



Legislation Text

File #: Details 2021-332, **Version:** 1

**** E015/M-21-790 Minnesota Power**

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

1. Should the Commission grant a variance to Minnesota Rule 7820.3800 (Electric Utility Billing Errors) in order to approve a refund to a Minnesota Power customer for an overcharge beginning in October 2014?
2. Should the Commission approve the Department of Commerce's proposed "30-day negative check-off" process for billing error variance requests to allow for expedited refunds for some Minnesota Power customers in the future? (PUC: **Dornfeld**)