

WAC 480-30-466 Credits or refunds as compensation in consumer complaints or problems. Companies may offer customers a credit or refund as compensation for service quality problems, billing problems, or other problems experienced by the customer.

[Statutory Authority: RCW 80.01.040, 81.04.160, 81.12.050, 81.68.030, and 81.70.270. WSR 06-13-006 (General Order No. R-533, Docket No. TC-020497), § 480-30-466, filed 6/8/06, effective 7/9/06.]