

Graciela Etchart  
08/02/99  
Rules re past due amounts

WE-990473

11:30:13 AM



bfolsom@avistacorp.com (Bruce Folsom) on 07/30/99 10:23:51 AM

To: Vicki Elliott/WUTC@WUTC  
cc: Graciela Etchart/WUTC@WUTC, jrussel@wutc.wa.gov  
Subject: Rules re past due amounts

---

Hi Vicki:

I'm looking at the water rules that were up for adoption at Wednesday's Commission meeting. I have a question about implementation of these rules. Would you please take a look at the following and get back to me? If I get this right, maybe my company's concern about past due balances has been addressed. Please get back to me soon because I'm continuing to try to come up with solutions that work for all parties. Thanks in advance.

Scenario:

Step 1) Customer receives bill per WAC 480-110-375

THE CUSTOMER DOES NOT PAY HIS/HER BILL WITHIN 15 DAYS OF THE BILLING DATE; AND NOWHERE IN THIS SCENARIO DOES THE CUSTOMER PAY

Step 2) The water utility per WAC 480-110-355(3)(a) mails a first disconnection notice

Step 3) Eight days later, the water utility per WAC 480-110-355(3)(b)(i) delivers a second notice

Step 4) Two days later, the water utility per WAC 480-110-355(1)(b)(i), discontinues service due to unpaid bills

Step 5) On the following day, the customer re-applies for service and provides a deposit per WAC 480-110-335(3)(c) in the amount of 2/12ths of the estimated annual billing per WAC 480-110-335(4)(a)

THE CUSTOMER STILL HAS NOT PAID FOR AMOUNTS DUE AND NOW IS OVERDUE FOR HIS/HER SECOND MONTH OF SERVICE; THE WATER UTILITY BEGINS A SECOND ROUND OF 1ST AND 2ND NOTICES AND DISCONNECTIONS.

Step 6) Either under WAC 480-110-335(1)(b)(vii) or WAC 480-110-335(1)(c), the company disconnects service a second time

Questions: #1) Is the above sequencing correct? Has an applicable WAC rule been left out? #2) Is the utility required to reconnect the customer again when another deposit is received or can the utility not reconnect again until all payments due are received? (For this scenario, assume there is no winter moratorium.)

Admittedly, this is a simplistic scenario; but this is one that will help me clarify my company's current practices in concert with your proposed rules. If a phone call will help answer this question quicker, please call me at (509) 495-8706.

Thanks again in advance for your response.

--Bruce

AND  
✓