

# In the Matter of Minnesota Power's Petition for Approval of a Variance to the Customer Service Rules Governing Billing Errors

## Docket No. E015/M-21-790

Commissioner Tuma suggests the following decision option amendments:

1. Approve MP's request for a billing error variance and authorize the requested refunds with the interest through the date of payment. MP shall make a compliance filing within 14 days of the payment indicating the date of payment, total payment, and interest.
2. Establish a 30-day negative check off process for billing error variance requests from MP, and authorize MP to provide refunds if no objections are filed within 30 days of a petition for a billing error variance. The filing should always include estimated interest to be paid through the date of estimated payment. MP shall make a compliance filing within 14 days of the payment indicating the date of payment, total payment, and interest.

[OR]

3. Direct staff to resolve billing error variance petitions using the existing consent calendar process. To accompany the consent calendar Order:

- a) Request the **Department** file a standard letter demonstrating:  
1) rule variance requirements, 2) agreement between the customer and utility, 3) consultation of CAO by utility, ~~and~~ 4) no other novel or unusual circumstances exist and 5) requesting the company make a compliance filing within 14 days of the payment indicating the date of payment, total payment, and interest.