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May 29, 2020

Mark D. Marini, Secretary
Department of Public Utilities
One South Station, 5th Floor
Boston, MA 02110

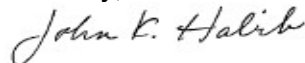
Re: Inquiry into Establishing Policies and Practices for Electric and Gas Companies –
D.P.U. 20-58

Dear Secretary Marini:

On behalf of the Customer Assistance Working Group¹ enclosed is the Working Group's Customer Assistance Report ("Report") in response to the Department of Public Utilities' Notice of Inquiry in the above-referenced docket. The Working Group was able to reach consensus on the vast majority of recommendations in the Report. In addition, the Working Group is committed to continuing its discussion of certain issues raised in the Report that will benefit from further development in a collaborative manner, including customer communications and small commercial and industrial arrearage forgiveness plans.

Thank you for your attention to this matter. Please contact me or any of the Working Group's counsel with any questions you may have regarding this filing.

Sincerely,



John K. Habib, Esq.

Enclosures

cc: Rachel Cottle, Esq. – Hearing Officer
Elizabeth Anderson, Esq. – Office of the Attorney General
Robert Hoagland, Esq. – Department of Energy Resources
Charles Harak, Esq. - National Consumer Law Center
Jerrold Oppenheim, Esq. – LEAN
Robert Rio – Associated Industries of Massachusetts

¹ Fitchburg Gas and Electric Light Company d/b/a Unitil, Massachusetts Electric Company and Nantucket Electric Company, Boston Gas Company and Colonial Gas Company, each d/b/a National Grid, and NSTAR Gas Company and NSTAR Electric Company, each d/b/a Eversource Energy, Bay State Gas Company d/b/a Columbia Gas of Massachusetts, Liberty Utilities (New England Natural Gas Company) Corp. d/b/a Liberty Utilities, The Berkshire Gas Company, and Blackstone Gas Company; the Office of the Attorney General ("AGO" or "Attorney General", the Department of Energy Resources ("DOER"), the National Consumer Law Center ("NCLC"), the Low-Income Energy Affordability Network ("LEAN") and the Associated Industries of Massachusetts ("AIM") (together, the "Working Group")

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF PUBLIC UTILITIES

Inquiry of the Department of Public Utilities into)	
Establishing Policies and Practices for Electric and Gas)	
Companies Regarding Customer Assistance and)	D.P.U. 20-58
Ratemaking Measures in Connection to the)	
State of Emergency Regarding the Novel)	
Coronavirus (COVID-19).)	
)	

**REPORT OF THE CUSTOMER ASSISTANCE AND RATEMAKING WORKING
GROUP**

I. INTRODUCTION

On May 11, 2020, the Department of Public Utilities (“Department”) issued a Notice of Inquiry (“NOI”) to establish policies and practices regarding customer assistance and ratemaking measures for electric and gas companies in response to the effects of the novel coronavirus (“COVID-19”) pandemic. The NOI established a Customer Assistance and Ratemaking Working Group¹ (“Working Group”) to assist the Department in establishing appropriate policies and practices. The Department docketed this matter D.P.U. 20-58.

The Department directed the Working Group to first address the Department’s priority to establish customer assistance policies and practices and file a report with consensus recommendations by May 29, 2020 (NOI at 5). The Department also is sought a consensus ratemaking proposal that would both support the Working Group’s customer assistance initiatives and maintain the financial integrity of the utilities in light of the COVID-19 pandemic (*id.* at 10).

¹ The Department included the following organizations in the Working Group: electric and gas companies (collectively, “Distribution Companies”), the Office of the Attorney General (“AGO” or “Attorney General”, the Department of Energy Resources (“DOER”), the National Consumer Law Center (“NCLC”), the Low-Income Energy Affordability Network (“LEAN”) and the Associated Industries of Massachusetts (“AIM”).

The Distribution Companies are directed to submit their ratemaking proposal to the Working Group within 10 days after the Working Group submits their customer assistance recommendations to the Department, followed by a final report to the Department on ratemaking issues within three weeks thereafter (id.). This is the first Working Group Report, focusing on Customer Assistance proposals.²

The Working Group met by phone on May 15, 2020, May 22, 2020, and May 29, 2020 to discuss the Department's NOI and come to consensus on each of the Department's straw proposals outlined below. The Distribution Companies also met separately on several occasions since the NOI to discuss customer assistance issues and explore areas of common ground.

II. BACKGROUND

On March 24, 2020, the Chairman of the Department issued directives prohibiting investor-owned electric, gas and water distribution companies (collectively, the "Distribution Companies") operating in the Commonwealth of Massachusetts from shutting off utility service to any customer for failure to pay a bill or any portion of a bill (the "Emergency Directives"). The Emergency Directives further prohibit the Distribution Companies from sending communications to customers that threaten to shut off gas, electric or water service for failure to pay a bill or any portion of a bill. The Emergency Directives will remain in place until the state of emergency in the Commonwealth of Massachusetts related to the COVID-19 pandemic is lifted or further direction is otherwise provided by the Department.

On March 31, 2020 the Department issued a Request for Comments regarding the best practices that distribution companies would implement when shut-off activities resume

² In addition to proposing ratemaking measures, the Distribution Companies are directed to identify data they believe is needed to calculate and assess the report of the Working Group.

(Emergency Directives at 3). The Department stated that its goal is to reduce uncertainty around the financial impact of curtailing shut-off activities for both customers and the Distribution Companies (id.). NCLC, Clean Water Action (“CWA”),³ and DOER submitted responsive comments on April 10, 2020. The Attorney General submitted responsive comments on April 17, 2020. Additionally, the Distribution Companies submitted responsive joint comments on April 17, 2020.

In its April 17th comments, the Attorney General recommended the Department adopt a flexible and transparent approach in responding to the COVID-19 pandemic, including flexible repayment options, increased data sharing by the Distribution Companies, the tolling of shutoff timeframes during the State of Emergency, increased customer outreach, and the waiver of late and reconnection fees. Additionally, the Attorney General recommended the Department to advise customers to pay their bills when they are able and review their bills to determine if they are with a competitive supplier. In its comments, NCLC has identified a series of initiatives that should be considered, recognizing that quick and effective action to help customers is needed. DOER recommended that the Department direct the Distribution Companies to establish expanded and extended payment plan options for customers across the Commonwealth. The joint Distribution Company comments acknowledged NCLC’s and DOER’s recommendations, and proposed that the Department establish a Customer Assistance & Intervention Working Group under the Department’s auspices involving the participation of representatives of all of the Distribution Companies, the AGO, DOER, LEAN, NCLC and other customer advocacy groups to develop

³ CWA filed comments recommending the Department: eliminate late payment fees, forgive debt incurred during the height of the pandemic for low-income rate customers who have lost income or a death in the family, forgive debt for customers who have suffered a loss of income resulting in them being eligible for the low-income rate, allow 12 months to repay arrearages, aggressive communications and outreach, and extended protections for households with an elderly resident.

strategies to create, expand or modify needed programs to assist both residential and commercial and industrial (“C&I”) customers in paying their bills over time or in obtaining relief from payment.

The need for these new or enhanced customer assistance options is supported by the Distribution Companies’ arrearage data, reflected in Table 1 below, since the commencement of the State of Emergency in Massachusetts. The significant arrears increase and usage decrease for C&I customers indicate a need to assist this segment of customers in a new way. Without delinquent balance communications or disconnect practices, the Distribution Companies are consistently seeing double-digit payment arrangement decreases.

Table 1: Gas Company Comparison of April 2019 to April 2020 (in dollars)

	Eversource	National Grid	Unitil⁴	Liberty	Berkshire	CMA
Residential Arrears	Up 6%	Down 3%	Up 11%	Up 18%	Total Res Up 3% LI-Down 21%	Down 6%
C&I Arrears	Up 64%	Up 29%	Up 27%	Up 93%	Total-C&I Up 12 % Sm-Up 54% Med-Up 61% Lg-Down 64%	Up 32%
Residential Load Use	Down less than 1%	Up 10%	Down 11%	Down 8%	Down 9%	Up 5%
Commercial Load Use	Down 9.25%	Down 18%	Down 7%	Down 12%	Down 10%	Down 10%
# of payment plans YOY	Down 18%	Down 60%	Down 50%	Down 84%	Down 47%	Down 81%
# of AMPs	Down 20%	Up 342%	Down 62%	Down 26%	Down 8%	Down 39%

⁴ Unitil’s arrearage increases by customer class is representative of April 17, 2020 to May 28, 2020. April 17th DPU weekly report was the first report that the company segregated arrearages by customer class.

Table 2: Electric Company Comparison of April 2019 and April 2020 (in dollars)

	Eversource	National Grid	Unitil⁵
Residential Arrears	Up 4%	Up 40%	Up 8%
C&I Arrears	Up 66%	Up 75%	Up 40%
Residential Load Use	Up 10%	Up 10%	Up .3%
Commercial Load Use	Down 17%	Down 5%	Down 17%
# of payment plans YOY	Down 53%	Down 41%	Down 49%
# of AMPs	Down 29%	<1% change	Down 62%

The members of the Working Group appreciate the opportunity to expeditiously address the significant policy and financial issues associated with providing enhanced customer assistance to customers affected by the COVID-19 pandemic through a collaborative process.

III. RECOMMENDATIONS

The Department directed the Working Group to address in its first report five areas related to customer assistance: (1) extended payment plans and waiver of late fees; (2) extended arrearage management plans; (3) outreach to customers; (4) continuation of the Shut-Off Moratorium; and (5) activities from other states. The Working Group addresses each in turn below and offers its recommendations.

⁵ Unitil's arrearage increases by customer class is representative of April 17, 2020 to May 28, 2020. The April 17th DPU weekly report was the first report that Unitil segregated arrearages by customer class.

As noted in the Distribution Companies' Joint Comments and described in the sections that follow, in the immediate wake of the COVID-19 pandemic, the Distribution Companies acted swiftly to implement measures to assist customers with paying their bills, including expanded deferred payment plans for all customers, cessation of late fees for C&I customers, and modifications to the residential AMP to assist vulnerable low-income customers. As described below, the Companies propose extending and expanding many of these measures for a period beyond the end of the state of emergency. While these customer assistance measures are critically important during this period of hardship for many customers, the Working Group also wishes to emphasize the importance of periodic customer communication to remind customers that while their service will not be disconnected for non-payment, customers remain responsible for the debts that accumulate while they are in arrears. Customer communication that does not refer to termination but is designed to encourage customers to continue to make payments on their accounts from time to time is critical to prevent customers from being overwhelmed by unmanageable debt when normal shut-off activities resume.

A. Potential Extended Payment Plans and Waiver of Late Fees.

The NOI included the following proposals relating to extended payment plans and waivers of late fees for consideration and discussion by the Working Group:

- Electric and Gas Companies extend payment plans for all customers for 18 months beyond the date that the Shut-Off Moratorium took effect on March 24, 2020.
- Electric and Gas Companies continue to waive late payment fees to small commercial and industrial ("C&I") customers for a reasonable period following the date that Governor Baker lifts the state of emergency, such as for six months.
- Electric and Gas Companies waive late fees to any customers on an acceptable payment plan.

NOI at 7.

1. Extended payment plans should be offered to residential and small C&I for up to 12 months.

The Working Group discussed the Department’s proposal to extend deferred payment plans for all customers for 18 months. In the wake of the COVID-19 pandemic, the Distribution Companies have already revised their payment plan options and are currently offering the following extended payment plans to residential and business customers:

a. Current Extended Payment Plans

The Distribution Companies currently offer the payment plans described in Table 3 below. The Distribution Companies voluntarily commenced implementation of these payment plan options at the outset of the COVID State of Emergency.

