

Questions for Non-Utilities

Case No. AW-2020-0356

1. Please describe the Low Income Home Energy Assistance Program (LIHEAP) and please describe any COVID-19 related changes to the program. Please describe any final or proposed changes to LIHEAP for the 2020-2021 Cold Weather Rule period.
2. Please describe any final or proposed COVID-19 related changes to the Low-Income Weatherization Assistance Program (LIWAP).
3. Please explain if there is a state and/or federal policy regarding the loss of rental assistance (i.e. Section 8 voucher) and potential eviction if a tenant's utility service is disconnected for nonpayment.
4. Please explain how utilities may best collect past due accounts without unduly burdening their vulnerable customers. Additionally, share other relevant concerns arising from the COVID- 19 pandemic; please include how the pandemic is effecting your organization and the people your organization serves.

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