper within its service territory. The posting must
232 include the information listed in subsection (3).

233 (2) **Published notice.** To comply under this method, the company must,
234 at least thirty days before the stated effective date of the proposed change,
235 publish notice of the proposed change within the geographical areas where it
236 offers service. The company must make a good faith effort to publish this
237 information. To meet minimum publication requirements, a company must:
238 (a) Distribute copies of the published notice to community agencies and
239 organizations in the geographic area where it offers service for posting and
240 publication by the agency or organization. The company must include in its
241 distribution list any agency or organization that requests these notices;
242 (b) Cause to be printed in large print, as a paid advertisement, a complete
243 copy of the published notice in the daily newspaper of general circulation with the
244 greatest number of subscribers in each geographic area or each of the areas
245 affected by the proposed tariff;
246 (c) Provide to the news editor of every newspaper, television station, and
247 radio station, in the geographic area within which it offers service a news release
248 or public service announcement summarizing the published notice. The release
249 or announcement must include a toll-free number that customers can use to
250 obtain more information from the telecommunications company. The
251 commission will maintain a list of area newspapers, television and radio stations
252 and will provide it on request to any utility; and
253 (d) Post a complete copy of the published notice on an Internet web site
254 accessible to the public using generally available browser software.
255 (3) **Content of postings.** The published notice required by this rule must
256 include, at a minimum:
257 (a) The date the notice is issued;
258 (b) The utility's name and address;
259 (c) A brief explanation of the reason(s) the utility has requested the rate
260 change (e.g., increase in labor costs, recovery of new plant investment, and
261 increased office expenses, such as, postage and customer billing);
262 (d) A comparison of current and proposed rates by service;
263 (e) An example showing the monthly increase of the average customer's
264 bill based on the proposed rates (e.g., "Based on the proposed rates, a typical
265 electric customer using an average of 1,500 kwhs per month would see an
266 average monthly increase of \$10.38.");
267 (f) When the rates will be billed (i.e., monthly or bi-monthly);
268 (g) The requested effective date and, if different, the implementation date;
269 (h) A statement that the commission has the authority to set final rates that
270 may vary from the utility's request, which may be either higher or lower
271 depending on the results of the investigation;
272 (i) A description of how customers may contact the utility if they have
273 specific questions or need additional information about the proposal; and
274 (j) Public involvement language. A utility may choose from:
275 (i) Commission-suggested language that is available from the
276 commission's designated public affairs officer; or
277 (ii) Utility-developed language that must include the
278 commission's mailing address, toll-free number, and docket number, if known,

279 and a brief explanation:

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

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

285

286 **WAC 480-100-195 Notice of tariff changes other than increases in recurring**
287 **charges and restrictions in access to services.**

288 (1) A utility that files a tariff change to increase any charge that a customer may
289 incur without being quoted a rate or price (e.g., late payment fees, insufficient
290 fund charges, or a one-time charge) or any charge to pass through the effect of
291 local taxes paid by the utility must provide notice to each affected customer on or
292 with the first bill after the change becomes effective.

293 (a) Content of notice. At a minimum, the notice must include the effective
294 date, a clear description of changes to rates or services and a utility contact
295 number where customers may seek additional information.

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

299 (2) A utility that files a tariff change that decreases rates, including
300 promotions that temporarily waive recurring or non-recurring charges, or that
301 changes terms or conditions without restricting access to the service, must
302 publish the change in the manner it posts tariffs under WAC 480-100-193.

303

304 **WAC 480-100-197 Adjudicative proceedings where public testimony will be**
305 **taken.**

306 (1) Unless otherwise ordered by the commission, for adjudicated proceedings
307 where there is a hearing to take testimony from the public, the company must
308 provide customer notice to each affected customer by including notices in the bill
309 package beginning with the cycle being billed forty-five-days before the first
310 public hearing. The timing, location, and amount of notice (if different than
311 required above) will be addressed in the pre-hearing conference order.

