

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

**WUTC v. Cascade Natural Gas Corp.
Docket UG-170929
Public Counsel
UG-170929**

Request No. 121

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PC-121 Re: Miscellaneous Charges.

Are there instances in which the Company waived (or did not apply) one of the fees referenced in PC-76(a)(i)-(v)?

- a. If answered in the affirmative, please identify:
 - i. The dates on which fees were waived or not applied from 2010 to 2017;
 - ii. The type of fee that was waived; and
 - iii. Explain with specificity why the Company waived or did not apply the fee, including the authority under which the Company acted.

Response:

Cascade does not keep records of when fees are waived. The Company does not typically waive reconnect charges (business hours and afterhours), disconnect charges, or returned check charges. These fees would only be waived if it was determined that the Company actions were in error; but, other than this, the Company does not waive these fees.

The Company does not charge customers the pilot light charge when service was disconnected by the Company. Customers paying the reconnect charge, who are at home at the time of reconnection, have their pilots relit without an additional pilot light charge; and customers who were disconnected for maintenance are not charged for pilot relights because the Company believes relighting pilots at no cost complies with WAC 480-90-168(2), which says,

When performing maintenance, repairs, testing, installation, or removal of the utility's property, *the utility must restore the customer's property as close as reasonably practicable to the condition prior to the utility's action.*

As with the other charges, the Company does not retain a detail of when the charge was not applied.