Table 3: Current Distribution Company Payment Plans

Company	Residential	Small C&I	Large C&I
Berkshire Gas Company	Zero Down Payment/ minimum of 4 months up to 12 months.	Zero Down Payment/ maximum of 12 months.	Zero Down Payment/ up to 12 months.
Blackstone Gas Company	\$0 down provided customer cannot make customary down payment/up to 10-month deferred payment arrangement	\$0 down provided customer cannot make customary down payment/up to 10-month deferred payment arrangement	\$0 down provided customer cannot make customary down payment/up to 10-month deferred payment arrangement
Columbia Gas of Massachusetts	\$0 down/12-month deferred payment arrangement.	\$0 down/12-month deferred payment arrangement	\$0 down/3 to 6-month installment deferred payment arrangement; on a case-by-case basis
Eversource	Non-Low income customers: \$0 Down Payment/8 month term. Low-income customers: re-enrollment into the Arrears Forgiveness	\$0 Down Payment; the first payment deferred until June, and the remaining balance to be paid over 12 months	\$0 down, 3 to 6 month term, deferred first payment; on a case by case basis

	Program with no required good faith payment		
Liberty	\$0 down provided customer cannot make customary down payment/up to 10-month deferred payment arrangement	\$0 down provided customer cannot make customary down payment/up to 10-month deferred payment arrangement	\$0 down provided customer cannot make customary down payment/up to 10-month deferred payment arrangement
National Grid	\$0 down/12-month deferred payment arrangement.	\$0 down/3 to 6-month installment deferred payment arrangement.	\$0 down/3 to 6-month installment deferred payment arrangement; on a case-by-case basis
Unitil	\$0 down/12-month deferred payment arrangement, up to 18 months if necessary	\$0 down/12-month deferred payment arrangement, up to 18 months if necessary	Case-by-case basis

As the Department is aware, the Distribution Companies already offer payment plans for Low-Income Customers through their respective Arrearage Management Plans (“AMPs”). Customers who qualify for the low-income discount rate should be encouraged to participate in the AMP rather than a deferred payment plan. Further details on modifications made to residential AMPs are provided in Section B, below.

b. Proposed Extended Payment Plans

The NOI seeks comment on a proposal for the Distribution Companies to extend payment plans even further, for durations up to 18 months. Recognizing the financial challenges customers may face paying bills during the COVID pandemic, the Working Group supports offering payment plans of longer duration than some Distribution Companies are currently offering, consistent with the direction of the Department’s recommendation. As discussed in detail below, however, the Working Group consensus is that for most residential and small C&I customers, a 12-month

payment arrangement strikes the appropriate balance between plan duration and the level of monthly payments that would be manageable. Moreover, the shorter 12-month term and an acceptable monthly payment amount increases the likelihood of customers paying off the balance.

For customers with unique circumstances, the Working Group supports allowing the Distribution Companies to offer payment plans with terms up to 18 months. For residential customers, the application of an 18-month payment plan should be on a case-by-case basis and based on a customer's ability to pay. Similarly, for small C&I customers, the Distribution Companies would offer 18-month payment plans on a case-by-case basis based on fact-finding and the customers' ability to pay.⁶

When residential and small C&I customers are placed on payment plans, certain Distribution Companies utilize calculations of future bills or usage for the term of the plan and spread the balance over the term of the plan. In the Distribution Companies' collective experience, an 18-month payment plan may be too long and could diminish the likelihood the customer will pay the balance. For some Distribution Companies that forecast usage, depending on the month a deferred payment arrangement ("DPA") commences, terms of 18 months may cover higher cost summer months for electric customers or higher cost winter months for gas customers. Consequently, having an 18-month plan could actually increase the monthly payment of a customer if the term includes two winter heating seasons or two summer cooling seasons for a gas and electric customer, respectively.

For large C&I customers facing financial challenges, the Distribution Companies would be willing to offer extended payment plans on a case-by-case basis. However, the terms of such

⁶ The Working Group will revisit the 18-month payment plan criteria and continue to discuss how to determine eligibility for an 18-month plan based on the evolving COVID-19 pandemic.

payment plans would generally be less than six months, given the greater resources available to large C&I customers to pay energy bills. In determining whether a large C&I customer should receive an extended payment plan, the Distribution Companies will utilize their expertise and knowledge about the financial needs of such customers in their respective service territories,⁷ and will focus any payment plans on particularly hard-hit industries, such as the hospitality industry.⁸

c. Duration of Extended Payment Plan Offering

Several members of the Working Group recommend different timetables for extending the Shut-Off Moratorium, based on customer class. For residential customers, the Working Group recommends extending the Shut Off Moratorium until at least November 15. The Working Group discussed in detail when notices should be sent to residential customers informing them of the potential for shut off. The Distribution Companies support the Distribution Companies issuing notices regarding payments due, the availability of payment plans and the potential for shut off being sent prior to November 15, consistent with the sequence for issuing such notices promulgated in 220 C.M.R. Sec. 25. However, the parties have not yet reached a consensus recommendation on when the notices that lead up to termination (the second and final notices described in 220 CMR 25.02(b) and (c)) could be sent. The Working Group hopes to reach a consensus position in the near future and will then report back to the Department. The Working Group further proposes to offer extended payment plan options for residential customers for 90 days⁹ after the Shut-Off Moratorium is lifted. Under this proposal, the first day a residential customer could be disconnected would be November 16.

⁷ The Working Group will continue to discuss the eligibility criteria for extended 18-month payment plans for large C&I customers.

⁸ In particular, the hospitality industry in Berkshire's service territory.

⁹ The Working Group can revisit the proposed 90-day time period as COVID-19 pandemic progresses.

For C&I: customers, the Working Group recommends extending the Shut Off Moratorium until September 1, with notices regarding payments due, the availability of payment plans and the potential for shut off being sent prior to September 1. The first day a customer could be disconnected is September 1. The Working Group further proposes to offer extended payment plan options for C&I customers 30-60 days after the Shut-Off Moratorium is lifted.

The Working Group has determined that this approach will utilize the impending expiration of the Shut-Off Moratorium to encourage customers to enroll in a payment plan. Moreover, as customers become aware that the Shut-Off Moratorium is ending, customers may reach out in greater numbers to the Distribution Companies to enroll in a payment plan. Additionally, when late fees and disconnection of service resume, customers enrolled in a payment plan will not have late fees assessed and the customer will not be faced with disconnection of service.

If a customer breaches an extended payment plan during the offering window, the customer may be placed back on an extended payment plan. However, for certain Distribution Companies, if a customer breaches the extended payment plan after the offering window has closed and the customer has not cured the breach within the given grace period, the customer will be placed onto a business-as-usual payment plan. At this time, certain Distribution Companies are unable to place defaulting customers back on extended payment plans without modifying their respective billing systems or placing customers back on payment plan without a manual process.¹⁰

2. Late fees should be waived.

The Department proposed the Distribution Companies consider waiving late payment fees to small C&I customers for a reasonable period following the date that Governor Baker lifts the

¹⁰ Berkshire Gas Company's billing system does have the capability of reinstating payment plans.

State of Emergency, for up to six months. Additionally, the Department proposed the Distribution Companies waive late payment fees for any customer on a deferred payment plan.

In the wake of the COVID-19 pandemic, the Distribution Companies have been voluntarily waiving late payment fees for their respective C&I customers.¹¹ The Working Group supports the Department's proposal to continue waiving late payment fees for small C&I customers for six months following the date Governor Baker lifts the State of Emergency. Moreover, the Working Group supports waiving late payments fees for any customer on a deferred payment plan.

B. Potential Extended Arrearage Management Plans.

The NOI included the following Department proposals regarding arrearage management plans ("AMPs"):

- Electric and Gas Companies enroll customers in arrearage management plans ("AMPs") for up to 18 months.
- Electric and Gas Companies allow customers to re-apply for and re-enroll in AMPs within four months of missed payments under an AMP.
- Electric and Gas Companies increase the maximum amount of past-due balances that an Electric and Gas Company would forgive for consistent payment by customers on AMPs.
- Data Collection – As it may be difficult to identify customers who qualify for AMPs, Electric and Gas Companies submit data regarding customers entering into bill non-payment and describe the process of identifying qualifying customers for fuller analysis and discussion by the Working Group.

NOI at 7-8.

1. Residential AMP Enhancements

The Distribution Companies filed their annual arrearage management plans with the Department in the D.P.U. 20-AMP docket on or about February 28, 2020 – shortly before the onset

¹¹ It is important to note while the Distribution Companies are agreeing to waive late payment fees for C&I customers, the recovery of the late fee revenues likely will be addressed by the ratemaking proposal to be submitted by the Working Group after this report.

of the COVID-19 pandemic. The Distribution Companies will shortly be filing interim changes to their AMP plans in the D.P.U. 20-AMP docket to formalize the modifications each Company has agreed to make to their 2020 AMP plans due to COVID-19.¹²

In recognition of the need to make modifications to the AMP plans to accommodate the unique economic circumstances faced by residents in the Commonwealth, the Distribution Companies worked with the AGO and NCLC to develop consensus on several “best practices” for AMP plans for 2020 until the Distribution Companies’ next AMP filing on or about February 28, 2021 (“AMP Sub-Group”). The AMP Sub-Group began discussions prior to the issuance of the NOI by the Department. The AMP Sub-Group included many of the same subject matter experts included in the Working Group. The AMP Sub-Group presented its discussions and recommendations to the larger Working Group for review and incorporation into this report. The Working Group supports the AMP Sub-Group’s recommendations and includes them here for Department review.

In addition to the key modifications discussed below, the AMP Sub-Group discussed ways to increase access to the AMP for customers who find themselves newly unemployed due to the impacts of COVID-19 on the economy. All Distribution Companies offer customers the ability to temporarily “self-certify” that they are eligible to receive the discount rate (which is used as a proxy to qualify customers for AMP plans because customers on the discount rate must be qualified for a means-tested public benefit or be eligible for the Low-Income Heating Assistance Program). In consideration of the fact that the COVID-19 pandemic may be slowing some administrative processes, the Companies agree that the discount rate self-certification period

¹² The Distribution Companies will be filing revised AMPs incorporating the discussion below on May 29, 2020.

should be at least 60 days¹³ to allow the customer to receive assistance immediately while the customer gathers the documentation necessary to support certification of eligibility.

The AMP Sub-Group also agrees that more frequent data exchanges with the Commonwealth's Division of Transitional Assistance ("DTA") would be advantageous to increasing enrollment on the discount rate and the AMP. The data exchanges with DTA allow the Distribution Companies to identify customers who are eligible for the discount rate, and therefore eligible for an AMP, but the exchanges only occur once every quarter. The AMP Sub-Group is in the process of reaching out to DTA to determine whether monthly data exchanges are possible.

The AMP Sub-Group discussed the Department straw proposals. After a full discussion by the AMP Sub-Group, there was consensus that the current AMP plans already allow for flexibility on the length of an AMP term, e.g. most Distribution Companies allow for an extension of the standard twelve-month AMP term when the customer's arrearage is over the maximum amount allowed for forgiveness. Indeed, some Distribution Companies identified the potential positive customer advantages from a faster forgiveness period, such as six months.¹⁴

Additionally, the AMP Sub-Group discussed the Department's proposal to allow customers to re-apply or re-enroll in AMP within four months of missed payments under an AMP. The Distribution Companies have all agreed to allow for re-enrollment in the AMP at any time following a missed payment under an AMP. All Distribution Companies will allow for re-enrollment regardless of the timeframe of any successful prior participation. Further, all

¹³ To the extent the COVID State of Emergency creates obstacles for customers to self-certify in 60 days, longer service certification periods could be accommodated by the Distribution Companies.

¹⁴ The AGO, NCLC and LEAN recommend that the Distribution Companies consider shortening the basic AMP repayment period from the current 12 months, to 6 months; the Distribution Companies also analyze the number of accounts that are above the current AMP dollar limit); consider automatically enrolling discount rate customers on the AMPs if the arrearage meets the required minimum (generally, \$300); and to the extent company IT or manual systems allow, the Distribution Companies enroll customers who successfully complete the AMP onto budget billing (that is, 12 month levelized billing).

Distribution Companies have also agreed to waive any good faith payments that may have previously been required when a customer re-enrolls in AMP after breaking from a prior AMP.