312 (2) Content of notice. The notice must include all information contained in
313 WAC 480-100-194(3), except the public involvement information in subsection
314 (3)(j). A utility must include either of the following public involvement language:

315 (a) Commission-suggested language that is available from the
316 commission's designated public affairs officer; or

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

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

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

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

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

325 customers or, if the utility has the capability and the customer has authorized, by
326 e-mail.

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

331

332 **WAC 480-100-198 Notice verification and assistance**

333 (1) Customer notice verification. Within ten days of making a filing requiring
334 posting, publication, or customer notice under WAC 480-100-194, WAC 480-100-
335 195, or 480-100-197, but no sooner than when the tariff is filed with the
336 commission, a utility must file a statement with commission's records center that
337 the required notice has been posted, published, and/or mailed. The declaration
338 must include:

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

340 (b) When and how the notice was posted, published, and/or issued to
341 customers;

342 (c) How many customers are affected; and

343 (d) A copy of the notice.

344 (2) Commission assistance. A utility may request assistance from the
345 commission's designated public affairs officer with efforts to comply with WAC
346 480-100-193 through WAC 480-100-197.

347

348 **WAC 480-100-199 Other customer notice.**

349 The commission may require notice to customers of tariff changes other than
350 those described in these rules when the commission determines that additional
351 customer education is needed.

352
353 **Chapter 480-120-043 WAC Notice to public of tariff changes.**
354 **Telecommunications Companies**

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357 **WAC 480-120-193 Posting of tariffs for public inspection and review.**

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

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

364 (a) Maintain a complete copy of its tariff or tariffs and all proposed tariff
365 changes on an Internet web site accessible to the public using generally
366 available browser software;

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

371 (c) Upon written or oral request by any customer or applicant, deliver at no
372 charge a copy of any current, proposed or most recently cancelled tariff page that
373 relates to the customer's or applicant's service; and

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

376 (2) **Physical access.** The company must make available for public
377 inspection and copying a complete copy of its tariff or tariffs, all most recently
378 cancelled tariff sheets, and all proposed tariff changes at one or more offices in
379 each county where it offers service, except that: a single office may serve more
380 than one county if the office is within twenty miles of all customers in the county
381 where no tariff is posted. The company must provide at each office either an
382 agent qualified to assist the customer in locating, interpreting, and applying tariff
383 provisions or access to such an agent by a toll-free telephone number.

384
385 **WAC 480-120-194 Publication of proposed tariff changes to increase**
386 **charges or restrict access to services.**

387 Each telecommunications company offering intrastate telecommunications
388 service under tariff must publish all proposed changes to its tariff for at least thirty
389 days, as required by RCW 80.36.110. For any proposed tariff change that would
390 increase recurring or per-occurrence charges or restrict access to services (e.g.,
391 discontinue a service, or limit access to service by imposing a new usage level
392 on existing services), a company must fulfill the requirements of either subsection
393 (1) or subsection (2). For any other proposed tariffs, the company must fulfill the
394 requirements of WAC 480-120-195.

395 (1) **Notice to individual customers.** To comply under this method, the
396 company must, at least thirty days before the stated effective date of the
397 proposed change, mail the posting to each customer that would be affected by

398 the proposed change. The company must also send the notice or a press
399 release about the increase to every daily paper within its service territory. The
400 posting must include the information listed in subsection (3).

401 (2) **Published notice.** To comply under this method, the company must,
402 at least thirty days before the stated effective date of the proposed change,
403 publish notice of the proposed change within the geographical areas where it
404 offers service. The company must make a good faith effort to publish this
405 information. To meet minimum publication requirements, a company must:

406 (a) Distribute copies of the published notice to community agencies and
407 organizations in the geographic area where it offers service for posting and
408 publication by the agency or organization. The company must include in its
409 distribution list any agency or organization that requests these notices;

410 (b) Cause to be printed in large print, as a paid advertisement, a complete
411 copy of the published notice in the daily newspaper of general circulation with the
412 greatest number of subscribers in each geographic area or each of the areas
413 affected by the proposed tariff;

