

**Huey, Lorilyn (UTC)**

**From:** Krakauer-Costello <cosauer6212@gmail.com>  
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State Of WASH  
UTIL. AND TRANSP.  
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As people continue to struggle financially post the worst of the Covid pandemic, permanent changes are needed to protect everyone from utility cutoffs due to financial constraints. Uninterrupted utility service is an essential human need and essential to public health and safety.

Look to your own data and the research that shows how the current rules are not equitable. Specifically:

1. Utilities must not use shut-off notices as a way to reach customers with overdue accounts. Instead, utilities must proactively enroll customers with past-due balances in available assistance programs, unless they expressly opt-out.
2. Customers should not be charged deposits to open new accounts;
3. Late fees and disconnection/reconnection fees should be eliminated; and
4. Customer accounts with unpaid balances must not be sent to collections.

Thank you for acting in a just and equitable manner on behalf of all Washingtonians.

Regards,  
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