

To: Public Service Commission ([jordanwhite@utah.gov](mailto:jordanwhite@utah.gov), [sbintz@utah.gov](mailto:sbintz@utah.gov))

From: Daniel J Harris, Associate State Director  
AARP

Date: May 15, 2015

Re: Changing disconnection rules and procedures for those on life support (R 746-200-7)

Commission Rule R 746-200-7 pertains to restrictions on termination of utility service to residences with a person with a serious illness or one who relies on life support equipment.

The disconnection of service is serious in all circumstances, but particularly dangerous to very young children, the elderly and the seriously ill, including those who rely on life support equipment.

For those with serious illness, or in need of equipment which relies on electricity, maintaining utility service can mean the difference between life and death.

AARP is concerned that changing the current procedures of disconnecting service – while indeed making it less burdensome on the PSC and the utility – could make it easier to disconnect service.

Elimination of requiring notice to the customer from the Commission is worrisome.

A third- party notice from a government agency may provide an important alert to the affected customer.

Removing the requirement that the Division of Public Utilities provide independent notice to consumers is problematical.

Customers may pay more attention to that notice than just hearing from the utility.

AARP supports continuing this policy.