

OE - 990473

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» Updated "Other States Electric Disconnection Policies"

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Vicki Elliott

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To: Tani Thurston/WUTC@WUTC, Pam Smith/WUTC@WUTC, Jim Russell/WUTC@WUTC, Graciela Etchart/WUTC@WUTC

cc:

Subject: Updated "Other States Electric Disconnection Policies"

Attached is the updated document. New York has been added.



OtherStatesDisconnRule

remind
log & file
per Graciela

In order to determine how other states regulate disconnections for nonpayment, Staff sent a survey to members of the NARUC Staff Subcommittee. Twenty-seven states responded. Of those 27 states, 23 have restrictions against disconnecting electric service during the winter months. In some cases the restrictions are linked to income levels, age, or infirmity; in other cases, there is an absolute prohibition against disconnecting electric service. If a customer is disconnected for nonpay, ten states require the customer to pay the full balance; the remaining thirteen states require companies to allow customers to pay less than the full amount (either pay some portion or enter into required payment arrangements over six to twelve months). Only six states offer low-income rates; and only one state requires that companies offer financial assistance to low-income customers.

**Survey of States Regarding Electric Disconnection Policies
January 2001**

	Do rules prohibit disconnecting service for nonpay under specific circumstances?	Do rules provide low-income rates?	If customer is disconnected for nonpay, must he/she pay entire balance before reconnection?	Any other type of financial assistance utilities must offer to low-income?	Comments
Alabama	Yes; if forecast is 32F or below	No	Yes	No	
Alaska	No	No	No; customer has 12 mos to pay under 'hardship' provisions	No; but must refer customers to other assistance sources	
Colorado	No	No	No; customer can pay reconnection fees + make arrangements for past due amt	No	
Connecticut	Yes; November 1 to April 15 for eligible 'hardship' customers	No	Yes	No; however most offer energy aid programs + those at social service agencies	
Delaware	Yes; November 15 to March 31 if temperature is 20F or below	No	Yes	No; but must refer customers to other assistance sources	
Georgia	Yes; customer may sign a "seasonal agreement"	No	Yes	No; however most offer energy aid programs	
Idaho	Yes; December 1 to February 28 for households with children, elderly or infirm	No	Yes	No; but most refer customers to other assistance sources	
Illinois	Yes; December 1 to March 31 if forecast is 32F or below	No	No; customer must pay 1/3 of past due amount	No; however most offer energy aid programs	
Iowa	Yes; November 1 to April 1 for customers eligible for LIHEAP	No	No; customer is entitled to one 12-mo payment arrangement	Yes; must fund a low-income program (most do it through CAP agencies)	
Indiana	Yes; December 1 to March 15 for eligible low-income	No	Yes	No	
Maine	Yes; during winter months	Yes	No; customer must pay some portion + make arrangements for past due amount	No	

Massachusetts	Yes; November 15 to March 15	Yes	Yes; unless residents include infants, elderly, or infirm	No	No
Michigan	Yes; during winter months for low-income and seniors	No	Yes; or customer makes payment arrangements	No; however most offer energy aid programs	No; however most offer energy aid programs
Minnesota	Yes; October 15 to April 15	Yes; based on customer's eligibility for LIHEAP	Yes	No; but must refer customers to other assistance sources	No; but must refer customers to other assistance sources
Missouri	Yes; if forecast is 30F or below	No	No; customer must pay past due portion of payment agreement	No; however most offer energy aid programs	May not require a deposit if payment agreement is kept; allows arrears payments beyond 12 months
Montana	Yes; November 1 to March 31	No; but utilities offer 15% discount to customers who qualify for LIHEAP	Yes	No	No
New Hampshire	Yes; during winter months	No	No; customer usually must pay 50% of past due amount	No; however most offer energy aid programs	No; however most offer energy aid programs
New Jersey	Yes; November 15 to March 15 for eligible low-income	No	No; customer must pay up to 25% of outstanding balance	No; however most offer energy aid programs	No; however most offer energy aid programs
New York	Yes; November 1 to April 15 if disconnection poses a "serious impairment to health or safety"	No	No; customer must enter into deferred payment agreement based on income	No; however most offer energy aid programs	No; however most offer energy aid programs
North Carolina	Yes; November 1 to March 31 for eligible low-income or infirm	Yes; one company offers limited low-income rates	No; customer must enter into 6-month agreement for past due amount	N/a	N/a
Ohio	Yes; during winter months, but customer must pay \$195, regardless of balance due	Yes; one company offers low-income rates; Also, there is a program for customers below 150% of fed poverty guidelines	No; customer must pay \$195 regardless of outstanding balance	N/a	N/a
Oregon	No	No	No; customer must pay 50% of past due amount + 1/3 of deposit	No; but must refer customers to other assistance sources	No; but must refer customers to other assistance sources
Pennsylvania	Yes; December 1 to March 31	Yes; restructuring required utilities to fund universal service programs	No; customers required to pay % based on income	No; however most offer energy aid programs	No; however most offer energy aid programs
South Dakota	Yes; November 1 to April 15, customer must receive 60 day	No	Yes	No	No

	notice prior to disconnect	No	Yes	No; however most offer energy aid programs
Tennessee	No	No	Yes	No; however most offer energy aid programs
Vermont	Yes; if temperature is below 10F or below 32F for seniors	No	No; customer must pay 50% of past due amount	No; but must refer customers to other assistance sources
Wisconsin	Yes; November 1 to April 15	No	No; customer can make arrangements for past due amt (limited to 2 instances)	No

