

**SUMMARY OF PUC ORDER 37506
Issued December 23, 2020**

- 1) All PUC-regulated utilities, with the exception of wireless telecommunication service providers, shall extend through March 31, 2021, the suspension of a) disconnections of utility services and b) any and all rules and provisions of individual utility tariffs that prevent or condition re-connection of disconnected customers; however the PUC makes it clear that this order does not affect the utility's ability to disconnect a customer's service for public safety concerns unrelated to non-payment of services.
- 2) The PUC requires utilities to develop payment plans for customers who have past due payments of greater than sixty (60) days once the suspension of disconnections or terminations of service are lifted.
- 3) The PUC prohibits utilities from charging customers interest on past due payments, or impose any late payment fees, through March 31, 2021.
- 4) Any utility that booked regulatory assets consistent with the authorization provided in Orders No. 37125, 37153, 37189, 37251, 37284 or choosing to do so pursuant to the authorization provided in this order must file a quarterly report, detailing the amounts of the costs incurred and any savings realized, which have been booked to the regulatory assets. Page 8 of the order further details what should be included as part of this quarterly report. The next report is due February 1, 2021.
- 5) The PUC emphasizes that customers should continue paying their bills to the extent possible during this time, noting that customers will ultimately be responsible for paying utility service billings accrued during this suspension.
- 6) The PUC directs all utilities to file monthly reports beginning February 1, 2021, utilizing a spreadsheet template modeled after the sample provided in Exhibit A of the order. Pages 13-15 of the order further details what should be included as part of this monthly report.
- 7) Utilities should begin filing their quarterly and monthly reports in Docket No. 2020-0209 which was opened by the PUC to house reports requested of utilities as well as to issue future orders addressing the disconnection suspension.
- 8) For Transition Planning purposes, the PUC will later request additional reporting from utilities detailing payment plan options that will be in effect once the moratorium is lifted, eligibility criteria, when payment plans have commenced or will commence, any necessary tariff changes, customer outreach plan to inform customers of their delinquent outstanding balance, and other utility-specific options allowing delinquent customers to pay outstanding balances, and a way for that customer to connect with customer service representatives to make payment arrangements.
- 9) If a utility maintains a website, the utility shall provide notice of this order's content on such website, and in any other prominent place that the utility finds will help inform its customers.