The AMP Sub-Group also discussed the Department's third straw proposal to increase the maximum forgiveness amount for customers who successfully complete an AMP. The AMP Sub-Group had a robust discussion about the appropriate maximum forgiveness amount. Based on the discussion, it was clear that the maximum amount to be forgiven is a data-driven number and thus somewhat unique to each Distribution Company. Columbia Gas (maximum amount forgiven: \$3,600 annually) will not be increasing the maximum amount to be forgiven under its AMP plan. National Grid will be increasing the maximum amount to be forgiven from \$4,000 under the current plan to \$12,000. Eversource, whose current plan allows for annual forgiveness of \$4,500 in Eversource East and \$9,000 in Eversource West, will increase its maximum amount to be forgiven to \$12,000 for both parts of Eversource's Massachusetts service territory. Liberty will increase its annual maximum amount to be forgiven from \$1,200 to \$3,000. Unitil will also increase their maximum amount to be forgiven from \$1,200 per service to \$4,800 per service. Lastly, Berkshire, whose current maximum forgiveness amount is \$3,000 annually, will remove the annual cap and allow 100% forgiveness of the past due balance within the AMP term as almost all residential customers have arrearages below \$3,000.

Additionally, several Distribution Companies will also be submitting AMP changes that may include other variations of an AMP that can be used to inform future AMP best practices. Some of those include: Investigating an automatic enrollment process for customers that would qualify for an AMP plan, automatically placing customers who successfully complete an AMP onto a

budget plan to reinforce the steady payment behavior the customer displayed through its AMP participation, and increased customer outreach and communications about the Program.¹⁵

2. Small C&I Arrearage Forgiveness Plan

Additionally, the Working Group proposes to establish a new arrearage forgiveness program for small C&I customers.¹⁶ The Distribution Companies recognize that small C&I businesses are particularly impacted by the COVID-19 pandemic and resultant orders by Governor Baker. As such, an arrears forgiveness program (“AFP”) for small C&I customers is particularly important during these unprecedented times.

The Distribution Companies propose establishing a one-time arrears forgiveness program, as opposed to an arrearage management plan. Given the immediate needs of many small C&I customers, establishing a small C&I AMP, similar to the residential program, would be too time intensive to establish. A one-time arrears forgiveness for small C&I could be done manually at the discretion of the utility.

Although small C&I AFPs are still a work in progress, the Distribution Companies are focusing on the following program elements:

- (1) Availability: small C&I rate classes, as defined on a company-specific basis, with possible addition of medium C&I customers for Berkshire Gas Company;

¹⁵ NCLC and LEAN recommend the Distribution Companies should automatically place customers who successfully complete an AMP onto a budget plan to the extent its IT or manual systems allow, as this reinforces the steady payment behavior the customer displayed through its AMP participation.

¹⁶ DOER supports the creation of a Small C&I AFP and recognizes that this extends beyond the original questions for discussion from the Department. DOER sees the value of this program being discussed as part of the Working Group. As DOER supports uniformity between utility programs, DOER recommends that the Distribution Companies should propose a structure to the Working Group, including allowing for the review of the proposal by Working Group members. In order to ensure that this program is operational in a timely manner, DOER recommends that the Department require a time certain for an additional Working Group report that does not interfere with other deadlines in this proceeding.

- (2) Forgiveness Amount: customer's April 2020 bill, or a fixed amount representative of a customer's deferred payment received, or a fixed amount based on average winter bill or average consumption, or a monthly forgiveness credit based on a % of the customer's monthly payment on a deferred payment plan upon receipt of customer payment(s).
- (3) Eligibility to Enroll: through simple process, e.g., customer indication that they may need assistance to pay bills that have accrued since the commencement of the COVID State of Emergency;
- (4) Eligibility to Stay on AFP: agreement to be placed on a payment plan for up to 12 months;
- (5) Application of Credit: at end of payment plan, or each month during payment plan.

The Working Group commits to further discussion of small C&I AFP programs and will report to the Department any progress made toward further refining the details of this plan.

C. Potential Outreach to Customers

The Department proposed the following for potential outreach to customers:

- Working Group establish a communication plan for customers following the state of emergency in Massachusetts.
- Establish a unified method for Electric and Gas Companies and stakeholders to communicate with customers regarding outstanding balances, payment plans, low-income rate programs, existing customer protections, and community resources. Messaging should include direction to motivate payment from customers who can pay.

NOI at 8.

Consistent messaging across all the Distribution Companies is of central importance to the Distribution Companies.¹⁷ The Working Group has established a high level four-phase plan for

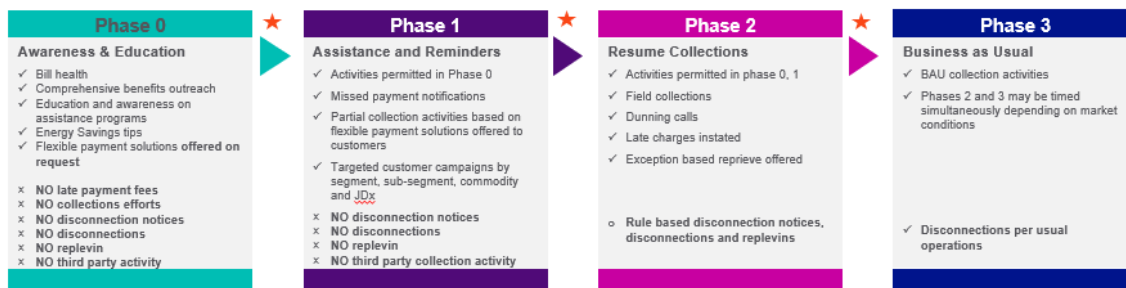
¹⁷ Eversource and National Grid have talked with NCLC about launching a series of webinars to educate fuel assistance agencies regarding the changes that are occurring in billing/collection and AMP practices.

customer outreach depicted below. Each of the phases will be contingent on regulatory feasibility, severity of pandemic, customer sentiment, organization preparedness and customer financial needs.¹⁸ Recognizing customers’ need for increased information, the proposed phased communication plan is already underway and will continue through the end of the State of Emergency in Massachusetts. The Working Group commits, however, to further discussion of customer communications regarding these programs and will report to the Department any progress made toward further refining the details of this plan.

Illustrative

We drafted an approach to drive our Customer Outreach and Regulator Advocacy efforts

- We are undertaking a **phased approach** to resume cash collections
- The timing of these phases will be determined by **key triggers** based on regulatory feasibility, severity of pandemic conditions in jurisdictions, customer sentiment, organizational preparedness and customer financial needs



Phase 0 – “Awareness & Education,” involves customer awareness and education and is currently underway. This phase involves providing customer education on energy savings tips and flexible payment solutions, when requested. During Phase 0, the Distribution Companies will suspend late payment fees, collection efforts, discontinuation notices, disconnections, replevin and third-party activity collection activity.

¹⁸ The Working Group will continue to discuss details around the rollout of a phased customer outreach program to ensure there is criteria around notifications and outreach. Further, the Working Group will reassess the phased customer outreach plan as the COVID-19 pandemic progresses.

Phase 1- “Assistance & Reminders,” is the “soft” collections phase, which will commence prior to the residential and C&I Shut Off Moratoria, respectively, in which the Distribution Companies will continue all the Phase 0 activities and will gradually begin sending out missed payment notifications. The Distribution Companies will not only proactively encourage customers to participate in a payment plan, but also advise them of the potential consequences of failing to do so once the current Shut-Off Moratorium ends. During Phase 1, the Distribution Companies will continue to suspend disconnections, replevin, and third-party collection activity.

In Phase 2 – “Resume Collections,” collection activities will restart. While the activities of Phase 0 and Phase 1 will continue, the Distribution Companies will begin field collections and dunning calls. Additionally, the Distribution Companies will reinstate late charges and exception-based reprieves will be offered. Lastly, Phase 2 will allow for rule-based disconnection notices, disconnections and replevins.

Lastly, Phase 3 – “Business as Usual,” is when the Distribution Companies will resume business as usual collection activities and disconnection practices.

The Distribution Companies do not have firm deadlines for each phase to begin or end. The Distribution Companies plan to remain flexible on the timing of the phases while utilizing key triggers to determine when to move to the next phase. As stated above, the Distribution Companies will review the regulatory feasibility, severity of pandemic conditions, customer sentiment, organizational preparedness and customer financial needs when determining whether to move to the next phase of the plan.

D. Potential Continuation of Shut-Off Moratorium

The Department proposes the following for potential continuation of the Shut-Off Moratorium:

- With the annual winter moratorium beginning in approximately six months, it may be appropriate to extend the Shut-Off Moratorium to prevent shut-offs before the winter heating season begins.
- Data Collection - Electric and Gas Companies submit data regarding non-payment to enable the Working Group to consider the feasibility of adjusting customer classes and reasons for non-payment based on areas and rate classes that are significantly impacted by the COVID-19 pandemic.

NOI at 8-9.

As noted above, the Working Group supports extending the Shut-Off Moratorium until November 15, 2020 for residential customers. The Working Group does not support extending the Shut-Off Moratorium until November 15th for C&I customers, but proposes extending the Shut-Off Moratorium until September 1, 2020. The Distribution Companies are generally experiencing a significant decline in payments by C&I customers. Extending the Shut-Off Moratorium through September 1 will allow C&I customers greater flexibility during this unprecedented time. However, the Distribution Companies would like to encourage those C&I customers who can pay to begin paying down arrears and arrange for a payment plan prior to the winter moratorium, as needed.

As directed by the Department, the Distribution Companies are sharing arrearage tracking spreadsheets with the Working Group in an effort to facilitate better discussion and recommendations. The Attorney General additionally recommends that the Department direct the Distribution Companies to file, on a monthly basis, the arrearage tracking spreadsheets to the Department's website under docket D.P.U. 20-58.

E. Activities in Other States

In the NOI, the Department expressed an interest in receiving information about best practices and other successful customer assistance programs in other states (NOI at 9). The Distribution Companies are including in the Appendix: Edison Electric Institute's ("EEI")

COVID-19-Related Cost Treatment Orders and Inquiries by State (May 20, 2020) and EEI's COVID-19-Related Ordered Moratoriums by State (May 20, 2020). The Attorney General refers the Department to the National Association of Regulatory Utility Commissioners' State Response Tracker website, located at <https://www.naruc.org/compilation-of-covid-19-news-resources/state-response-tracker/>, as well as the National Association of State Utility Consumer Advocates' COVID-19 Information by State website, located at <https://www.nasuca.org/resources/covid-19/covid-19-information-by-state/>. For information from a neighboring state that has made progress in formulating payment and communication plans, the Attorney General further refers the Department to Connecticut Public Utilities Regulatory Authority ("CT PURA") docket number 20-03-15.¹⁹

F. Additional Recommendations.

In addition to the Department's straw proposal discussed above, the Working Group has developed additional recommendations. The Working Group proposes the Distribution Companies be permitted to apply security deposits held on behalf of C&I customers to arrears. By applying the existing security deposit to arrears, the arrears will be reduced without an additional cash outlay by the Customer. Connecticut recently approved Connecticut distribution companies to apply security deposits to arrears. In addition, the Attorney General recommends that the Department place in a prominent place on its website a link to a list of resources available to

¹⁹ The Attorney General refers specifically to CT PURA's Interim Decision issued April 29, 2020, located at <http://www.dpuc.state.ct.us/dockcurr.nsf/8e6fc37a54110e3e852576190052b64d/f38462d9dc4cf13d85258559007c8944?OpenDocument>, and its letter dated May 15, 2020 clarifying the Interim Decision, located at <http://www.dpuc.state.ct.us/dockcurr.nsf/8e6fc37a54110e3e852576190052b64d/fe6657de243f781485258569007a1f7a?OpenDocument>.

customers affected by COVID-19. Lastly, the Distribution Companies²⁰ recommend waiving credit card fees for residential and C&I customers.

VI. NEXT STEPS

The Working Group supports continuing their collaboration on customer assistance initiatives. Topics for further discussion include:

- Further developing an industry wide communication plan for customers;
- Addressing how the rise in arrearages for electricity customers on competitive supply may affect the implementation of Purchase of Receivables programs;
- Continuing development of small C&I AFPs;
- Expanding the offering of payment plans beyond 90 days following the end of the shut-off moratorium, if necessary; and
- Addressing effect of competitive supply rates on low-income customer's bills.

