

WAC 480-100-178

(5) Corrected Bills: Meter Failure or Malfunction

- (a) Upon discovery of an under-billing or over-billing resulting from a meter failure or malfunction, a utility may issue a corrected bill to a customer to recover under- or over-billed amounts under rate schedules in effect when the billing statement with under- or over-billed amount was rendered. The utility may recover such amounts for the period that the error occurred, but in no case shall a residential customer be issued a corrected bill for a period greater than six billing months, except as provided for in subsection (9). The utility will have 60 days from the date the utility confirmed the under- or over-billing to issue the corrected bill.
- (b) For the purposes of this subsection (5):
 - (i) A meter failure or malfunction is defined as: a mechanical malfunction or failure that prevents the meter or any ancillary data collection and transmission device from registering or transmitting the actual amount of energy used by the customer. 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.
- (c) For the purpose of this rule, a corrected bill may take the form of a new restated bill or may be reflected as a line item adjustment on a subsequent monthly bill. When a corrected bill is issued the utility must provide the following information on the corrected bill or in a letter sent to the customer:
 - (i) The total amount of the bill correction that is then due and payable;
 - (ii) A breakdown of the bill correction for each month included in the corrected bill;
 - (iii) The reason for the bill correction;
 - (iv) The time period covered by the bill correction; and
 - (v) The actions taken to eliminate the cause of the bill correction.

(6) Corrected Bills: Billing Errors

- (a) Upon discovery of an under- or over-billing resulting from a billing error, a utility may issue a corrected bill to a customer to recover under- or over-billed amounts under rate schedules in effect when the billing statement with under- or over-billed amount was rendered. The utility may recover such amounts for the period that the error occurred, but in no case shall the residential customer be issued a corrected bill for a period greater than 36 billing months, except as provided for in subsection (9). The utility will have 60 days from the date the utility confirmed the under- or over-billing to issue the corrected bill.
- (b) For the purposes of this subsection (6):
 - (i) A billing error is defined as: incorrect billing of an account due to some error which results in incorrect charges to the customer, including but not limited to: incorrect meter read, incorrect prorated bill, mislabeled meter base, incorrectly installed meter, incorrect billing rate schedule, or incorrect billing multiplier.

(c) When providing a corrected bill for a billing error, a utility must include the information specified in subsection (5)(c)

(7) The utility must offer payment arrangements in accordance with WAC 480-90-138(2), Payment arrangements.

(8) The utility will issue a bill for unassigned usage used in accordance with WAC 480-90-128(2)(f). Bills will comply with WAC 480-90-178.

(9) The provisions of sections (5)(a) and (6)(a) shall not apply if the utility determines the meter failure or malfunction or billing error was related to tampering with the utility's property, use of the utility's service through an illegal connection, or the customer fraudulently obtaining service.

(10) An estimated meter read made in accordance with subsection (1)(i) 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 purpose of subsections (5) and (6).