

**SUMMARY OF PUC ORDER 37667
Issued March 10, 2021**

- 1) All PUC-regulated utilities, with the exception of wireless telecommunication service providers, shall extend through May 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 continues to require utilities to develop payment plans for customers who have past due payments of greater than sixty (60) days.
- 3) The PUC continues to prohibit utilities from charging customers interest on past due payments, or impose any late payment fees, through May 31, 2021.
- 4) Any utility that booked regulatory assets consistent with the authorization provided in Orders No. 37125, 37153, 37189, 37251, 37284, or 37506 must file a quarterly report that includes: (a) updated information regarding the utility's financial condition, and (b) a list of measures the utility has in place to assist its customers during the COVID-19 emergency situation. In addition, the utility should inform the Commission if a previously-reported upon measure has since been terminated as well as a short description for the rationale behind the termination of that measure. The next report is due May 1, 2021.
- 5) Utilities' monthly reports required by Order No. 37506 continue to be due on the first of the month, until otherwise ordered by the Commission.
- 6) 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.
- 7) 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.
- 8) 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.

In anticipation of the termination of the disconnection suspension on June 1, 2021, utilities are required to:

- 9) Notify all customers by May 1, 2021 that the disconnection suspension is being lifted as of June 1, 2021.
- 10) Establish minimum and maximum term lengths for payment plans.
- 11) Retroactively waive all late payment fees and any interest on late payments incurred between March 5, 2020 and May 31, 2021.
- 12) By May 1, 2021 submit a one-time, additional report ("Pre-Disconnection Suspension Termination Report") including the following (details can be found on pages 8-9):
 - a. Detailed description of payment plans for each customer class that will be in effect once the moratorium is lifted.
 - b. Eligibility criteria.
 - c. When, prior to the lifting of the suspension, payment plans have commenced or will commence.
 - d. When and how notice was provided to customers.
 - e. Any proposed tariff changes necessary to implement the payment plans or customer protections.