Additionally, the Working Group recommends continually evaluating whether there is a population of recently unemployed customers who now qualify for the low-income rate but, are not yet verified. The Working Group would like to ensure no customer who is facing new financial challenges is left behind. The Working Group understands CAP agencies are going to begin their next season early in an effort to capture all customers facing financial challenges. The Distribution Companies will continue to review their processes for verifying eligibility and continue working with CAP agencies to serve those customers.

²⁰ The AGO does not support waiving of credit card fees. NCLC and LEAN do not support waiving of credit card fees because it is the subject of another open and unresolved docket, D.P.U. 19-71.

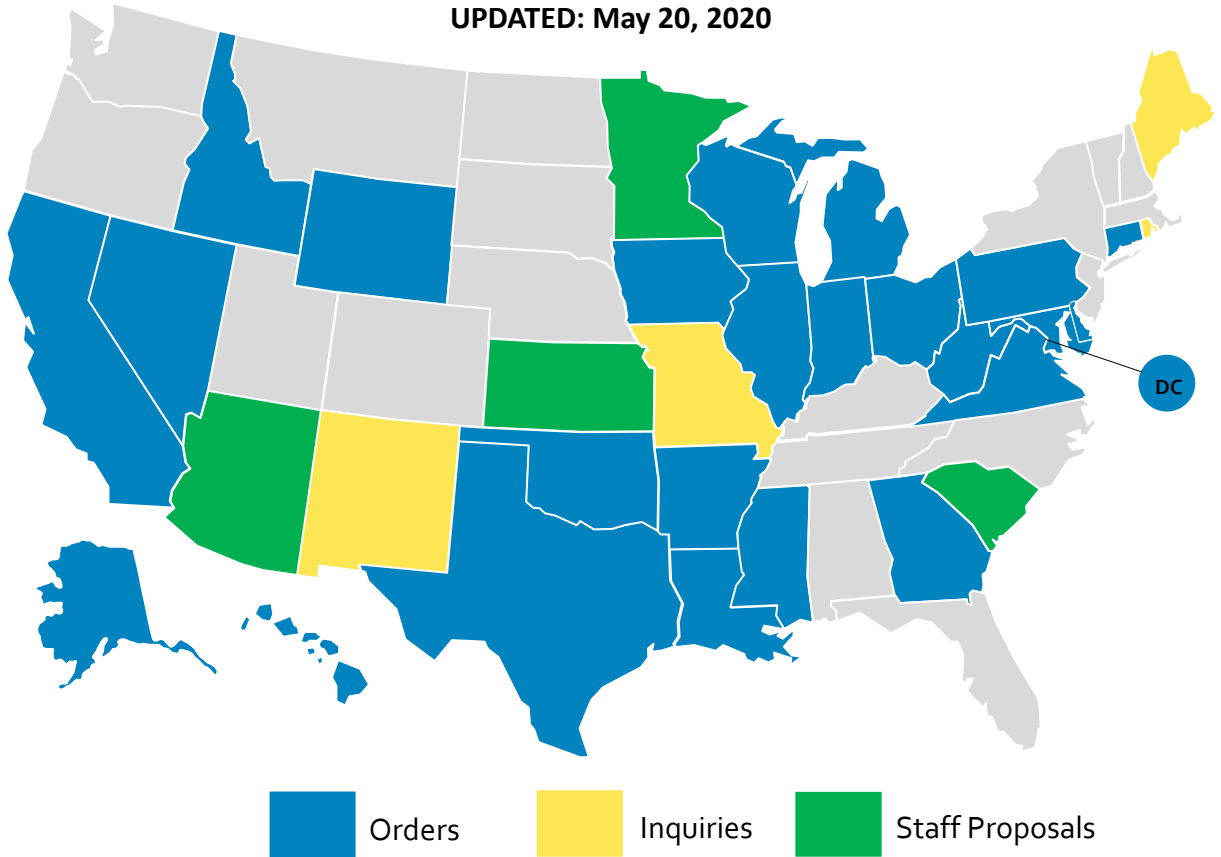
VII. CONCLUSION

The Working Group appreciates the Department's inquiry into customer assistance matters related to COVID-19 and the opportunity to work collaboratively to produce this report.

Dated: May 29, 2020

COVID-19-Related Cost Treatment Orders and Inquiries by State

UPDATED: May 20, 2020



Overview

As of May 20, 2020, 27 states and the District of Columbia have PSC/PUC Orders or Staff Proposals related to cost recovery that either allow for deferral of bad debt, the creation of a regulatory asset, or the tracking of costs in connection to COVID-19. In addition, Alaska has legislation that allows for regulatory asset treatment for uncollectible residential bills and extraordinary costs related to COVID-19. Moreover, at least four states, Maine, Missouri, Rhode Island, and New Mexico, have issued inquiries/requests for information that contemplate cost issues.

While states are allowing deferral or a reg. asset, there remain a number of open issues, including: the time period of cost recovery, what costs can be included in accounts, the ability for carrying charges and/or recovery for losses because of lower demand, and what mechanism will be used to collect approved expenditures and costs.

With the exception of Indiana, this map does not include states where EEI member companies (or others) have filed requests with their Commission for deferral of bad debt or regulatory asset treatment and are awaiting a Commission Order.

For more information, please contact Shelby Linton-Keddie at slinton@eei.org.

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State	Date Ordered	Bill/Docket No.	Link	Action Overview	Pertinent Language Re Incremental Cost of Bad Debt	Pertinent Language re Regulatory Assets	Future Issues to be addressed	Other	Additional Info.
Alabama									
Alaska	10-Apr-20	Senate Bill 241	Bill 241	Extending Covid-19 Declaration/relief that in part allows regulatory asset for uncollectible residential utility bills and extraordinary costs related to Covid.		A utility certificated under AS42.05 may record regulatory assets, to be recovered through future rates, for uncollectible residential utility bills and extraordinary expenses that result from the novel coronavirus disease public health disaster emergency declared by the governor on March 11, 2020, as extended by sec. 2 of this Act. The determination as to whether an extraordinary expense resulted from the Covid-10 public health disaster emergency and the amortization periods for the regulatory assets are subject to approval by the Regulatory Commission of Alaska before recovery occurs through future rates.			
Arizona	24-Apr-20	Docket No. AU-0000A-20-0094	DRAFT BLANKET ACCOUNTING ORDER FOR TRACKING COVID-19 EXPENSES (DOCKET no. AU-0000A-20-0094)	Draft Blanket Accounting Order has been opened to examine Financial Impacts related to Covid 19		Accordingly, pursuant to this Decision, the Commission will allow all of the rate regulated public service corporations within its jurisdiction...to begin recording, as of April 1, 2020, in regulatory asset accounts, amounts that reflect the costs of maintaining services to customers affected by Covid-19 whose service would have been terminated, discontinued, and/or disconnected under normally-applicable terms of service. Such regulatory asset accounts must be maintained in a manner that will allow costs to be readily identified in future Commission rate proceedings where the utilities may seek recovery of the reasonably and prudently incurred costs.		To facilitate the review and possible recovery of prudently incurred costs associated with utilities' efforts to accommodate customers during this time of uncertainty, including costs associated with such things as suspending the termination, discontinuance, and/or disconnection of services, the Commission, within this decision, will allow all rate-regulated jurisdictional utilities to track such costs for review in future rate proceedings before the Commission.	Docket No. AU-0000A-20-0094
Arizona	5-May-20	Docket No. E-01345A-20-0080	Open Meeting Memorandum for Docket No. E-01345A-20-0080	Staff recommendation that rejects funding proposal for a customer program and instead recommends that 1/3 of program cost come from alternative source of funding other than ratepayer dollars. In addition, mentioned tracking of costs.			Staff recommends that APS be able to track and seek for recovery in its current rate case all incremental costs associated with Covid-19 from March 16-May 31, 2020	Expect a vote at the May 5 Public Meeting	Docket No. E-01345A-20-0080
Arkansas	10-Apr-20	Docket No. 20-012-A	Link to (Order) Docket no. 20-012-A	Commission Order that allows utilities to establish a regulatory asset to record costs resulting from the suspension of disconnections.		These utilities should be provided some regulatory certainty by authorizing the use of an accounting mechanism and a subsequent process through which regulated Utility companies may seek future recovery of costs resulting from suspension of disconnections. The Commission authorizes each of these Utilities to establish regulatory assets to record costs resulting from the suspension of disconnections. In future proceedings, the Commission will consider whether each Utility's request for recovery of these regulatory assets is reasonable and necessary.	The Commission will also consider in a future proceeding other issues, such as the appropriate period of recovery for the proposed regulatory assets, any amount of carrying costs thereon, any savings directly attributable to suspension of disconnections, and other related matters.	Utilities shall be required to offset costs by any cost savings directly attributable to the suspension of disconnections or other activities during the emergency declaration. Utilities should track all costs related to the implementation of these emergency measures. All Utilities shall file a quarterly report on the amounts of the costs incurred and saved which have been booked to the regulatory assets beginning on July 1, 2020, and every three months thereafter.	
California	16-Apr-20	Resolution M-4842	Resolution M-4842	Resolution authorizes electric corporations to establish memorandum accounts to track incremental costs associated with complying with the resolution.			The review of these costs for possible collection in rates will be conducted in a General Rate case, a Biennial or Triennial (as applicable) Cost Allocation Proceeding, the Energy Resource Recovery Account, or another proceeding. This affords Commission staff an opportunity to review any incremental expense associated with this resolution.	...[E]lectric and gas utilities subject to this Resolution shall each establish a Covid-19 Pandemic Protections Memorandum Account (CPPMA), to book only those costs associated with protections order by this Resolution.	The recorded costs must meet the following conditions: (1) those ordered by this Resolution; and (2) incurred starting with the date of the Governor's emergency declaration (March 4, 2020).

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Georgia	14-Apr-20	Docket No. 42516	Docket No. 42516	Order on Covid-19 Costs - allows deferral of bad debt and creation of a regulatory asset	Georgia Power shall be allowed to defer the incremental cost of bad debt resulting from the suspension of disconnections for nonpayment due to Covid 19. The period over which such costs will be recovered shall be determined in the Company's next base rate case. The cost deferred will also be subject to review through the Annual Surveillance Reporting Process. The storm damage reserve may be utilized to defer this cost. The Company and Commission staff shall work collaboratively on establishing a methodology for identifying incremental charge offs resulting from the suspension of disconnections due to Covid-19.	There may be other incremental cost resulting from Covid-19 that should be deferred to a regulatory asset. Staff and the Company shall work collaboratively on determining whether deferrals are appropriate and, if so, identifying any eligible costs. To the extent there is a disagreement on whether deferrals are appropriate or, if deferrals are appropriate, the categories of costs to be deferred, the Commission shall make the final determination on whether to allow deferrals and on the appropriate categories of cost to be deferred, if any, no later than June 30, 2020. For any deferrals allowed under this provision, the period over which such costs will be recovered shall be determined in the Company's next base rate case and the storm damage reserve may be utilized to defer these costs.			
Hawaii	4-May-20	Order No. 37125 (Non-Docketed)	Order No. 37125	In response to a Consumer Advocate Letter Request, the Commission issued a non-docketed Order giving direction on termination/disconnection and also gave direction on tracking of costs/future issues to be discussed.		The Commission authorizes each of these Utilities to establish regulatory assets to record costs resulting from the suspension of disconnections. The Commission instructs any Utility that books regulatory assets consistent with this Order to file a short (1-2 page) report by May 20, 2020, regarding the Utility's financial condition.	In future proceedings, to the extent any of these utilities request recovery of these costs, the Commission will consider whether each Utility's request for recovery of these regulatory assets is reasonable and necessary.	The Commission will also consider in a future proceeding other issues, such as the appropriate period of recovery for the approved amount of regulatory assets, any amount of carrying costs thereon, any savings directly attributable to suspension of disconnects, and other related matters.	There are also quarterly report mandates (beginning on July 30, 2020) that requires a number of things, including: (1) the amounts of the costs incurred and any savings realized; (2) updated information regarding the Utility's financial condition and (3) a list of the measures the Utility has in place to assist its customers during the Covid-19 emergency situation.
Idaho	23-Apr-20	Order No. 34643	CASE NO. GNR-U-20-03 - Order No. 34643	Commission, by Order, consolidated applications of utilities asking for deferred accounting treatment to address whether and to what extent utilities should be authorized to defer incremental Emergency-related expenses into a regulatory asset account for possible future recovery. Sets deadline for Comments (and Replies).	...[C]ertain public utilities have suspended disconnects and waived late payment fees. Broadly, the utilities expect to incur significant incremental costs in responding to the Emergency. Further, some types of expenses are still unknown and their full extent cannot yet be determined or reasonably estimated. The utilities anticipate a significant increase in bad debt expense resulting from write-offs of uncollectible accounts associated with the suspension of disconnects and late payment fees to assist customers facing unprecedented economic pressures.	[Certain utilities] applied for authority to defer certain Emergency-related costs into a regulatory asset for possible future recovery. These costs were not anticipated when the Commission set the utilities' revenue requirements and base rates. The utilities thus seek to account for the costs as a regulatory asset.		...[D]use to current economic conditions and the Governor's stay-at-home order indirectly affecting commercial and industrial electricity and gas demand, several utilities also expect decreased demand for their services.	Written Comments in support (or opposition) due Thursday, May 14. Reply Comments due May 21.
Illinois	18-Mar-20	Docket No. 20-0309	Emergency Interim Order	Emergency Interim Order that allows utilities to track spending from measures taken in response to Covid-19				The utilities to track all spending resulting from the measures taken in response to the Covid-19 pandemic, in order to enable a meaningful future Commission review of the reasonableness and prudence of such spending.	
Indiana	18-May-20	Cause No. 45380	Cause No. 45380	The Commission, upon noting that on May 8, both the OUCC and Joint Utility Peititioners filed for relief related to the impact of Covid-19, they consolidated the docket for future action.					

