



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION
1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • www.utc.wa.gov

February 20, 2015

NOTICE OF OPPORTUNITY TO FILE WRITTEN COMMENTS
(By Monday, March 23, 2015)
and
NOTICE OF WORKSHOP
(Set for Wednesday, May 20, 2015, at 9:30 a.m.)

Re: Rulemaking to Consider Amending Billing Requirements For Electric and Natural Gas Companies, Docket U-144155

TO ALL INTERESTED PERSONS:

On February 18, 2015, the Washington Utilities and Transportation Commission (Commission) filed with the Code Reviser a Preproposal Statement of Inquiry (CR-101) to consider the adoption of rules within Washington Administrative Code (WAC) 480-90-178 and WAC 480-100-178, Billing requirements and payment date. The proposed rules would establish standards for all regulated energy companies to identify and correct stopped meters and unidentified energy usage, and provide incentives for companies to make appropriate resource allocation to reduce retroactive bill duration related to the forgoing circumstances. The Commission filed the CR-101 under Docket U-144155.

The CR-101, as filed with the Code Reviser, is available for inspection on the Commission's website at <http://www.utc.wa.gov/144155>. If you are unable to access the Commission's web page and would like a copy of the CR-101 mailed to you, please contact the Records Center at (360) 664-1234.

Utilities should identify and correct stopped meters, as well as unidentified energy usage, within a reasonable timeframe to minimize the retroactive bill generated and correct inaccurate energy usage metering.

The Commission is seeking written comments from interested persons related to rules to encourage regulated utilities to identify and correct faulty meters in a timely fashion. While the Commission does not want to unduly limit comments, responses to the following questions would be most helpful:

1. Please provide the average number of meters in service from 2012 to 2014.
2. Please provide three years of historical data showing the following: (Please use format provided in table below.)
 - a. Total number of retroactive bills and length of the retroactive bills for stopped meters.

The counts are for accounts with a stopped meter identified and rebilled			
	Number of Accounts		
# of Months Retroactively Billed	2012	2013	2014
1			
2			
3			
4			
5			
6			
7			
8			
9			

b. Total number of unidentified energy usage meters.

The counts are for accounts with unidentified energy usage and rebilled			
	Number of Accounts		
# of Months Retroactively Billed	2012	2013	2014
1			
2			
3			
4			
5			
6			
7			
8			
9			

3. What is the company's policy regarding bill settlement for metering errors?
4. Does the company have a billing threshold before investigating zero-read meter readings or unidentified energy usage? If so, please provide information on the company's minimum billing threshold.
5. Does the company have specific goals regarding the identification and resolution of stopped meters and unidentified energy usage meters?
6. What types of reports does the company generate to help identify stopped meter and unidentified usage meter problems?

The Commission invites initial written comments on these, and other issues, related to developing rules to encourage regulated utilities to identify and correct faulty meters in a timely fashion. The Commission will conduct a workshop on May 20, 2015, to address these issues.

WRITTEN COMMENTS

Written comments on the CR-101 inquiry and the issues listed above must be filed with the Commission no later than **5:00 p.m., Monday, March 23, 2015**. The Commission requests that comments be provided in electronic format to enhance public access, for ease of providing comments, to reduce the need for paper copies, and to facilitate quotations from the comments. You may submit comments via the Commission's Web

portal at www.utc.wa.gov/e-filing or by email to the Commission's Records Center at records@utc.wa.gov. Please include:

- The docket number of this proceeding (Docket U-144155).
- The commenting party's name.
- The title and date of the comment(s).

An alternative method for submitting comments is mailing or delivering an electronic copy to the Commission's Records Center on a flash drive, compact disk, or 3 ½ inch, IBM-formatted, high-density disk, in .pdf Adobe Acrobat format or in Word 97 or later version format. Include all of the information requested above. The Commission will post on its website all comments that are provided in electronic format. The website is located at <http://www.utc.wa.gov/144155>.

If you are unable to file your comments electronically the Commission will accept a paper document. If you have questions regarding this rulemaking, you may contact staff lead, Roger Kouchi, at (360) 664-1101, or by email at rkouchi@utc.wa.gov.

STAKEHOLDER WORKSHOP

In addition to filing written comments, interested persons are invited to attend a stakeholder workshop on **Wednesday, May 20, 2015, beginning at 9:30 a.m., in Room 206, Richard Hemstad Building, 1300 S. Evergreen Park Drive S.W., Olympia, Washington**. At the workshop, Commission staff will review and discuss comments with the stakeholders.

There will be further opportunity for comment. Information about the schedule and other aspects of the rulemaking, including comments, will be posted on the Commission's website as it becomes available. If you wish to receive further information on this rulemaking you may:

- Call the Commission's Records Center at (360) 664-1234
- Email the Commission at records@utc.wa.gov
- Mail written comments to the address below

When contacting the Commission, please refer to Docket U-144155 to ensure that you are placed on the appropriate service list. The Commission's mailing address is:

Executive Director and Secretary
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive S.W.
P.O. Box 47250
Olympia, WA 98504-7250

NOTICE

If you do not want to comment now, but do want to receive future information about this rulemaking, please notify the Executive Director and Secretary in one of the ways described above and ask to be included on the mailing list for Docket U-144155. If you do not do this, you might not receive further information about this rulemaking.

STEVEN V. KING
Executive Director and Secretary