

Seasonal Termination Protection Regulations					
State	Date-based	Protection Dates	Temperature-based	Temperature	Seasonal Policy
Alabama	no		yes	<32°	Ban for special circumstances such as extreme weather or life-threatening situation.
Alaska	no		no		No disconnect for seriously ill, disabled.
Arizona	no		yes	<32° or >95°	Temperature based
Arkansas	yes	11/1-3/31	yes	<32° or >95°	No disconnect for elderly or disabled, > 95°, or medical emergency. No disconnect if customer agrees to deferred or extended payment agreement.
California	no		no		No special seasonal protections.
Colorado	no		no		No special seasonal protections.
Connecticut	yes	11/1 - 4/15	no	✓	No disconnect for hardship customers to include: public assistance recipients, one source of income from Social Security, Veteran's or unemployment compensation benefits, income at <125% FPG, ill, disabled, unemployed with income <200% FPG, or would be without necessities if bill was paid
Delaware	yes	11/15 - 4/15	yes	20° or below	Temperature based
District of Columbia	no		yes	<32°	Temperature based
Florida	no		no		No special seasonal protections.
Georgia	yes	11/15 - 3/15	yes	<32°	Total ban when < 32°; protection if payment arrangement is made. No disconnect if illness would be aggravated, statement from doctor.
Hawaii	no		no		No special seasonal protections
Idaho	yes	12/1 - 2/29	no	✓	Disconnect ban for households with children under 18, elderly age 62 or older, or infirm.
Illinois	yes	12/1 - 3/31	yes	<32°	Total ban when < 32°. Utilities must offer payment plan of 10% down payment and equalized billing over the next 4 to 12 months. Customer can earn credits to apply to overdue bill by working at a nonprofit organization or by attending school.
Indiana	yes	12/1 - 3/15	no	✓	Total ban for customers receiving or applying for LIHEAP or WAP (125% FPG).

FILED²

Exhibit No. JUL 30 2004

Case No(s) _____
Date _____ Rptr _____Missouri Public Service Commission
Case No(s) 08-0004-0196
Date 7-08-01 Rptr KF

Exhibit No. 3

Iowa	yes	11/1 - 4/1	yes	✓	Ban for LIHEAP- or WAP-eligible customers (150% FPG) when temperature <20°, utility must offer payment plan after moratorium.
Kansas	yes	11/1 - 3/31	yes	< 35°	Ban when < 35°, to avoid disconnect when temperature is above 35° customers must make payment schedule and meet payments and apply for aid if eligible.
Kentucky	yes	11/1 - 3/31	no		30 day extension if eligible for energy assistance (<130% FPG), must agree to pay plan. Must reconnect if customer proves need and pays lower of \$200 or one-third of bill and makes payments on time. Cannot disconnect if payment agreement is in effect.
Louisiana	no		no		
Maine	yes	11/15 - 4/15	no	✓	Not permitted if eligible customer (<185% FPG) agrees to payment plan or if account is < 3 months overdue or < \$50; requires PUC approval.
Maryland	yes	11/1 - 3/31	no	✓	Utility must provide affidavit to the Commission that disconnect will not endanger the health of any household member.
Massachusetts	yes	11/15 - 4/15 (electric) 11/15 - 5/1 (gas)	no	✓	Disconnect not permitted if customer's income is <150% FPG or if household includes child <12 months, seriously ill member or all residents are 65 or older. For 2003, the Dept. of Telecommunications and Energy approved a 4 - 6 week extension of the shut-off moratorium.
Michigan	yes	12/1 - 3/31	no	✓	Winter Protection Plan for low income (<150% FPG), elderly 65 years or older or recipient FIA cash assistance, food stamps or Medicaid. Must be enrolled in a payment plan.
Minnesota	yes	10/15 - 4/15	no	✓	Disconnect ban if customer declares inability to pay and income is <50% state median income and agrees to payment plan; if eligible customer pays 10% of income or the full amount of current bill (whichever is less) or if customer agrees and adheres to payment plan.
Mississippi	yes	12/1 - 3/31	no	✓	Prohibited for customers who can prove extreme financial difficulty or medical emergency and agree to payment plan.
Missouri	yes	11/1 - 3/31	yes	< 30°	No disconnect if unable to pay, must apply for