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Iowa	1-May-20	Docket No. SPU-2020-0003, et al.	Docket No. SPU-2020-0003	Order Authorizing Regulatory Accounts and Establishing Additional Reporting Instructions		The Board finds appropriate the use of regulatory accounts for the tracking of financial impacts arising from the Covid-19 pandemic. The Board is opening separate dockets for each-rate regulated utility to file the information regarding the regulatory asset account. The Board will require each rate-regulated utility to file a proposal for the use of regulatory accounts to be submitted to the Board for review.	Within 30 days of the date of this Order	Rate-regulated utilities may utilize a regulatory asset account to track the increased expenses and other financial impacts, including revenue changes , incurred after March 1, 2020.	
Kansas	5/5/2020	Docket No. 20-GIMX-393-MIS	Docket No. 20-GIMX-393-MIS	Notice of Filing of Commission Staff's Report and Recommendation	All jurisdictional electric, natural gas, and water utilities be allowed to defer any extraordinary bad debt expenses and foregone fee revenue that may arise from these customer protections into a regulatory asset. These deferrals will be for accounting purposes only, with all justifications related to whether these costs are appropriate for recovery, the application of any carrying charges, and the proper amortization period deferred until the utility's next rate case or alternative rate recovery filing.				
Kentucky	17-Mar-20	Case 2020-00085	Electronic Emergency Docket Related to the Novel Coronavirus Covid-19	Order does not specifically give direction on cost recovery, but anticipates filings by utilities for relief from tariff or Commission regulations.				Order stating that a utility in the docket shall petition the Commission for relief from the provisions of its tariff or Commission, if not already granted deviation in this docket or if it is unable to comply with its tariff or Commission regulations due to Covid 19 related issues.	
Louisiana	29-Apr-20	Special Order No. 22-2020	Special Order No. 22-2020	Order on Covid-19 issues that gives direction on when to begin assessing late payment fees/charges/penalties again, extends moratorium, and provides for reg. asset treatment for Covid-costs.		All Public Utilities subject to the jurisdiction of the Commission are hereby authorized to record, as a regulatory asset, expenses incurred from the suspension of disconnections and collection of late fees imposed by both the 3/13/20 E.O. and this Order.	Additionally, all Public Utilities are entitled to formally petition the Commission to recover, at a later date, revenues lost as a result of the effect of the 3/13/20 E.O. and this Order, including administrative costs and expenses associated with customer communication.	A Public Utility may determine the method whereby it seeks such recovery (e.g. rate filing, annual review, request for asset) and may request such recovery on a dollar for dollar basis.	
Maine	28-Apr-20	Docket No. 2020-0013	Maine Case No. 2020-00136	The Commission issued an Inquiry to solicit information to better understand "customers' ability to pay and utilities' accounts-receivable balances", but the order does not specify any direction related to specific deferral of costs, establishment of a regulatory asset or authority to track Covid-related costs or expenses in a specific, dedicated account.					Press Release Describing Order

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Maryland	9-Apr-20	Order No. 89542	Order No. 89542	Order Authorizing Establishment of a Regulatory Asset for Covid-19 Incremental Costs		<p>...the Commission authorizes each Utility to create a regulatory asset to record the incremental costs related to Covid-19 prudently incurred beginning on March 16, 2020, by the Utility to ensure that Maryland residents have essential utility services during this period. The Commission finds that the creation of the regulatory asset for Covid-19 related expenses will facilitate the recovery of those costs prudently incurred by the Utilities in their efforts to serve customers during this period, and the Commission finds that deferral of such costs is appropriate because the current catastrophic health emergency is outside the control of the Utility and a non-recurring event. Such incremental costs shall also include an assistance or benefit received by Utilities in connection with Covid, regardless of form, that would offset any Covid-related expenses.</p>	<p>The Commission will consider in future proceedings whether each Utility's request for recovery is just and reasonable...The Commission will also consider during those proceedings other issues such as the appropriate period of recovery for the approved regulatory asset, any amount of carrying costs thereon, and other related matters.</p>	<p>In order to be eligible for inclusion in a Utility's Covid designated regulatory asset, the Utility must maintain detailed records of the incremental costs prudently incurred for the provisioning of utility services used to maintain the health, safety and welfare of Maryland customers during Covid-19 pandemic; Note that the order permits inclusion in the regulatory asset account costs associated with both residential and non-residential customers</p>	
Massachusetts									
Michigan	15-Apr-20	Case No. U-20757	U-20757 - Order 1	Commission provides guidance and further direction on a host of Covid-related issues, including accounting treatment and is taking comments on same.	<p>The Commission authorizes all...utilities under its jurisdiction to defer uncollectible, or bad debt, expense incurred beginning March 24, 2020 (the date of Governor Whitmer's Executive Order 2020-21) that are in excess of the amount used to set current rates.</p>	<p>The Commission seeks comment on the following: (1) Categories of Covid-related extraordinary costs that the Commission should consider authorizing utilities to track (utilities include actuals to date and projections); (2) potential cost savings associated with impacts due to Covid; (3) potential external sources of revenue that may provide reimbursement for Covid-19 related expenses; (4) Options for tracking extraordinary costs, how the cost is calculated, including specific accounting treatment, time period during which costs should be tracked, and appropriate carrying charges, if any.</p>	<p>The Commission is open to utility tracking of certain costs in order to be able to review the prudence of expenditures in response to future requests for recovery. Such cost categories should be clearly defined, be a direct result of responding to the Covid-19 pandemic and include such costs that would have significant impacts on utilities and ratepayers if not able to be tracked in this fashion.</p>	Docket No. U-20757	
Minnesota	7-May-20	MN 20-425	MN 20-425	Delegated authority to Executive Secretary; granted Joint Petition for accounting purposes and required utilities to track costs and revenues Docket 20-425 requested stakeholder/utility input and comments; delegated authority to Executive Secretary and directed Notice to issue based on 5/5/20 Sullivan memo.					
Mississippi	14-Apr-20	2018-AD-141	ORDER AUTHORIZING UTILITY RESPONSE AND ACCOUNTING FOR COVID-19	Order Authorizing Utility Response and Accounting for Covid-19	<p>The utilities shall defer all costs, including any incremental bad debt expenses and all associated credit and collection costs, related to connections, reconnections, or disconnections for all customer classes.</p>	<p>It is now ordered that all affected utilities that are rate regulated by the Commission be allowed to defer to a regulatory asset account, all necessary and reasonable incremental costs or expenses to plan, prepare, stage, or react to protect and keep safe its employees and customers, and to reliably operate its utility system beginning with the date of the Governor's declared state of Emergency. Furthermore, incremental costs incurred prior to that date may also be deferred if the company can provide proof that such costs directly resulted from its preparations for Covid-19.</p>	<p>This accounting order authorizes utilities to seek future recovery through rates of the prudently incurred additional costs and expenses incurred as a result of the Covid 19 coronavirus as contemplated by the Order. In addition, companies are granted the authority to place the unamortized balance of any regulatory asset(s) authorized by this order and the associated Accumulated Deferred Income Tax liability in its rate base and request an amortization schedule in their next rate filings.</p>	<p>...[S]hould the utilities receive financial relief from other sources at the federal or state level to offset the costs described above, such revenues should be deferred to a regulatory liability pending their ultimate disposition by the Commission.</p>	DOCKET NO. 2018-AD-141

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Missouri	13-May-20	Docket No. AW-2020-0356	Docket AW-2020-0356	Order Opening a Working Case to Consider Best Practices for Recovery of Past-Due Customer Payments After the Covid-19 Pandemic Emergency	As part of their response to the Covid-19 pandemic emergency and attendant economic disruptions, most Missouri utilities have taken steps to suspend customer disconnection efforts for non-payment of utility bills. As a result of those economic disruptions and continued provision of utility service to customers who are unable to pay for those services, the utilities will likely experience a sharp rise in the level of past-due customer payment accounts receivable. Once the emergency has passed, the utilities will be faced with the question of how to collect those past-due accounts-receivable without unduly burdening their vulnerable customers.		The Commission's Staff shall investigate how Missouri utilities may best collect past-due accounts receivable without unduly burdening their vulnerable customers, as well as any other relevant concerns arising from the Covid-19 pandemic emergency, and shall file a report regarding its investigation no later than August 3, 2020.		Staff is to file a report NO LATER than August 3, 2020
Montana									
Nebraska									
Nevada	27-Mar-20	Docket No. 20-03021	Docket No. 20-03021	Emergency Order that allows utilities to set up regulatory assets that track costs associated with suspending the termination, discontinuance, and/or disconnection of services.		...the Commission directs all of the rate-regulated public utilities within its jurisdiction...to begin recording, as of March 12, 2020, in regulatory asset accounts, amounts that reflect the costs of maintaining service to customers affected by Covid-19 whose service would have been terminated, discontinued, and/or disconnected under normally-applicable terms of service.	Such regulatory asset accounts must be maintained in a manner that will allow costs to be readily identified in future Commission proceedings where utilities may seek recovery of the reasonably and prudently incurred costs.		
New Hampshire									
New Jersey									
New Mexico	6-May-20	Docket No. 20-00069-UT	Login Required to Access NM PRC Documents	Order Regarding Issues in Response to Joint Motion for Authorization for an Accounting Order to Allow Creation of a Regulatory Asset to Track Costs of Emergency Conditions			Commission notes Joint Petition that came in that asks for broad authority to record a regulatory asset for uncollectible payment arrearages and incremental expenses incurred from March 11- December 31, 2020. The Commission also recognizes that there any be additional issues related to the effect of the Covid -19 Emergency.	The input of utilities and interested parties should be obtained to identify related matters that should be addressed, including the need and means to identify, track and account for any potential offsetting savings resulting from the Covid-19 health emergency and Emergency Order, the application of potential federal or state subsidies or other relief, as well as possible shifts in usage between rate classes due to adoption of shelter in place and work from home measures.	Utilities and interested parties should also be requested to provide input on how best to address the resolution of delinquent accounts following the easing or lifting of the health emergency restrictions, including any potential need for the issuance of orders or rules by the Commission concerning, inter alia, provisions and requirements for customer repayment plans, assessment of interest or penalties, or other measures.
New York									
North Carolina									
North Dakota									
Ohio	20-Mar-20	Case No. 20-591-AU-UNC	Order Entry on Cost Recovery	Order states that request for accounting authority or incremental cost recovery related to the emergency will be addressed in each utility's individual case by subsequent entry.			Ordered, that requests for accounting authority or incremental cost recovery related to the emergency be addressed in each individual case by subsequent entry.	...the Commission appreciates the efforts of utilities to make filings seeking authorizations or approvals that are directly responsive to orders issued in this case. However, we would clarify that the automatic approval available to proposals that are directly responsive to such orders does not apply or extend to requests for accounting authority or incremental cost recovery.	

