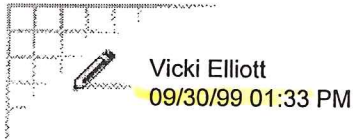


Graciela Etchart  
09/30/99  
» Re: Examples of Table

JE-990473

01:48:57 PM



To: "Popoff, Phillip" <PPopof@puget.com>  
cc: Jim Russell/WUTC@WUTC, Graciela Etchart/WUTC@WUTC  
Subject: Re: Examples of Table

Phil,

Okay, you've convinced me. We are starting work on a table similar to the one you requested. I'll let you know when it's available, but I'm expecting next Wednesday or so (it's just a lot of data, so will take a bit to do).

Feel free to give me a call if you want to discuss.

"Popoff, Phillip" <PPopof@puget.com> on 09/30/99 12:31:28 PM



"Popoff, Phillip" <PPopof@puget.com> on 09/30/99 12:31:28 PM

To: Vicki Elliott/WUTC@WUTC  
cc:  
Subject: Examples of Table

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Good afternoon, Vicki,

Thank you very much for talking with me about these ideas and taking the time to consider this table approach. Please note that I/we would not be bothering you if we did not generally have a concern with tracking changes.

Attached below, please find two examples of what this table for consumer rules would look like. The first illustrates how the table could be used to move through the workshop efficiently. The second illustrates how the table could be used to efficiently keep track of various parties' comments. This second table could also be used track changes as Staff's recommendations evolve.

I understand it would take some time to put a table like this together. The efficiency gained, however, in communicating Staff's proposal would be worth the initial investment. Additionally, I would volunteer to do about 7 of the consumer rules (7 gas and 7electric) that I have been focusing on myself. I could get a draft of the table to you/your folks, and they could then edit as they feel appropriate.

Please let me know if I can be of any assistance. I will do anything I can to help. Thanks again for taking the time to consider ways of making this process more efficient.

Thanks,  
Phillip

RMS  
~

**Graciela Etchart**  
**09/30/99**  
**» Re: Examples of Table**

**01:48:57 PM**

<<RuleTableLanguage.doc>> <<RuleTableComments.doc>>



- RuleTableLanguage.doc



- RuleTableComments.doc

Existing Language

**480-100-041—Information to Consumers**

(1) Information relative to the rates, rules and regulations (filed tariffs) of the utilities shall be made available to the public upon request at any of its listed business offices. A copy of these rules (chapter 480-100 WAC) shall also be kept on file in each of the utility's listed business offices, and made available to its customers or their representatives upon request.

(2) Each utility shall make known to applicants for service and to its customers such information as is needed to assist in obtaining adequate and efficient service..

In addition, each applicant for service shall be provided with a guide detailing the rights and responsibilities of a utility customer. Such guide shall describe processes for establishing credit, determining the need and amount for deposits, the procedure whereby a bill becomes delinquent, the steps which must be taken by the utility to disconnect service, and the right of the customer to pursue any dispute with the utility, first by procedures within the utility and then to the commission by formal or informal complaint

Staff's First Formal Draft Language

(1) Each electric utility must provide the information needed for its customers and applicants to obtain adequate and efficient service.

(2) Each utility must provide to each applicant relevant rate information

and a consumer brochure detailing the rights and responsibilities of a utility customer. The consumer brochure must include information about the utility's regular business hours, the mailing address, the utility's toll-free number, the 24-hour emergency number(s) as well as an explanation of the rules that relate to establishing credit, deposits, billing, delinquent accounts, disconnection of service initiated by the utility, cancellation of service by the customers, the dispute process and if the customer is still dissatisfied, the commission's informal and formal complaint procedures.

Interest or Reason for Change  
(Hand written notes from workshop)

Adding business hours, address, etc., will help customers know how to contact the utility.

Changed requirement to explain "processes" for credit, etc., to explain rules because \_\_\_\_\_. (?)

(4) Amount of deposit. In instances where a deposit may be required by the utility, the deposit shall not exceed two-twelfths of estimated annual billings for utilities billing monthly and three-twelfths of estimated annual billings for utilities billing bimonthly.

(5) Security deposit amount - Required security deposits for an applicant or customer may not exceed: (a) two-twelfths of the service location's most previous twelve (12) twelve months actual usage for utilities billing monthly or an estimated amount if actual service did not exist; or (b) three-twelfths of the service location's most previous twelve (12) months usage for utilities billing bi-monthly or an estimated amount if actual service did not exist.

Changed method for calculating deposit from estimated bills to historical bills because\_\_\_\_\_.

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PSE suggests explaining the utility's process for implementing the rule is probably more helpful for customers than explaining the WAC's themselves.



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PSE believes the flexibility afforded by the current rules to estimate annual bills is important and should be preserved. If this has caused problems or is expected to, it would be helpful to understand why/how..