

IDAPA 31 – IDAHO PUBLIC UTILITIES COMMISSION

**31.21.01--CUSTOMER RELATIONS RULES FOR GAS, ELECTRIC AND WATER
PUBLIC UTILITIES REGULATED BY THE IDAHO PUBLIC UTILITIES
COMMISSION (THE UTILITY CUSTOMER RELATIONS RULES)**

DOCKET NO. 31-2101-0901

RUL-0-09-01

NOTICE OF RULEMAKING - PROPOSED RULE

AUTHORITY: In compliance with Section 67-5221(1), Idaho Code, notice is hereby given that the Idaho Public Utilities Commission has initiated proposed rulemaking procedures. This action is authorized pursuant to Section 61-507, Idaho Code.

PUBLIC HEARING SCHEDULE: Public hearing(s) concerning this rulemaking will be scheduled if requested in writing by twenty-five (25) persons, a political subdivision, or an agency, not later than September 16, 2009. The hearing site will be accessible to persons with disabilities. Requests for accommodation must be made not later than five (5) days prior to the hearing, to the Commission's address below.

DESCRIPTIVE SUMMARY: The following is a non-technical explanation of the substance and purpose of the proposed rulemaking:

The Commission proposes to relocate three (3) rules from IDAPA 31.21.02 to IDAPA 31.21.01. The rules to be relocated are:

IDAPA 31.21.02.101 to IDAPA 31.21.01.702
IDAPA 31.21.02.103 to IDAPA 31.21.01.201.04
IDAPA 31.21.02.104 to IDAPA 31.21.01.208

The Commission also proposes in Rule 31.21.01.201.04.b that water utilities with more than five thousand (5,000) customers provide consumption data on each customer's bill comparing actual consumption in the current billing period with the corresponding billing period in the previous year. After the transfer of the rules is complete, the Commission proposes to repeal IDAPA 31.21.02. Relocating these rules will streamline the Commission's utility rules.

FEE SUMMARY: There are no fees associated with this proposed rulemaking.

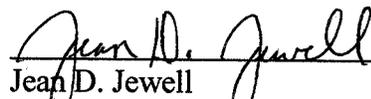
FISCAL IMPACT: There is no fiscal impact on the state general fund resulting from this rulemaking.

NEGOTIATED RULEMAKING: Pursuant to Section 67-5220(2), Idaho Code, negotiated rulemaking was not conducted because of the nature of the proposed action.

ASSISTANCE ON TECHNICAL QUESTIONS, SUBMISSION OF WRITTEN COMMENTS: For assistance on technical questions concerning the proposed rule, contact Donald L. Howell, II, Deputy Attorney General, at (208) 334-0312.

Anyone may submit written comments regarding this proposed rulemaking. All written comments must be directed to the Commission Secretary and must be delivered on or before September 23, 2009.

DATED at Boise, Idaho this 21st day of July 2009.



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IDAPA 31
TITLE 21
CHAPTER 01

**31.21.01 - CUSTOMER RELATIONS RULES FOR GAS, ELECTRIC, AND WATER
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001. TITLE AND SCOPE (RULE 1).

The name of this chapter is "Customer Relations Rules for Gas, Electric and Water Public Utilities ~~Regulated by the Idaho Public Utilities Commission~~ (the Utility Customer Relations Rules)." This chapter has the following scope: These rules provide a set of fair, just, reasonable, and non-discriminatory rules ~~to address recurring areas of disagreement between utilities and customers~~ with regard to deposits, guarantees, billing, application for service, denial of service, termination of service and complaints to utilities. (7-1-93)()

(BREAK IN CONTINUITY OF SECTIONS)

201. ISSUANCE OF BILLS -- CONTENTS OF BILLS (RULE 201).

Bills shall be issued on a regular basis. Bills must contain the following information: (3-30-01)

01. The Billing Date. (7-1-93)

02. The Time Period Covered by the Bill. (7-1-93)

03. Metered Service Billing. If metered service is the basis for billing, the beginning and ending meter readings, where the bill is based on actual readings, or a clearly marked statement that the bill is estimated, if the meter was not actually read, and the quantity of service provided, when applicable. (7-1-93)

04. Billing Comparisons of Consumption Data. ~~Comparisons of current and previous consumptions, when required by IDAPA 31.21.02.103.~~ (7-1-93)()

a. Each gas and electric utility shall compare on each customer's regular billing the customer's actual consumption of gas or electricity with the customer's actual consumption of gas or electricity for the corresponding billing period in the previous year. If the billing periods being compared contain a different number of days, the utility shall adjust the data to take into account the

different length of the billing periods and show the comparison as an absolute change in therm use or kilowatt hour use per day. ()

b. Each water utility with more than five thousand (5,000) customers shall compare on each customer's regular billing the customer's actual consumption of water with the customer's actual consumption of water for the corresponding billing period in the previous year. The usage comparison shall be expressed in gallons or cubic feet based upon total consumption for each billing period or average consumption per day during each billing period. ()

05. The Due Date of the Bill. (7-1-93)

06. Itemization of All Charges. An itemization of all charges, both recurring and nonrecurring. (7-1-93)

07. Any Amount Transferred From Another Account. (7-1-93)

08. Any Amounts Past Due. (7-1-93)

09. Payments or Credits. Any payments or credits applied to the customer's account since the last bill. (7-1-93)

10. The Total Amount Due. (7-1-93)

11. Address and Telephone Number. The mailing address and toll-free telephone number(s) available to customers in the service territory for answering billing inquiries. (3-30-01)

(BREAK IN CONTINUITY OF SECTIONS)

208. DEGREE-DAY INFORMATION (RULE 208).

Upon request, each gas and electric utility shall make degree-day adjusted data available to customers for comparisons of the kind made in Rule 201.04. ()

2089.--299. (RESERVED).

(BREAK IN CONTINUITY OF SECTIONS)

702. EXPLANATION OF RATE SCHEDULE (RULE 702).

Each gas, electric, and water utility shall transmit annually to each of its customers and give to each new customer at the time of initiation of service a clear and concise explanation of the existing rate schedule for the class of services selected by that customer. ()

7023.--999. (RESERVED).