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Oklahoma	7-May-20	Cause No. PUD 202000050	Cause No. PUD 202000050	Application of Brandy Wreath, Director of the Public Utility Division, Oklahoma Corporation Commission, for an Order Authorizing Action in Response to Covid-19	That the Commission find that continued access to safe, reliable, and affordable utility service is essential to maintain public health and safety during the Covid-19 pandemic and authorize utilities to defer expenses associated with ensuring continuity of service and protecting utility personnel, customers, and the general public.	That the Commission find that each utility is authorized to record as a regulatory asset increased bad debt expenses, including bad debts associated with factoring of accounts receivable, costs associated with expanded payment plans, waived fees, and incremental expenses that are directly related to the suspension of or delay in disconnection of service (or reconnection of service) beginning March 15, 2020, with the issuance of the Governor's Declaration of Emergency.	That the Commission find[s] that it will consider in future proceedings whether each utility's request for recovery of these regulatory assets is reasonable and necessary, and that in said future proceedings, the Commission will also consider issues such as the incremental bad debt experienced over normal periods, appropriate period of recovery for any approved amount of regulatory assets, any amount of carrying costs thereon, and other related matters.	That beyond customer billing related actions, the Commission recognize that utilities report taking many steps to ensure the continuity of service while protecting utility personnel, customers and the general public. Such steps include procuring additional PPE, increasing sanitation efforts at facilities, implementing health-screening processes, and securing temporary facilities for potential sequestration of critical operations personnel. That the Commission state its support of the continuation of these critical response and planning efforts and acknowledge they may cause incremental costs.	The Commission's deferral authorization would not bind the Commission to any specific treatment of these items in any future proceeding, nor prohibit Commission from considering the effect of any operational savings, or other financial impacts that may occur as a result of Covid-19. Further, that the Commission direct utilities to maintain records to document the impacts and to provide proof of reasonableness and necessity in any future case(s) brought by utilities seeking cost recovery.
Oregon									
Pennsylvania	13-May-20	Docket No. M-2020-3019775	Docket No. M-2020-3019775	Secretarial Letter that directs utilities to track certain Covid-19 related costs.		The Commission recognizes that compliance with its Emergency Order may increase uncollectible expenses for utilities. Consequently, the Commission authorizes...[utilities] to create a regulatory asset for any incremental uncollectible expenses incurred above those embedded in rates since the issuance of the Emergency Order. In order to be eligible for inclusion in a utility's Covid-19 designated regulatory asset, the utility must maintain detailed records of the incremental extraordinary, nonrecurring expense incurred as a result of compliance with the Emergency Order.	Utilities shall file notice with the Commission upon establishing a regulatory asset as described in this letter. The Commission will consider in future proceedings whether each utility's request for recovery of any regulatory asset or exogenous event recovery related to the Emergency Order is just and reasonable...The Commission will also consider during those proceedings other issues, such as the appropriate period of recovery for the approved amount of the regulatory asset or exogenous event treatment, any amount of carrying costs thereon, and other related matters. Regulated entities shall claim the deferred expenses at their first available opportunity.	The Commission directs all. Jurisdictional...utilities to track extraordinary, nonrecurring incremental Covid-19 related expenses and to maintain detailed accounting records of such expenses. Utilities must maintain detailed records of the incremental expenses incurred for the provisioning of utility services used to maintain the health, safety, and welfare of PA customers during the Covid-19 pandemic. With the exception of the separate regulatory authorization afforded uncollectible expenses below, this SL does not grant authorization for utilities to defer any other potential Covid-19 related expenses.	Utilities shall also track any loans, grants, assistance or benefit they receive in connection with Covid-19, regardless of form or source, that would offset any Covid-19 related expenses.
Rhode Island	17-Mar-20	Docket No. 5022	Docket No. 5022	Order taking information on 4 questions related to collections and cash flow. Undetermined at this point whether there will specific direction on treatment of bad debt/use of regulatory asset.					(1) Whether collections have dropped off for nonresidential customers over the past two weeks compared to prior months and years? (2) If so, please quantify the extent of the reduction. (3) What effect has any such reduction had on the utility's cash flow? (4) Has the utility been unable to meet any obligations, or does it expect to be unable to meet any financial obligations in the next two weeks if it cannot commence termination of service as a collection option.
South Carolina	18-Mar-20	Docket No. 2020-106-A: Order No. 2020-228	Order Addressing Waivers During Current State of Emergency	Commission orders waivers and the ability of utilities to track financial impacts related to the waivers approved by the order (re late payment charges and procedures for termination of service)				...Move that all utilities track the financial impacts related to the waivers approved by this action and order as the Commission may seek reporting of financial impacts at a future time.	

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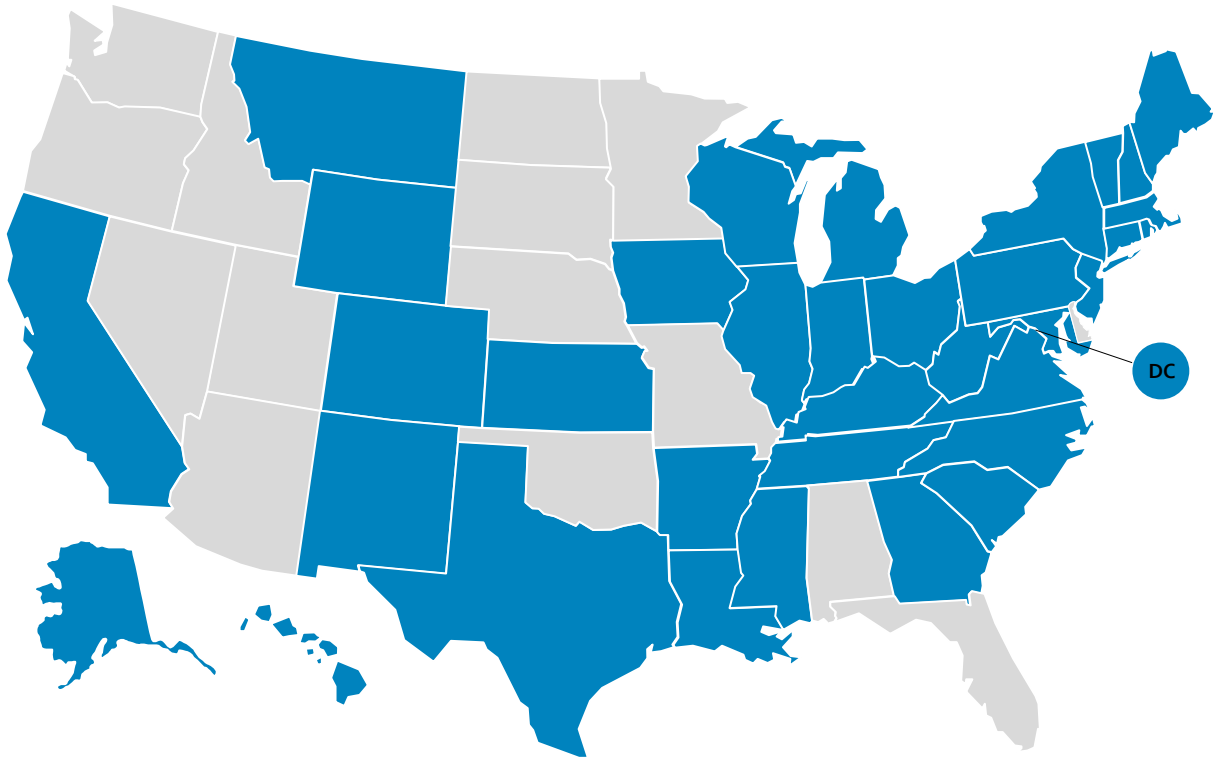
South Carolina	8-May-20	Docket No. 2020-106-A: Order No. 2020-228	et No. 2020-106-A; ID. 29	Motion to Solicit Comments from Utilities and Other Interested Stakeholders Regarding Measures to be Taken to Mitigate Impacts of Covid -19 on Utility Customers and Require Recordkeeping. The Motion asks the Commission to require utilities to track costs, revenue shortfall and savings impacts of COVID-19.				Asks for comments on the following issues: Online Payment and Credit Card Processing Fees, Late Payment Fees, Return Check Charges, Credit Reporting, Communication by Utilities on Safety Net Provisions, Planning Return to Normal Operations	ORS requests that the Commission require utilities to track costs, revenue impacts and savings related to Covid-19 and file the findings with the Commission on a quarterly basis.
South Dakota									
Tennessee									
Texas	26-Mar-20	Control No. 50664 Item No. 108	Order in Item No. 108	Order takes steps to provide regulatory certainty by authorizing use of an accounting mechanism and a subsequent process through which regulated utility companies may seek future recovery of expenses resulting from the effects of Covid-19.	The Commission issues this accounting order under its statutory authority to preserve on utilities' books the effects of unpaid customer accounts until the Commission approves rate changes that adjust charges to Texas customers.	The Commission authorizes each electric, water, and sewer utility to record as regulatory asset expenses resulting from the effects of Covid-19, including but not limited to non-payment of qualified customer bills as specified by separate order issued on this same date.	The Commission will also consider in the future proceeding other issues, such as the appropriate period of recovery for the approved amount of regulatory assets, any amount of carrying charges thereon and other related matters.		
Utah									
Vermont									
Virginia	29-Apr-20	Case No. PUR-2020-00074	Case No. PUR-2020-00074	In response to an April 21 Joint Utility letter request for regulatory asset treatment, the Virginia State Corporation Commission, on April 29, 2020, issued an Order allowing deferral treatment.		Letter request asked that utilities be permitted to create a regulatory asset in which to record: (1) the incremental uncollectible expense incurred, (2) late payment fees suspended, (3) reconnection costs incurred with the billing suspended, (4) carrying costs, and (5) other incremental prudently incurred costs associated with the Covid-19 pandemic.	Staff found that "All...utilities subject to regulation by the Commission may record deferral of the above-referenced expenses on their books, subject to the provisions of the Financial Accounting Standards Board's Accounting Standards Codification 980."	The Commission emphasizes that this Order is solely for accounting purposes and has no ratemaking impact. Such expenses may be addressed in future ratemaking proceedings to the extent relevant thereto.	
Washington									
West Virginia	15-May-20	General Order No. 262.4	GO 262.4	The Commission, on its own Motion, authorizes the deferral of costs for certain utilities and the use of cash working capital reserves for other utilities to address additional, extraordinary costs the utilities may experience and that are directly related to changes in operations required by the Covid-19 virus....	All Privately Owned Utilities subject to regulation by the Commission may record a deferral of additional, extraordinary costs directly related to complying with the various government shut-down orders and Covid-19 precautions, including impacts on uncollectible expense and cash flow related to temporary discontinuance of "service terminations" for non-payment and credits for minimum demand charges associated with business customers adversely impacted by shut-downs or temporary closures related to the Covid-19 pandemic. The deferrals described above are subject to provisions of Financial Accounting Standard Board's Accounting Standard Codification 980.		The Commission emphasizes that this Order is for accounting purposes only and does not address methods or timing of potential future recovery of those deferred costs at this time. Such methods and timing for potential rate recovery of deferred costs will be addressed in future ratemaking proceedings in which the utility requests recovery of deferred costs.	All Publicly Owned Utilities that have established a Cash Working Capital Reserve Fund supported by rates that include a Cash Working Capital rate increment, are authorized to utilize Cash Working Capital Reserve Funds to meet cash flow requirements that have been negatively impacted by additional, extraordinary Covid-19 costs... "[the Commission] will allow the filing of a limited rate application solely to replenish and maintain a reasonable CWC reserve that has been depleted for any reasonable and prudent person, and will expedite the review of such a limited rate application. Finally, Publicly Owned Utilities subject to our rate jurisdiction may file an application for a limited rate increment to recover only costs related to the Covid-19 emergency.	Press Release on Order 262.4
Wisconsin	14-May-20	5-AF-105	Order 5-AF-105	Commission's First Supplemental Order regarding the accounting treatment of utility costs incurred due to and during declared public health emergency for Covid-19	The Commission finds it reasonable for the deferral authorization to include Covid-19 related incremental increases in bad debt or uncollectible expense above what is currently included in authorized rates and that any recovery of bad debt should flow back to the deferral as an offset.	The Commission finds it reasonable for utilities to record Covid-19 expenditures to a variety of FERC or USOA accounts, including those related to customer accounts, sales expense, and administrative and general expenses....the Commission finds that tracking should include any federal or state reimbursements provided to utilities for possible reimbursement and offset of costs associated with Covid-19. In addition, utilities shall identify and track any funding sources, such as government lending programs, that, while not intended to reimburse costs, provide assistance to utilities in covering the identified expenditures and foregone revenues.		The Commission finds it reasonable to conclude that any foregone revenue associated with the temporary authorized waivers be included in the deferral authorization in this docket. However, because there is insufficient information regarding the effect of Covid-19 pandemic on sales revenue, the Commission declines to include declining sales revenue as a component of foregone revenue in the deferral authorization.	To protect the financial stability of public utilities and ensure the operational stability of utilities for customers, the Commission finds it reasonable to authorize carrying costs for deferred amounts....[T]he Commission finds it reasonable at this time to authorize the accrual of carrying costs on IOUs that are associated with balances deferred and accumulated to be recorded at the short term rates authorized in each IOU's most recent rate case.

