

## Principles underlying current UTC customer notice practices

- Customers have a right to know when their energy provider proposes to change rates or access to an existing service.
- Where public participation is feasible, customer notice should be early enough to permit it.

### How these principles are reflected in the draft customer notice rules

(12/29/99 draft)

Company requested action	Customer Notice			
	Notice Required	Who receives notice	Before / after UTC action <sup>1</sup>	Notes
Accounting petitions	no			
Change in company ownership	yes	Only affected customers	before	see note 2
Change terms and conditions for service:				
Clarify tariff text - no rate impact	no			
Restrict access to service	yes	Only affected customers	before	see note 3
Decrease any rate	no			
Increases rates:				
A. General rate - open meeting	yes	All customers	before	
B. General rate - formal hearing	yes	All customers	after suspension	see note 4
C. Conservation rates	yes	All customers	after	
D. Line extension rates	no			
E. Purchased Gas Adjustments	yes	All customers	before and after	see note 5
F. Non-recurring charges	yes	Only affected customers	after	E.g., late payment fee
G. Recurring monthly charges	yes	Only affected customers	before	
Introduce new service	no			
Issue securities	no			
Special contract approval	no			
Tax increases	yes	Only affected customers	after	
Transfer company property	no			see note 6

## Notes To Table

1. Staff is proposing that, in specifically defined circumstances, companies provide written notice to their customers. This notice is to happen either before UTC action **or** after UTC action. Unless otherwise noted: "notice **before** UTC action" requires that all customers receive notice at least 30 days before the requested effective date; "notice **after** UTC action" will occur during the next billing cycle.
2. Proposed whenever a public service company files an application to merge or consolidate any of its franchises, property or facilities with any other company (WAC 480-143-210) .
3. Staff is proposing customers receive notice when the effect of the company's proposal would limit customers access to a service or increase the rates charged. For example: eliminating a service, charging for a service that was formerly provided for free; changing the terms of an existing service with the effect of increasing customers' rates.
4. Incorporates the information noted in formal case notice requirements (WAC 480-80-125).
5. Staff is proposing that 1- Companies provide customer education information about purchased gas adjustments - what they are, why they are used, what costs are changing, etc. prior to UTC action. 2- After UTC action notice when PGA is approved. A Company may use its newsletters to educate customers on what a PGA filing is and give an estimated range of potential impact. Item #1 is a new requirement; item #2 is not new.
6. No notice is required when the property being transferred is equipment, real estate, utility plant, etc. See changes in ownership - note #2.