

NEWS RELEASE  
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## **PUBLIC UTILITIES COMMISSION TO AMEND RULES GOVERNING ENERGY UTILITY BILLING ERRORS**

St. Paul, Minnesota - December 7, 2007 - The Minnesota Public Utilities Commission announced its intent to amend its rules governing energy utility billing errors. The proposed rules apply to gas and electric utilities. The proposed rules will allow companies to increase the credit period for which to refund customers for billing errors. Customers will be credited back three years from the date of discovery of a billing error. This is a change from the current rules' policy which limits the credit period to one year.

Minnesota's utilities have repeatedly sought variances to extend the period for calculating remedies for overcharges but not to extend the period for calculating undercharges. Most significantly, Otter Tail Power and Xcel Energy each sought and received permanent variances to calculate remedies for overcharges back three years before the date the error is discovered. Because most Minnesotans receive service from one of these two utilities, this policy is the policy that governs most Minnesotans today, making the proposed rules consistent with the dominant industry practice.

The proposed rules will be published in the December 10, 2007 *State Register* at [http://www.comm.media.state.mn.us/bookstore/state\\_register.asp](http://www.comm.media.state.mn.us/bookstore/state_register.asp). All documents, including the Statement of Need and Reasonableness, are available through the Commission's website at [www.puc.state.mn.us](http://www.puc.state.mn.us) or by contacting Eric Witte at 651.201.2227 or [eric.witte@state.mn.us](mailto:eric.witte@state.mn.us).

The Commission is inviting written comments from interested persons. Comments should be sent to Eric Witte, Commission Attorney, Minnesota Public Utilities Commission, Docket No. E,G-999/R-05-444, 121 7<sup>th</sup> Place E., Ste. 350, St. Paul, Minnesota 55101-2147. Comments should be submitted by 4:30 p.m. on January 14, 2008. If the comments contain requests for a hearing from 25 or more people, a hearing will be convened at the above address on January 30, 2008.

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