

A bill for an act

relating to utilities; regulating payment agreements for undercharges; amending
Minnesota Statutes 2006, section 216B.098, subdivision 4.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF MINNESOTA:

Section 1. Minnesota Statutes 2006, section 216B.098, subdivision 4, is amended to
read:

Subd. 4. **Undercharges.** (a) A utility shall offer a payment agreement to customers
who have been undercharged if no culpable conduct by the customer or resident of
the customer's household caused the undercharge. The agreement must cover a period
equal to the time over which the undercharge occurred or a different time period that is
mutually agreeable to the customer and the utility, except that the duration of a payment
agreement offered by a utility to a customer whose household income is at or below 50
percent of state median household income must consider the financial circumstances of
the customer's household.

(b) No interest or delinquency fee may be charged under this as part of an
undercharge agreement under this subdivision.

(c) If a customer inquiry or complaint results in the utility's discovery of the
undercharge, the utility may bill for undercharges incurred after the date of the inquiry
or complaint only if the utility began investigating the inquiry or complaint within a
reasonable time after when it was made.