

WAC 480-70-391 Credits as compensation in consumer complaints or problems. Companies may offer customers a credit on the customers' bills for:

(1) A missed collection, regardless of the reason the collection was missed; or

(2) As compensation for service quality problems, billing problems, or other problems experienced by the customer.

[Statutory Authority: RCW 81.04.160, 81.77.030 and 80.01.040. WSR 01-08-012 (Docket No. TG-990161, General Order No. R-479), § 480-70-391, filed 3/23/01, effective 4/23/01.]