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**SENATE BILL 5877**

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**State of Washington**

**68th Legislature**

**2024 Regular Session**

**By** Senators Fortunato, McCune, and Wagoner

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1 AN ACT Relating to providing information about the costs of the  
2 climate commitment act to electricity and natural gas customers;  
3 amending RCW 19.29A.020; and adding a new chapter to Title 19 RCW.

4 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

5 **Sec. 1.** RCW 19.29A.020 and 2015 c 285 s 2 are each amended to  
6 read as follows:

7 Except as otherwise provided in RCW 19.29A.040, each electric  
8 utility must provide its retail electric customers with the following  
9 disclosures in accordance with RCW 19.29A.030:

10 (1) An explanation of any applicable credit and deposit  
11 requirements, including the means by which credit may be established,  
12 the conditions under which a deposit may be required, the amount of  
13 any deposit, interest paid on the deposit, and the circumstances  
14 under which the deposit will be returned or forfeited.

15 (2) A complete, itemized listing of all rates and charges for  
16 which the customer is responsible, including charges, if any, to  
17 terminate service, the identity of the entity responsible for setting  
18 rates, and an explanation of how to receive notice of public hearings  
19 where changes in rates will be considered or approved.

20 (3) An explanation of the metering or measurement policies and  
21 procedures, including the process for verifying the reliability of

1 the meters or measurements and adjusting bills upon discovery of  
2 errors in the meters or measurements.

3 (4) An explanation of bill payment policies and procedures,  
4 including due dates, applicable late fees, and the interest rate  
5 charged, if any, on unpaid balances.

6 (5) An explanation of the payment arrangement options available  
7 to customers, including budget payment plans and the availability of  
8 home heating assistance from government and private sector  
9 organizations.

10 (6) An explanation of the method by which customers must give  
11 notice of their intent to discontinue service, the circumstances  
12 under which service may be discontinued by the utility, the  
13 conditions that must be met by the utility prior to discontinuing  
14 service, and how to avoid disconnection.

15 (7) An explanation of the utility's policies governing the  
16 confidentiality of private and proprietary customer information,  
17 including the circumstances under which the information may be  
18 disclosed and ways in which customers can control access to the  
19 information.

20 (8) An explanation of the methods by which customers may make  
21 inquiries to and file complaints with the utility, and the utility's  
22 procedures for responding to and resolving complaints and disputes,  
23 including a customer's right to complain about an investor-owned  
24 utility to the commission and appeal a decision by a consumer-owned  
25 utility to the governing body of the consumer-owned utility.

26 (9) An annual report containing the following information for the  
27 previous calendar year:

28 (a) A general description of the electric utility's customers,  
29 including the number of residential, commercial, and industrial  
30 customers served by the electric utility, and the amount of  
31 electricity consumed by each customer class in which there are at  
32 least three customers, stated as a percentage of the total utility  
33 load;

34 (b) A summary of the average electricity rates for each customer  
35 class in which there are at least three customers, stated in cents  
36 per kilowatt-hour, the date of the electric utility's last general  
37 rate increase or decrease, the identity of the entity responsible for  
38 setting rates, and an explanation of how to receive notice of public  
39 hearings where changes in rates will be considered or approved;

1 (c) An explanation of the amount invested by the electric utility  
2 in conservation, nonhydrorenewable resources, and low-income energy  
3 assistance programs, and the source of funding for the investments;  
4 and

5 (d) An explanation of the amount of federal, state, and local  
6 taxes collected and paid by the electric utility, including the  
7 amounts collected by the electric utility but paid directly by retail  
8 electric customers.

9 (10) A complete, itemized listing on the billing statement of all  
10 rates and charges that are being imposed by the electric utility for  
11 the purpose of complying with the requirements of the Washington  
12 climate commitment act, chapter 70A.65 RCW.

13 NEW SECTION. Sec. 2. Each gas company, as defined in RCW  
14 80.04.010, shall provide its customers with a complete, itemized  
15 listing on the billing statement of all rates and charges that are  
16 being imposed by the gas company for the purpose of complying with  
17 the requirements of the Washington climate commitment act, chapter  
18 70A.65 RCW.

19 NEW SECTION. Sec. 3. Section 2 of this act constitutes a new  
20 chapter in Title 19 RCW.

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