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Wyoming	26-Mar-20	Docket No. 90000-151-XO-20 (Record No. 15474)	DOCKETNO. 90000-151-XO-20 (Record No. 15474)	<p>Order allowing public utilities that anticipate applying for the authority to recover, through rates, any foregone revenue or extraordinary costs related to actions taken pursuant to this Order shall file an application to establish a deferred accounting order.</p>					
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COVID-19-Related Ordered Moratoriums by State

UPDATED: May 20, 2020



Overview

As of May 20, 2020, 35 states and the District of Columbia have ordered moratoriums on the suspension of service disconnections due to non-payment. In addition, twenty states have also implemented a moratorium on the collection of late fee payments during the ongoing COVID-19 emergency.

While many state commissions express the desire for flexible payment arrangements, at least eight states have prescribed payment arrangement periods. Refer to the tracker for more information.

This map does not include voluntary moratoriums on service disconnections by EEI members, which cover all 50 states plus the District of Columbia.

With the exception of Alaska (legislation), and a handful of states with action through Executive Order, the majority of these orders have been issued by state public service commissions.

For more information, please contact Shelby Linton-Keddie at slinton@eei.org.

APPENDIX B

State	Date Ordered/Pass	Docket/EO/Bill No.	Action Overview	Moratorium on Disconnects? Until?	Moratorium on Late Fee Collection? Until?	Required Reconnects?	Repay Instructions?	Additional Links	Additional Notes
Alaska	10-Apr-20	SB 241	This bill implements a moratorium on disconnections of residential customers due to non-payment from the governor's emergency declaration date of 03/11/2020 to 11/15/2020, or until the governor ends the COVID-19 emergency declaration. The bill disallows IOU's from imposing late fees or charging interest for nonpayment for the duration of the emergency. The bill also requires reconnection of customers who were disconnected on or after 03/11/2020 due to non-payment. Finally, the bill requires a minimum timeline for the repayment of charges incurred during the emergency. A residential customer is eligible for relief under the law only if a) they sign a sworn statement that financial hardship related to COVID-19 prevents them from fully paying their bill and b) negotiate a deferred payment arrangement with their utility.	YES: November 15, 2020 or end of emergency	YES: November 15, 2020 or end of emergency	YES: Requires IOU's to make "reasonable effort" to reconnect nonpayment customers whose service was disconnected on or after March 11, 2020 for the duration of the emergency due to COVID-19-related hardship.	YES: Required repayment period of at least the equivalent length of the emergency declaration		
Arkansas	10-Apr-20	Docket No. 20-012-A	ORDER 1: The Arkansas PSC has ordered the suspension of disconnections due to nonpayment for all customer classes effective of the date of this order until either the governor ends the emergency declaration for COVID-19 or the PSC amends this order. PSC allows for IOU's to track the costs of COVID-19-related operations as well as lost revenue from the prohibition of disconnections. The order also allows parties to request rules for other considerations, such a reconnections, in this docket.	YES: end of emergency or PSC amends this order	NO	NO (Order allows for no-charge reconnections to be considered in this docket at the request of an interested party)	YES: PSC encourages "reasonable payment" plans once the disconnection moratorium is lifted	ORDER 1	
California	17-Mar-20	PUC Letter to Electric Companies	The California PUC, at the direction of Governor Newsom's emergency declaration, has ordered the suspension of disconnections, the collection of late fees on non-payment customers, requiring payment to reconnect disconnected customers due to non-payment, which applies to residential and small business customers. Requires IOU's to implement repayment options for non-payment residential customers. Specific consumer protection rules implemented were referenced in CPUC decisions D.19-07-015 and D.19-08-025; links provided in additional information.	YES: end of emergency	YES: end of emergency	YES	YES (only for residential customers)	D.19-07-015	D.19-08-025
Colorado	30-Apr-20	EO: D-2020-12	This executive order directs the Colorado PUC to work with the state's IOU's to suspend all service disconnections and suspends the accrual or collection of late fees. It also instructs IOU's to waive fees to reconnect non-payment customers. It directs IOU's to implement a payment assistance plan for customers who have encountered COVID-19-related financial hardship. Requires IOU's to report data reflecting the actions taken to assist customers on a weekly basis to PUC. A second Order released on 4/6 and a subsequent Order released on 4/20 amends and extends EOD 2020 012 and D 2020 031.	YES: end of emergency - 30 days from 4/30 unless extended further by EO.	YES: end of emergency: 30 days from 4/30 unless extended further by EO.	YES	YES: Directs companies to provide additional financial assistance	D 2020 051	
Connecticut	12-Mar-20	Docket No. 20-03-15	The Public Utilities Regulatory Authority has granted an emergency moratorium on electric service disconnections in response to the coronavirus pandemic for residential customers. PURA provides no specific instruction in terms of late fee collection, reconnection, or repayment instructions for non-payment customers. Requires PURA review of moratorium every 30 days. IOU's are allowed to petition for exemption in docket no. 20-03-15.	YES: Requires PURA review every 30 days or until end of emergency	NO	NO	NO	PURA Press Release	PURA Letter to CT Delegation
District of Columbia	17-Mar-20	B23-0718 -- COVID-19 Response	DC Council passed legislation codifying moratorium on disconnections. Disconnects cannot take place until 15 days after the emergency declaration by the Mayor is lifted. The bill contains no specific language regarding late fees, reconnection, or repayment plans. Act is stated to be in effect through June 15, 2020 on DC's official website, but language in the bill does not reference this particular date--only the 15 day past emergency.	YES: At least until 15 days after end of emergency or June 15, 2020	NO	NO	NO		

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Georgia	14-Apr-20	Docket No. 42516	The Georgia PSC has been working with Georgia Power to suspend the disconnection of service for non-payment or collection of late fees on non-payment customers of all classes. The decision also allows for cost-recovery mechanism for Georgia Power to collect lost revenue from COVID-19, but does not address customer repayment at this time. Georgia Power was also instructed to facilitate refunds to customers resulting from the 2019 sharing mechanism in 2020. The Commission and Georgia Power are collaborating on establishing a methodology for identifying incremental charge-offs, making a final determination by June 30, 2020.	YES: until further notice	YES: until further notice	NO	NO	Order on COVID-19 Costs: Document 180678	
Hawaii	4-May-20	PUC Order 37125	On May 4, 2020, at the direction of the office of consumer advocate, the Hawaii ordered the suspension of service disconnection due to non-payment for all customers for the duration of the COVID-19 emergency. The order also suspends the collection of late fees and encourages utilities to provide flexible payment options for non-payment customers, but does not include a specific time frame for those options to be available. The PUC said they will review this order on or before May 31, 2020. This order is not part of an official PUC docket.	YES: end of emergency	YES: end of emergency	NO	YES: Urges flexibility for repayment		
Illinois	20-Apr-20	Docket No. 20-0309	The Illinois Commerce Commission has ordered the state's IOU's to suspend the disconnection of service to all customer classes as well as the accrual or collection of late fees until May 1, 2020 or until the governor lifts the emergency declaration. The order also instructs IOU's to offer flexible repayment options for at least 6 months after the emergency order is lifted. The Governor extended the state of emergency until 5/30/20 and a Second Interim Order was filed 4/20/20 which includes compliance information from the state's utilities.	YES: May 30, 2020 or end of emergency	YES: May 30, 2020 or end of emergency	NO	YES: Flexible payments for at least 6 months after end of emergency	Emergency Interim Order.	Second Interim Proposed Order
Indiana	19-Mar-20	EO: 20-05	This executive order prohibits the disconnection of service of all customers during the ongoing emergency. No specific instructions regarding late fee collection, reconnection, or repayments. The Commission website notes that utilities MAY suspend or waive late fees, reconnection fees, and reconnect customers who have been disconnected.	YES: end of emergency	NO	NO	YES: Three month minimum, a utility may voluntarily offer longer payment arrangements	Indiana Utility Regulatory Commission COVID19 Action	
Iowa	20-May-20	Docket No. SPU-2020-0003	The Iowa Board of Utilities updated their March 13, and subsequent March 27 orders which extended the winter moratorium on service disconnection of winter moratorium-eligible customers until May 27, 2020. The new order instructs IOU's to suspend disconnections until the governor lifts the state of emergency in Iowa. On May 20, 2020, the IBU updated their March 27 order and prescribed terms for repayment, which instruct IOU's to allow at least one year for eligible customers.	YES: end of emergency	NO	NO: No specific reconnect language in the order, however, the May 1 Order notes that utilities can keep track of residential reconnection numbers for future assessment	YES: Utilities must offer repayment options to eligible customers for at least one year.	ORDER PHASING IN DISCONNECTION OF UTILITY SERVICE AND MODIFYING MARCH 27, 2020 ORDER	Order Regarding Disconnection of Electric, Natural Gas, and Water Utility Customers
Kansas	6-May-20	Docket No. 20-GIMX-393-MIS	The Kansas Corporation Commission has extended their order to suspend the disconnection of electricity to non-payment customers until May, 31, 2020. The Commission reserves the authority to extend this suspension if needed after that. No mention of late fee collection or reconnection policy.	YES: May 31, 2020	NO	NO	YES: Payment plan of up to 12-months to pay off any delinquent account balances	Emergency Order Continuing Suspension of Disconnects	Third Emergency Order Suspending Disconnects
Kentucky	16-Apr-20	Docket No. 2020-00085	The Kentucky PSC has ordered the suspension of disconnections for non-payment or the collection of late fees from non-payment customers until further notice by the PSC. No mention of reconnections or repayment plans at this time.	YES: until further notice	YES: until further notice	NO	NO	Amended Order Pertaining to Service Disconnections	
Louisiana	29-Apr-20	Louisiana PSC Executive Order: March 13, 2020	Louisiana Public Service Commission issued an executive order requiring all IOU's to suspend the disconnection of electric service for non-payment until further notice by the PSC. No new orders have been issued after the planned March 18, 2020 PSC meeting. No mention of late fees collection, reconnection, or repayment plans at this time.	YES: until further notice	YES	NO	NO	Louisiana PSC Special Order 22-2020	

