

SUMMARY OF PUC ORDER 37125 Issued May 4, 2020

- 1) All PUC-regulated utilities shall suspend disconnections of utility services during the pendency of the Governor's Emergency Proclamation, and until otherwise ordered by the PUC.
- 2) As of the date of this order (i.e., May 4), utilities are prohibited from charging customers interest on past due payments, or imposing any late payment fees, until otherwise ordered by the PUC.
- 3) Pending further order(s), the PUC suspends any and all rules and provisions in any utility tariff that prevent or condition re-connection of disconnected customers. In doing so, however, the PUC makes it clear that this does not affect the utility's ability to disconnect a customer's service for public safety concerns unrelated to non-payment of services.
- 4) The PUC authorize each of these utilities "to establish regulatory assets to record costs resulting from the suspension of disconnections."
 - a. In future proceedings, to the extent any utility requests recovery of these costs, the PUC will consider whether the utility's request for recovery of these regulatory assets is reasonable and necessary.
 - b. The PUC will 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.
 - c. The PUC instructs any utility that books regulatory assets consistent with the authorization granted by this order to file a short (1-2 page) report by May 20, 2020, regarding the utility's financial condition.
 - i. In footnote 9, the PUC provides notice that it intends to shortly issue a non-docket Protective Order to allow for and govern the confidential filing of this information.
 - ii. The PUC states that it will review these reports, and will issue an order updating utilities regarding the length of the suspension prior to May 31, 2020.
 - d. Until otherwise ordered by the PUC, the PUC instructs any utility that books regulatory assets consistent with the authorization provide in this order, to also file a quarterly report, beginning on July 30, 2020, detailing the amount of the costs incurred and any savings realized, which have been booked to the regulatory assets. Page 6 of the order further details what should be included as part of this quarterly report.
- 5) The PUC encourages utilities to offer payment plans or other reasonable arrangements to customers once the suspension of disconnections or terminations of service are lifted.
- 6) With respect to non-paying customers, the PUC emphasizes that customers should continue paying their bills to the extent possible during this time, noting that customers will still ultimately be responsible for paying Utility service billings accrued during this suspension.
- 7) If a utility maintains a website, the utility shall provide notice of the order's content on such website, and in any other prominent place that the utility finds will help inform its customers.