

**SUMMARY OF PUC ORDER 37284  
Issued August 24, 2020**

- 1) All PUC-regulated utilities shall extend through December 31, 2020, the suspension of a) disconnections of utility services and b) any and all rules and provisions of individual utility tariffs that prevent or condition re-connection of disconnected customers; however the PUC makes it clear that this order does not affect the utility's ability to disconnect a customer's service for public safety concerns unrelated to non-payment of services.
- 2) The PUC continues to encourage utilities not to charge customers interest on past due payments, or impose any late payment fees, through December 31, 2020.
- 3) Any utility that booked regulatory assets consistent with the authorization provided in Orders No. 37125, 37153, 37189, 37251 or choosing to do so pursuant to the authorization provided in this order must file a quarterly report, detailing the amounts of the costs incurred and any savings realized, which have been booked to the regulatory assets. Pages 5 of the order further details what should be included as part of this quarterly report including deadlines of October 30, 2020, and February 1, 2021.
- 4) The PUC reiterates its statement from Orders No. 37125, 37153, 37189, and 37251 that utilities should strongly consider offering payment plans or other reasonable arrangements to customers once the suspension of disconnections or terminations of service are lifted.
- 5) The PUC emphasizes that customers should continue paying their bills to the extent possible during this time, noting that customers will ultimately be responsible for paying utility service billings accrued during this suspension.
- 6) If a utility maintains a website, the utility shall provide notice of this order's content on such website, and in any other prominent place that the utility finds will help inform its customers.