414 (c) Provide to the news editor of every newspaper, television station, and
415 radio station, in the geographic area within which it offers service a news release
416 or public service announcement summarizing the published notice. The release
417 or announcement must include a toll-free number that customers can use to
418 obtain more information from the telecommunications company. The
419 commission will maintain a list of area newspapers, television and radio stations
420 and will provide it on request to any utility; and

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

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

425 (a) The date the notice is issued;

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

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

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

431 (e) An example showing the monthly increase of the average customer's
432 bill based on the proposed rates (e.g., "Based on the proposed rates, a typical
433 telephone customer using an average of twenty minutes of local toll service
434 would see an average monthly increase of \$0.85.");

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

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

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

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

442 (j) Public involvement language. A company may choose from:

443 (i) Commission-suggested language that is available from the

444 commission's designated public affairs officer; or
445 (ii) Company-developed language that must include the
446 commission's mailing address, toll-free number, and docket number, if known,
447 and a brief explanation:

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

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

453

454 **WAC 480-120-195 Notice of tariff changes other than increases in recurring**
455 **charges and restrictions in access to services.**

456 (1) A company that files a tariff change to increase any charge that a customer
457 may incur without being quoted a rate or price (e.g., late payment fees,
458 insufficient fund charges, or a one-time charge) or any charge to pass through
459 the effect of local taxes paid by the company must provide notice to each
460 affected customer on or with the first bill after the change becomes effective.

461 (a) Content of notice. At a minimum, the notice must include the effective
462 date, a clear description of changes to rates or services and a company contact
463 number where customers may seek additional information.

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

467 (2) A company that files a tariff change that decreases rates, including
468 promotions that temporarily waive recurring or non-recurring charges, or that
469 changes terms or conditions without restricting access to the service, must
470 publish the change in the manner it posts tariffs under WAC 480-120-193.

471

472 **WAC 480-120-196 Customer notice requirements--Competitively**
473 **classified telecommunications companies or services.**

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

477 (1) Prior notice. Customer notice before the effective date of changes to
478 the price list for competitively classified companies or competitively classified
479 services.

480 (a) Amount of prior notice. The company must provide notice to each
481 affected customer at least ten days before the effective date when a company
482 proposes to:

483 (i) Increase rates;

484 (ii) Decrease rates; or

485 (iii) Change terms or conditions.

486 The company must measure the ten-day period from the time the notice is mailed
487 to all customers or appears in the newspaper or on the web site.

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

489 (i) The effective date;

- 490 (ii) A clear description of changes to rates and services; and
491 (iii) A company contact number where customers can seek
492 additional information.
- 493 (c) Methods of notice permitted for increase in rates or a material change
494 of terms and conditions. A company must provide notice by bill insert, bill
495 message, printing on the billing envelope, a separate mailing to all affected
496 customers, or, if a company has the capability and the customer has authorized,
497 by e-mail.
- 498 (d) Methods of notice permitted for changes not covered by subsection
499 (1)(c). A company must provide notice by:
- 500 (i) Any method listed in subsection (1)(c);
501 (ii) Publishing the notice in one or more newspapers of general
502 circulation for the affected areas; **OR**
503 (iii) Posting the notice on the web site on which the price list is
504 available to the public.
- 505 (2) Commission assistance. A company may request assistance from the
506 commission's designated public affairs officer with efforts to comply with this
507 section.
- 508 (3) Alternative form of notice permitted with prior approval. As an
509 alternative to the customer notice required by this rule, a company may propose
510 another form of customer notice. The commission's public affairs officer must
511 approve any such notice in advance.
- 512 (4) Customer notice verification. Within ten days of making a filing
513 requiring posting, publication, or customer notice required by this rule, a
514 company must file a statement with the commission records center that the
515 required notice has been posted, published, and/or mailed. The statement must
516 include:
- 517 (a) The methods used to post, publish, and/or give notice to customers;
518 (b) When the notice was first posted, published, and/or issued to
519 customers; and
520 (c) A copy of the notice.

