

WAC 480-90-133 Reconnecting service after disconnection. (1) A utility must make every reasonable effort to restore a disconnected service within twenty-four hours, or other time mutually agreeable between the customer and the utility, 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 480-90-113, Residential service deposit requirement, or WAC 480-90-118, 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 480-90-113, Residential service deposit requirements, or WAC 480-90-118, Nonresidential service deposit requirements.

(2) A utility may not reconnect gas service remotely unless the commission authorizes utilities to remotely reconnect gas services.

(3) The commission may require reconnection pending resolution of a 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), § 480-90-133, filed 7/29/20, effective 8/29/20. Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 01-11-003 (Docket No. UG-990294, General Order No. R-484), § 480-90-133, filed 5/3/01, effective 6/3/01.]