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Maine	16-Mar-20	Docket No. 2020-00081	The Maine PUC as ordered all directs that all electric transmission and distribution utilities to not engage in any disconnection activity for all customer classes until further notice. CMP has reported it has voluntarily suspended the collection of late fees and reconnection fees; there has been no official action taken on either by the commission.	YES: until further notice	NO	NO	NO	ORDER OF AN EMERGENCY MORATORIUM ON DISCONNECTION ACTIVITIES
Maryland	29-Apr-20	Executive Order	Governor Hogan has an Executive Order prohibiting the suspension of residential electric service or the charging of late fees on no-payment customers for duration of the declared emergency or until June 1 - will be revisited.	YES: June 1, 2020 or end of emergency	YES: June 1, 2020 or end of emergency	NO	NO	
Massachusetts	24-Mar-20	Order from DPU Chairman Nelson	At the direction Governor Baker, Massachusetts Department of Public Utilities Chairman Matthew Nelson ordered the states IOU's to suspend the disconnection of electric service for non-payment for the duration of the state of emergency or otherwise directed but the DPU. No specific mention of moratorium on late fees, reconnection, or repayment plans at this time.	YES: end of emergency or DPU amends this order	NO	NO	NO	
Michigan	15-Apr-20	Docket No. U-20757	The Michigan PSC has ordered the suspension of disconnections for low-income and senior customers through June 1, 2020, and waive late fees for eligible low-income customers receiving energy assistance. The order also requires service reconnection of qualifying customers, and encourages repayment flexibility from electric companies. Reply comments were due April 30, 2020 from utilities.	YES: June 1, 2020 (for qualifying low-income and senior customers)	YES: June 1, 2020 (for qualifying low-income and senior customers)	YES: (for qualifying low-income and customers)	YES: encourages repayment flexibility from electric companies	ORDER 1
Mississippi	14-Apr-20	Docket No. 2018-AD-141	The Mississippi Public Service Commission voted to temporarily suspend disconnections of electric power service for 60 days from the date of their latest order, meaning moratorium will expire June 14, 2020. Allows the state's IOU's to defer any costs, including any incremental bad debt expenses and all associated credit and collection costs, related to connections, reconnections, or disconnections for all customers classes.	YES: June 14, 2020	NO	NO	NO	ORDER AUTHORIZING UTILITY RESPONSE AND ACCOUNTING FOR COVID-19
Montana	30-Mar-20	Executive Order No 2-2020	On March 30, 2020, in light of two preceding executive orders, the governor's office issued an order stating that no business or political subdivision of the State supplying electricity, gas, sewage disposal, water, telephone, or internet services for use, in whole or in part, in a dwelling unit or residence shall terminate that service. And that no fee or charge for late or untimely payment that becomes due after this Directive takes effect may be billed or collected for the "duration of the order." That order expired on April 10, 2020. There has been no additional executive actions extending that deadline as of May 14, 2020.	YES: April 10, 2020	YES: April 10, 2020	NO	NO	Statement From Governor
New Hampshire	17-Mar-20	Emergency Order 3: Pursuant to EO 2020-04	Governor Sununu's Emergency Order #3: Pursuant to EO 2020-04 suspends the disconnection of electric due to non-payment for the duration of the emergency. It also disallows the collection of late fees during the emergency and requires IOU's to allow repayment over at least 6 months from the end of the emergency.	YES: end of emergency	YES: end of emergency	NO	YES: requires payment options to be available for at least 6 months after emergency has ended	
New Jersey	13-Mar-20	Press Release	As part of Governor Murphy's state of emergency declaration, New Jersey's IOU's were encouraged to suspend disconnections due to non-payment until further notice. On March 13, 2020, the NK PSC announced that the state's public electric and gas utilities have universally agreed to suspend service shutoffs given the statewide public health emergency and the effort currently underway in response to the COVID-19 pandemic. Customers are encouraged to reach out to their respective IOU's if they are having difficulty paying their electric bills.	YES: end of emergency	NO	NO	NO	

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New Mexico	19-Mar-20	ORDER FINDING, NEED FOR THE ADOPTION AND ISSUANCE OF AN IMMEDIATE TEMPORARY EMERGENCY RULE PROHIBITING THE DISCONTINUATION OF RESIDENTIAL CUSTOMER UTILITY SERVICE	On March 19, 2020, the New Mexico PSC issued an order that disconnections for non-payment issued on or after March 11, 2020 (the effective date of the Emergency Executive Orders) are suspended for the duration of the effectiveness of the Emergency Executive Orders. Late fees related to these bill payments shall be waived. There are no specific mentioned of reconnection policies or repayment instructions at this time.	YES: end of emergency	YES: end of emergency	NO	NO		New Mexico's DPR docket search tool requires registration to view.
New York	13-Mar-20	Press Release	In response to Governor Andrew M. Cuomo's directive, the New York State Department of Public Service announced that it would immediately work with utilities across the State to ensure any customers affected by COVID-19 restrictions they will not lose power or heat due to financial hardship. No further action from the NY PSC is expected at this time.	YES: end of emergency	NO: ConEd has voluntarily suspended the accrual or collection of late fees due to financial hardship during the COVID emergency	NO	NO: IOU's have pledged payment flexibility for affected customers		
North Carolina	31-Mar-20	Executive Order No. 124	Governor Cooper's Executive Order No. 124 prohibited the disconnection of service of residential customers for non-payment. The EO also prohibits the collection of late fees on non-payment residential customers for the duration of the emergency. It requires a repayment period of at least 6 months from the suspension of the emergency declaration. Finally, it requires the no-fee reconnection of non-payment customers. The corresponding NCUC docket relating to this order is Docket M-100 Sub 158; link is in additional links.	YES: end of emergency or otherwise amended by Commission	YES: end of emergency or otherwise amended by Commission	YES	YES: requires payment options to be available for at least 6 months after emergency has ended	NCUC Docket Relating to COVID-19 disconnection	NCUC Compliance Report - May 4, 2020
Ohio	12-Mar-20	Docket No. 20-591-AU-UNC	On March 13, 2020, PUCO ordered that the Commission's winter reconnection order in Case No. 19-1472-GE-UNC be extended through May 1, 2020 to allow for additional time for companies to review their disconnection/reconnection policies. Commission ordered that the state's IOU's review their disconnection and reconnection policy, but have not ordered new rules.	NO	NO	YES: In accordance with winter reconnections until May 1, 2020 (as of May 8, no new information publicly available)	NO	Entry ordering that Commission's winter reconnection order be extended	
Pennsylvania	13-Mar-20	M-2020-3019244	PA PUC issued an Emergency Order prohibiting termination service during the pendency of the Proclamation of Disaster Emergency, unless to ameliorate a safety emergency, or unless otherwise determined by the Commission. Repayment guidelines are to be determined.	YES: end of emergency	NO	NO	NO	Emergency Order M-2020-3019244	
Rhode Island	14-Apr-20	Docket No. 5022	The Rhode Island PUC ordered that effective on March 16, 2020, all electric utilities shall immediately cease certain collections activities including termination of service for nonpayment. Allows for reconnection of qualified customers after meeting specified payment requirements. The Commission had different end dates for residential and non-residential customers, but deadline is currently the same date; additional details expected. As on May 8, a notice on the RI PUC's website notes that the moratoriums have been extended to May 31, 2020. The PUC will review an extension on May 28, 2020.	YES: May 31, 2020	NO	YES: Qualifying customers are eligible for reconnection	YES: Encourages flexible repayment options for customers in need	Docket 5022 -- PUC Emergency Order	
South Carolina	16-Mar-20	Docket No. 2020-106-A	A letter from Governor McMaster encouraged the South Carolina Public Service Commission to adopt rules suspending disconnection during the COVID-19 state of emergency. On March 16, 2020 the PSC ordered IOU's to suspend disconnections and waived requirements for reconnection and late fees. On May 7, 2020, the SC PSC ordered rules imposing a 6-month minimum repayment period.	YES: end of emergency	YES: end of emergency	YES: waived reconnection fees	YES: at least 6 months after the end of state of emergency	Disconnection Moratorium Order	ORDER NO. 2020-344

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Tennessee	31-Mar-20	Docket No. 2000047	On March 31, 2020, the Tennessee Public Utility Commission ordered that IOU's within its jurisdiction suspend service disconnections for non-payment until the end of the declared state of emergency. After the suspension of the emergency, the TN PUC will reconsider their recommendations pertaining to these moratoria. The order also instructs IOU's to suspend the accrual or collection of late fees, requires reconnection, and repayment programs to be implemented for all customers impacted by COVID-19.	YES: end of emergency	YES: end of emergency	YES: those disconnected on or after March 12, 2020.	YES: Urges flexibility for repayment	ORDER REQUIRING ALL JURISDICTIONAL UTILITIES TO SUSPEND ACTIONS TO DISCONNECT SERVICE FOR LACK OF PAYMENT DURING THE STATE OF PUBLIC HEALTH EMERGENCY	
Texas	26-Mar-20	Docket No. 50664	On March 26, 2020, the Public Service Commission of Texas amended specific actions affecting the IOU's within its jurisdiction. These changes include a moratorium on suspending service disconnections for non-payment, suspend the collection of late fees, and instructs vertically-integrated IOU's operating outside of ERCOT to offer flexible payment plans for non-payment customers. Inside ERCOT, retail electric providers must offer a deferred payment plan to any residential customer who requests one, regardless of their previous payment history. REPs must suspend electricity disconnections for residential customers who have been added to the state's unemployment and low income list due to the effects of COVID-19	YES: end of emergency	YES: end of emergency	NO	YES: Urges flexibility for repayment	ORDER DIRECTING CERTAIN ACTIONS AND GRANTING EXCEPTIONS TO CERTAIN RULES	
Vermont	23-Apr-20	Docket No. 20-0703-PET	The Vermont Public Service ordered a moratorium on service disconnections due to non-payment beginning on March 18. That order was extended on April 23, 2020, and is now in effect until May 31, 2020. There is no particular instruction regarding the collection of late fees, reconnections, or repayment instructions as of yet, but several of interested parties has addressed these future topics in their comments.	YES: May 31, 2020	NO	NO	NO	ORDER EXTENDING TEMPORARY MORATORIUM	
Virginia	9-Apr-20	Docket No. PUR-2020-00048	The Virginia SCC has ordered the suspension of disconnection of service for both business and residential customers due to non-payment until June 14, 2020. The SCC also suspends the collection of late fees and encourages payment flexibility and reconnection.	YES: June 14, 2020	YES: June 14, 2020	YES: Instructs utilities to work with customers seeking to reconnect	YES: Urges flexibility for repayment	ORDER EXTENDING SUSPENSION OF SERVICE DISCONNECTIONS	
West Virginia	13-Mar-20	(No Official Document)	In an message to the state's IOU's, the West Virginia Public Service Commission, effective immediately and until further notice, is urging all utilities to suspend utility service terminations except where necessary as a matter of safety or where requested by the customer. The Commission will provide additional information as warranted.	YES: until further notice	NO	NO	NO		
Wisconsin	24-Mar-20	Docket No. 5-UI-120	The Public Service Commission of Wisconsin (PSC) directed IOU's to cease disconnecting residential service for nonpayment until the state public health emergency has been lifted. Additionally, the PSC instructs IOU's to make reasonable attempts to reconnect service to an occupied dwelling that has been disconnected. The PSC also orders the suspension of late fees on non-payment customers and instructs IOU's to offer flexible repayment options.	YES: end of emergency	YES: end of emergency	YES	YES: Urges flexibility for repayment	Order Signed and Served 03/24/2020	
Wyoming	26-Mar-20	Docket No. 90000-151-XO-20	The Wyoming PSC has ordered all IOU's to suspend discontinuation of service, imposition of late fees, and similar tariffs, rules, regulations and terms of service for the purpose of mitigating the impact on customers of the public health emergency related to the COVID-19 virus until the order herein is amended.	YES: until further notice	YES: until further notice	NO	NO	DOCKETNO. 90000-151-XO-20 (Record No. 15474)	