

1 **SHB 2232 - H AMDS 151**

2 By Representative Poulsen

3 On page 4, after line 26, insert the following:

4 (5) Recommend licensing requirements for electricity service
5 suppliers, and may recommend changes or additions to consumer
6 protection laws and regulations.-

7 Renumber the remaining subsections consecutively and correct
8 internal references accordingly.

9 On page 5, after line 27, insert the following:

10 NEW SECTION. **Sec. 7.** CONSUMER PROTECTION AND EDUCATION.

11 (1) The commission and public counsel shall investigate
12 consumer protection issues and may recommend changes to regulations
13 and existing statutes or the creation of new laws encompassing such
14 issues as credit terms, disconnection and reconnection of service,
15 redlining and discriminatory practices, unfair trade practices,
16 certification of green-resources, consumer privacy, assessment of
17 late and other such fees, application standards for service, and
18 billing for unregulated services. The commission and public
19 counsel shall consult with public utility districts, municipal
20 electric utilities, and electric cooperatives in conducting the
21 investigation and in developing recommendations, if any. The
22 commission and public counsel shall report their findings and
23 recommendations to the task force by January 1, 1999.

24 (2) To ensure high quality, reliable electricity service, the
25 commission and public counsel shall determine licensing
26 requirements so that all electricity service suppliers must meet
27 reasonable business standards. The commission and public counsel
28 shall also determine methods for ensuring that the public has
29 access to regularly updated listings of all licensed retail
30 electricity service suppliers throughout the state, green-
31 marketers or energy suppliers throughout the state, standard offers
32 made by electricity service suppliers in representative areas of
33 the state, and the market price for firm power. The commission and

1 public counsel shall report their determinations under this
2 subsection to the task force by January 1, 1999.

3 (3) The department shall develop a consumer outreach and
4 education plan to include:

5 (a) The dissemination of information by diverse approaches,
6 including brochures or other written materials and a variety of
7 mass media outlets;

8 (b) The active involvement of community-based organizations
9 in developing messages and promoting outreach;

10 (c) Targeted efforts to reach rural, low-income, elderly,
11 non-English-speaking, disabled, minority, and other traditionally
12 under-served populations;

13 (d) Well-publicized public forums conducted in several
14 geographical areas of the state to capture the broadest exposure in
15 order to provide opportunities for exchange of information; and

16 (e) A citizen's electricity market hotline with a toll-free
17 1-800 number that shall respond to consumer questions and
18 complaints about their electric service and about the transition to
19 a more competitive retail electric market.

20 The department shall present the plan to the task force by January
21 1, 1999.-

22 Renumber the remaining sections consecutively and correct internal
23 references accordingly.

24 **EFFECT:** The task force must recommend licensing requirements
25 for electricity service providers, and may recommend changes
26 or additions to consumer protection laws and regulations. The
27 WUTC and public counsel must study consumer protection issues
28 and recommend changes to consumer protection laws and
29 regulations. The WUTC and public counsel also must determine
30 licensing requirements for all electricity service providers,
31 and must determine methods for ensuring public access to
32 updated listings of licensed retail electric suppliers,
33 green- energy suppliers, standard offers made by electric
34 suppliers, and the market price for firm power. The DCTED
35 must develop an outreach and education plan. The WUTC, public
36 counsel, and the DCTED must report to the task force by
37 January 1, 1999.