

**Docket U-180525, AMI Rulemaking
Workshop on Issues Raised in September 2019 Comments
December 19, 2019**

Issues List

Section 023 Definitions

- Customer – How to address in the definition the status of a customer when that customer has been disconnected and immediately wants to be reconnected
- Customer Information – Types of information AMI meters can and will collect

Section 128 Disconnection of service

- The Energy Project proposal to prohibit disconnections if a customer has a delinquent balance of less than \$200 (Subsection (2))
- Staff proposal to require both electronic and hard copy notice (Subsection (4))
- The Energy Project proposal to require disconnection notices to inform customers about the availability of low-income assistance programs (Subsection (4))
- Permissible time period for remote disconnection and reconnection (Subsection (6)(b))
- Limits on disconnection of customers with medical necessities (Subsection (6)(c))
- Site visits and other proposed requirements for disconnection of low income customers (Subsection (6)(d))
- Fees for remote disconnection and reconnection (Subsection (6)(f) and Section 133(3))
- Whether and how a person could begin using electric or gas service prior to applying for such service (Subsection (7))

Section 153 Protection and disclosure of customer information

- How to define appropriate security practices and procedures (Subsection (1))
- Customer access to “account information” rather than “customer information” and time to respond to customer requests for information (Subsections (14) & (15))
- Release of aggregate information (Subsection (21))