

BEFORE THE PUBLIC UTILITY COMMISSION  
OF OREGON

AR 567

In the Matter of a

Rulemaking Regarding Energy Utility  
Billing Error Reporting.

STAFF'S SUPPLEMENTAL COMMENTS

Staff issues the following comments in response to parties' comments in AR 567.

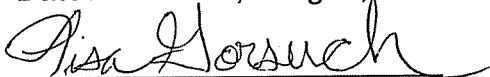
Following the public hearing in AR 567 held on October 4, 2012, and in response to issues raised by ALJ Power concerning the effectiveness of the reporting thresholds that were established in the original draft of the rule, staff held further discussions with representatives of Portland General Electric, PacifiCorp, Idaho Power, Avista Utilities, Cascade Natural Gas and Northwest Natural (Utilities). The attached revised rule seeks to address the issues raised by ALJ Power.

The revised rule results in a much lower threshold for incident reporting, and seeks to exclude reporting of reissued bills that are due to customer action, and of non-tariff billings.

Staff has received no objections to the revisions to the proposed rule from the Utilities, or the Citizens' Utility Board.

This concludes Staff's Comments.

Dated at Salem, Oregon, this 20th day of November, 2012.



Lisa Gorsuch  
Senior Utility Analyst  
Energy Resources & Planning



Phil Boyle  
Program Manager  
Consumer Services

Attachment

**860-021-0170**

**Billing Error Reporting**

**(1) As used in this rule, “billing error” means an error by the utility in the calculation of tariffed amounts billed to customers of energy utilities that:**

- (a) Is due to a single, specific event, reason, or condition; and**
- (b) Resulted in the issuance of a corrected energy bill.**

**(2) Each energy utility must notify via electronic mail the Commission’s Consumer Services Section within 10 business days of the date that the energy utility first becomes aware of a single billing error that the utility estimates affected 0.5 percent or more of customer bills issued in any billing month by an average of \$5.00 or more.**

**(3) An energy utility must submit send via electronic mail to the Commission’s Consumer Services Section the utility’s final report concerning the billing error noticed under section (2) of this rule. This report must be submitted no later than 60 calendar days from the date the billing error was first reported to the Commission and it must include the following information:**

- (a) A description and cause, if known, of the billing error;**
- (b) The number of bills affected by the billing error;**
- (c) The number of bills adjusted due to the billing error;**
- (d) The time period in which the billing error affected customer bills;**
- (e) The actions taken to correct the error; and**
- (f) The actions taken to prevent the same error from occurring in the future.**

**(4) Each energy utility must file an annual report with the Commission’s Administrative Hearings Division filing center which summarizes all billing errors reported under section (3) of this rule that occurred during the prior calendar year. The annual report must be submitted within 60 calendar days following the end of the calendar year.**

**Statutory Authority: ORS Ch. 183, 756 & 757**

**Statutes Implemented: ORS 756.040 & 757.020.**

**History: NEW**

CERTIFICATE OF SERVICE

AR 567

I certify that I have, this day, served the foregoing document upon all parties of record in this proceeding by delivering a copy in person or by mailing a copy properly addressed with first class postage prepaid, or by electronic mail pursuant to OAR 860-001-0180, to the following parties or attorneys of parties.

Dated this 20th day of November, 2012 at Salem, Oregon

*Kay Barnes*

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Kay Barnes

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AR 567  
Service List

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