



Oregon

Kate Brown, Governor

Public Utility Commission

201 High St SE Suite 100

Salem, OR 97301-3398

Mailing Address: PO Box 1088

Salem, OR 97308-1088

503-373-7394

October 22, 2019



BY EMAIL

CASCADE NATURAL GAS CORPORATION

Michael Parvinen

michael.parvinen@cngc.com

RE: Advice No. O19-09-01

At the public meeting on October 22, 2019, the Commission adopted Staff's recommendation in this matter docketed as ADV 1010. The Staff Report and a receipted copy of the sheet in your advice filing are attached.

Nolan Moser

Chief Administrative Law Judge

Public Utility Commission of Oregon

(503) 378-3098

**PUBLIC UTILITY COMMISSION OF OREGON
STAFF REPORT
PUBLIC MEETING DATE: October 22, 2019**

REGULAR **CONSENT** **EFFECTIVE DATE** November 1, 2019

DATE: October 1, 2019

TO: Public Utility Commission

FROM: Kathy Zarate

THROUGH: Jason Eisdorfer and John Crider **SIGNED**

SUBJECT: CASCADE NATURAL GAS: (Docket No. ADV 1010/Advice No. 019-09-01) Requests housekeeping revisions to Rule 6.

STAFF RECOMMENDATION:

Staff recommends that the Commission approve Cascade Natural Gas' (Cascade) Advice No. 019-09-01, effective November 1, 2019, as requested.

DISCUSSION:

Issue

Whether the Commission should allow Cascade to increase the number of days a customer has when a bill is due and payable once it is rendered from fifteen days to twenty-two days.

Applicable Law

The Company's filing involves tariff sheets that are governed by ORS 757.205 and OAR 860-022-0025. Under ORS 757.205(1), a public utility must file schedules showing all rates, tolls, and charges for service that have been established and are in force at the time. Tariff revisions or corrections may be made by filing revised sheets with the information required under the Commission's administrative rules, including OAR 860-022-0005 and OAR 860-022-0025.

Filings that make any change in rates, tolls, charges, rules, or regulations must be filed with the Commission at least 30 days before the effective date of the changes. Under

OAR 860-021-0125, the current 15-day due and payable period is the minimum, but there is no maximum.

Analysis

On September 13, 2019, Cascade submitted this filing to update the Company Rule 6 to increase the numbers of days a customer has when a bill is due and payable once it is rendered.

The changes either correct grammatical errors or reflect updates to previous Commission-approved tariff changes. In this case, the Company revisited the reasons for these changes in its review of this filing and only corrected the days after they are rendered.

The Company proposes the following change on Rule 6:

1. Rule 6, under General rule, Paragraph 1 / end of Line 3 - "fifteen" was deleted and "twenty-two" was added.

After review, Staff concludes that the revisions filed by Cascade are appropriate. By their housekeeping nature, none of the revisions affect customers' rates or tariff eligibilities. Staff reviewed the proposed schedule changes to ensure that they were consistent with the rates approved by the Commission. Staff also reviewed the entire tariff file to ensure no other schedules were affected by the recent changes. Staff identified no issues or errors with the filing and recommends the Commission approve the tariff changes as filed, allowing the housekeeping revisions to go into effect for service on and after November 1, 2019. No requests for information were sent to the Company as the filing was self-explanatory and included the necessary documentation.

Conclusion

Staff supports Commission adoption of the Company's filing.

PROPOSED COMMISSION MOTION:

Allow PacifiCorp's Advice No. 019-09-01, to go into effect for service rendered on and after November 1, 2019.

**RULE 6
BILLING**

GENERAL

Gas consumed, as indicated by meter readings, will be billed to customers as promptly as possible after reading dates, at approximately thirty day intervals, computed per applicable filed tariff rates. Bills will be due and payable twenty-two days after they are rendered.

(C)

When an under- or overbilling occurs, Cascade shall provide written notice to the customer detailing the circumstances, period of time, and amount of adjustment. The exception to these provisions is if issuing a correction is uneconomical in the sole view of the Company.

1. Underbillings: For underbillings, the Company may issue a bill correction if the error occurred within the prior twelve month period ending on the date on which the customer or former customer was last billed. The Company will not issue billing corrections for underbillings in excess of two years (twenty-four months). However, if an underbilling is a result of fraud, tampering, diversion, theft, misinformation, false information or other unlawful conduct on the part of the customer or former customer, the Company may collect full payment for any amount owed without limitation.

Where a Customer is required to repay an underbilling, the Customer shall be entitled to enter into a time payment agreement without regard to whether the customer already participates in such an agreement. If the customer and Cascade cannot agree upon payment terms, the Commission shall establish terms and conditions to govern the repayment obligation. Cascade shall provide written notice advising the customer of the opportunity to enter into a time payment agreement and of the Commission's appeal and complaint process.

2. Overbillings: For overbillings, the Company will issue a credit for amounts previously overbilled within the prior twelve month period ending on the date on which the customer or former customer was last overbilled. The Company will not issue credits for amounts overbilled for more than three years (thirty-six months) before the date the energy utility discovered the overbilling.

No billing adjustment shall be required if a gas meter registers less than two percent error under conditions of normal operation.

Bills will show dates of readings, readings at beginning of period and end of period, the number of cubic feet, therms, or other units of measurement of gas consumed, the tariff schedule code applicable, the delinquent date of bill, and the amount of the bill. Any estimated reading shall be clearly noted on the bill.

Cascade should make reasonable efforts to prepare opening and closing bills from actual meter readings.

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