					assistance and enter payment plan. No disconnect if < 30°. Special notice to elderly and disabled.
Montana	yes	11/1 - 4/1	no	✓	Prohibited for customers receiving public assistance or if household member is age 62 or older or disabled. PUC approval needed for shut-off.
Nebraska	no		no		No state-mandated policies.
Nevada	no		no		
New Hampshire	yes	12/1 - 4/1	no	✓	PUC approval needed to shut-off elderly 65 or older. Disconnect is not allowed unless arrears are more than \$175 for non-heating, more than \$300 for gas and steam heating or more than \$400 for electric heating. Must allow customers to pay balance over next 6 months after winter moratorium.
New Jersey	yes	11/15 - 3/15	no	✓	Ban on disconnection for customers receiving Lifeline, LIHEAP, TANF, SSI, PAAD or GA or households unable to pay overdue amounts because of unemployment, medical expenses, or recent death of spouse. Customers eligible for the Winter Termination Protection Program are placed on a budget plan and cannot be disconnected as long as they make good faith payments. During the heating season, a utility may not ask for a security deposit.
New Mexico	yes	11/15 - 3/15	no		Disconnection is delayed for 15 days if customer is eligible for or receiving LIHEAP.
New York	yes	11/1 - 4/15	no		15 day shut-off protection; no disconnection if a doctor certifies that there is a medical emergency
North Carolina	yes	11/1 - 3/31	no	✓	No disconnect for elderly, disabled, and customers who are eligible for the Energy Crisis Assistance Program.
North Dakota	no		no	✓	No disconnect for customers who enter into a payment plan.
Ohio	yes	11/1 - 4/15	no	✓	Winter Protection adds 10 days to shut-off notice. No disconnect year-round if customer is below 150% FPG, is enrolled in a percentage of income payment plan and applies for all energy assistance. Customers are required to pay no more than \$175 in arrears from October 22 to April 12 to maintain service or reconnect under the state's Winter Reconnection Order.

Oklahoma	yes	11/15 - 4/15	yes	<32° (daytime), <20° (night) or >103°	No disconnect if temperatures are <32° (daytime), <20° (night) or if predicted heat index is >103° or if customer enters into a deferred payment plan. 30 day delay and 30 day extension possible in case of life threatening condition. Commission may order a ban on all disconnections if severe weather or if dangerous to health of the customer.
Oregon	no		no		
Pennsylvania	yes	12/1 - 3/31	no	✓	PUC approval needed for disconnection, in practice no approvals are granted during winter months.
Rhode Island	yes	11/1 - 3/31	no	✓	Disconnect ban for elderly, ill, disabled, unemployed or those eligible for public assistance or if arrears are < \$375 for primary source of heat or <\$110 if not primary.
South Carolina	yes	12/1 - 3/31	no		31 day shut-off delay for seriously ill with medical certificate, can be renewed up to 3 times during the winter protection period.
South Dakota	yes	11/1 - 3/31	no		Additional notice of 30 days.
Tennessee	no		yes	<32°	Disconnect postponed for medical emergency or if temperature <32°
Texas	no		yes	<32° or during heat advisory	No disconnect during heat advisories or if the previous day's temperature was <32° or if a serious illness exists in the household.
Utah	yes	11/15 - 3/15	no	✓	No disconnect if customer has written statement from utility that states that a payment plan could not be agreed upon, if applied for HEAP and Red Cross energy assistance, has an income <125% FPG, medical emergency or becomes unemployed or income is cut by 50% or more. During winter moratorium customer must pay at least 5% of income towards utility costs (10% for electric heat)
Vermont	yes	11/1 - 3/31	no	<10°	No disconnect if temperature is <10° or <32° for households with elderly age 62 or older.
Virginia	no		no		No state-mandated policies. Terms and conditions concerning disconnection shall be set forth in each local distribution company's tariff approved by the State Corporation Commission.
Washington	yes	11/1 - 3/31	no	✓	Protection for hardship customers (<125% FPG) who qualify or apply for energy assistance, and enter into

					payment plan.
West Virginia	yes	12/1 - 2/28	no	✓	Disconnections during protection dates are considered detrimental to the health of the customer's household and are prohibited.
Wisconsin	yes	11/1 - 4/15	yes	✓	No disconnect during extreme weather unless last resort after all other legal means of collection have been attempted and only if >250% FPG and health and safety would not be endangered due to presence of elderly, small children, or mentally disabled. Prohibited when heat advisory from the National Weather Service is in effect.
Wyoming	yes	11/1 - 4/30	yes	✓	Temperature-based restrictions if unable to pay and has exhausted available assistance or is actively seeking assistance, or can pay, but only in installments.

No Shut Off restrictions - 8
 Temperature Based - ≤ 35 - 1
 ≤ 32 - 9
 ≤ 30 - 1
 ≤ 20 - 1
 ≤ 10 - 1
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