

**Docket U-200281, COVID-19 Response
Workgroup Workshop
July 22, 2020**

Agenda

1. Introduction and Format of Discussions
2. Issues
 - a. Moratorium on disconnections
 - i. Expiration of Governor's moratorium
 - ii. Commission extension of moratorium
 - iii. Voluntary continuation of moratorium
 - iv. Transition to normal operations
 - v. Ongoing support programs
 - b. Customer communication and reporting
 - i. Notices
 - ii. Website notifications
 - iii. Utility reports to the Commission
 - iv. Utility reporting to credit bureaus
 - v. Dispute resolution
 - vi. Affordability investigation
 - c. Cost recovery
 - i. Past due amounts
 1. Bill payment assistance and payment plans
 2. Interest and late payment fees
 3. Uncollectibles
 - ii. Deposits
 - iii. Disconnection/reconnection fees
 - iv. Other COVID-19-related costs
3. Documentation
 - a. Stipulation
 - b. Written guidelines
 - c. Tariff revisions
 - d. Other
4. Process
 - a. Open meeting presentation
 - b. Interpretive and Policy Statement
 - c. Adjudication
5. Next Steps