



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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WORKSHOP AGENDA
Customer Notice and Fees Rulemaking
Docket U-210800

Aug. 29, 2022
1 to 5 p.m.

[Join Zoom Meeting](#) or by phone (253) 215-8782 (Meeting ID: 833 0942 4915, Passcode: 106727)

Agenda

1. Introductions
2. Procedural history
3. Scope and process for the rulemaking and workshop
 - a. Discuss alternative to nonpayment disconnections
4. Summary of first and second round of written comments
5. Discussion (guided by the Notice questions and written comments)
 - a. What costs, if any, related to nonpayment/bad debt are not currently being recovered?
 - b. Do late payment fees, deposits, and reconnect/disconnect fees effectively prevent nonpayment?
 - c. Considering the impacts nonpayment disconnections have on individuals and communities, are there alternative ways to address to nonpayment other than disconnecting service?
 - d. What are the potential impacts of ending nonpayment disconnections for both companies and customers? Are there ways to mitigate those impacts to the companies without disconnecting customers?
 - e. Considering that large numbers of customers do not know they qualify or do not know energy assistance is available, how do we better connect customers to available assistance?
6. Next Steps and Rulemaking Timeline
 - a. Schedule second workshop
 - i. Proposed discussion topics / areas of focus

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