521
522 **WAC 480-120-197 Adjudicative proceedings where public testimony will be**
523 **taken.**

- 524 (1) Unless otherwise ordered by the commission, for adjudicated proceedings
525 where there is a hearing to take testimony from the public, the company must
526 provide customer notice to each affected customer by including notices in the bill
527 package beginning with the cycle being billed forty-five-days before the first
528 public hearing. The timing, location, and amount of notice (if different than
529 required above) will be addressed in the pre-hearing conference order.
- 530 (2) Content of notice. The notice must include all information contained in
531 WAC 480-120-194(3), except the public involvement information in subsection
532 (3)(j). A company must include either of the following public involvement
533 language:
- 534 (a) Commission-suggested language that is available from the
535 commission's designated public affairs officer; or

536 (b) Company-developed language that must include the
537 commission's mailing address, toll-free number, docket number, and a brief
538 explanation:
539 (i) How to participate in the commission's process by
540 mailing or faxing a letter, or submitting an e-mail;
541 (ii) How to contact the commission for process questions; and
542 (iii) The date, time and location of the public hearing.
543 (3) Methods of notice. Methods of notice permitted include: bill insert, bill
544 message, printing on the billing envelope, a separate mailing to all affected
545 customers or, if the company has the capability and the customer has authorized,
546 by e-mail.
547 (4) Who must receive notice. In addition to each affected customer a
548 company must notify at least one newspaper of general circulation, and at least
549 one radio station and at least one television station in the area or each of the
550 areas affected.

551

552 **WAC 480-120-198 Notice verification and assistance**

553 (1) Customer notice verification. Within ten days of making a filing requiring
554 posting, publication, or customer notice under WAC 480-120-194, WAC 480-120-
555 195, or 480-120-197, but no sooner than when the tariff is filed with the
556 commission, a company must file a statement with commission's records center
557 that the required notice has been posted, published, and/or mailed. The
558 declaration must include:

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

560 (b) When and how the notice was posted, published, and/or issued to
561 customers;

562 (c) How many customers are affected; and

563 (d) A copy of the notice.

564 (2) Commission assistance. A company may request assistance from the
565 commission's designated public affairs officer with efforts to comply with WAC
566 480-120-193 through WAC 480-120-197.

567

568 **WAC 480-120-199 Other customer notice.**

569 The commission may require notice to customers of tariff changes other than
570 those described in these rules when the commission determines that additional
571 customer education is needed.

572

572 **New Section**

573

574 **WAC 480-121-065 Customer notice requirements--Petition for competitive**
575 **classification of a service.**

576 (1) When a company petitions for competitive classification of a
577 telecommunications service(s), the company must provide notice to each
578 affected customer at least thirty days before the requested effective date.

579 (2) Content of notice. Each customer notice must include, at a minimum:

580 (a) The date the notice is issued and the proposed effective date of the
581 competitive classification;

582 (b) The company name and address;

583 (c) A clear explanation of the proposal to give customers the basis
584 for understanding the proposal and the potential impact of the change. The
585 company may satisfy this requirement with its own explanation or by using
586 commission-developed language available from the commission's designated
587 public affairs officer;

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

590 (e) Public involvement language. A company may choose from:

591 (i) Commission-suggested language that is available from
592 the commission's designated public affairs officer; or

593 (ii) Company-developed language that must include the
594 commission's mailing address, toll-free number, and docket number, if known,
595 and a brief explanation:

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

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

601 (3) Methods of notice. Methods of notice permitted include: bill insert, bill
602 message, printing on the billing envelope, a separate mailing to all affected
603 customers or, if the company has the capability and the customer has authorized,
604 by e-mail.

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

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

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

612 (c) How many customers are affected; and

613 (d) A copy of the notice.

614 (5) Commission assistance. A company may request assistance from the
615 commission's designated public affairs officer with efforts to comply with this
616 section.

617 (6) Other customer notice. The commission may require notice to

618 customers other than those described in this rule when the commission
619 determines that additional customer education is needed.
620