

# ACTION REQUEST

Date: March 27, 2020

FROM: Public Service Commission

Due: April 27, 2020\*

SUBJECT: Disconnection Policy Investigation

Docket Nos. 20-999-01, 20-999-02, 20-999-03, and 20-999-12

(Company Name, Case Number, etc.)

3/27/2020

20-999-01, 20-999-02, 20-999-03, and 20-999-12

DISCONNECTION POLICY INVESTIGATION

Miscellaneous Correspondence and Reports Regarding Electric Utility Services, 2020;

Miscellaneous Correspondence and Reports Regarding Gas Utility Services, 2020;

Miscellaneous Correspondence and Reports Regarding Telecommunications Utility Services, 2020;

AND Miscellaneous Correspondence and Reports Regarding Water Utility Services, 2020

This is a request for the Division of Public Utilities (DPU) to provide analysis, evaluation results, and the basis for conclusions and recommendations regarding the following:

  X   Other – Explanation and Statement of Issues to be Addressed (See Below):

Investigate the disconnection policies of all of the utilities over which the PSC has jurisdiction to regulate these policies, including whether these policies have or have not been modified during the coronavirus outbreak. The PSC requests that the investigation include waiver or not of late fees, reconnections (whether previously disconnected customers were reconnected or not), and the scope and duration of the suspensions, if any.

\*In the event the PSC issues an order or notice providing dates for comments and/or testimony in this docket:

- The DPU shall respond consistent with the order or notice;
- The order or notice, including any deadlines, shall supersede and replace this action request; and
- This action request shall be deemed withdrawn.