

WAC 480-100-133 Reconnecting service after disconnection. (1) A utility must make every reasonable effort to restore a disconnected service within twenty-four hours, or within four hours for customers who the utility has remotely disconnected, or other time mutually agreeable between the customer and the company, after the customer has paid, or at the time the utility has agreed to bill, any applicable reconnection charge, and:

(a) The causes for disconnection not related to a delinquent account are removed and the customer pays any delinquent tariffed charges, plus any required deposit; or

(b) The customer has entered into an agreed-upon payment arrangement for a delinquent account and pays any required deposit as defined in WAC 480-100-113 Residential service deposit requirements or WAC 480-100-118 Nonresidential service deposit requirements; or

(c) The customer has paid all tariffed amounts due on the account that is not a prior obligation and the customer has paid any required deposit as defined in WAC 480-100-113 Residential service deposit requirements or WAC 480-100-118 Nonresidential service deposit requirements.

(2) If a site visit is not required to reconnect service, the utility may not charge any fees for the reconnection.

(3) The commission may require reconnection pending resolution of any dispute between the utility and the customer over the propriety of disconnection.

[Statutory Authority: RCW 80.01.040, 80.04.160, and chapter 80.28 RCW. WSR 20-16-077 (Docket U-180525, General Order R-600), § 480-100-133, filed 7/29/20, effective 8/29/20. Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 01-11-004 (Docket No. UE-990473, General Order No. R-482), § 480-100-133, filed 5/3/01, effective 6/3/01.]