

**Title 20 – Department of Commerce and Insurance
Division 4240 – Public Service Commission
Chapter 13 – Service and Billing Practices for
Residential Customers of Electric, Gas, Sewer, and
Water Utilities**

PROPOSED RULE

20 CSR 4240-13.075 Service Disconnection Reporting Requirements for Electric, Gas, Sewer, and Water Utilities

PURPOSE: This rule sets forth the requirement and standards for the submission of reports regarding and related to the cessation of services provided to customers by investor owned electric, gas, sewer, and water utilities that are subject to the jurisdiction of the commission.

- (1) For purpose of this rule:
 - (A) reconnection shall mean the provision of utility services to a unique residential account that had previously ceased receiving the utility's services whether it occurs remotely or at the physical location;
 - (B) third-party collection agency shall mean any person, agent, business, or other legal entity engaged by a utility, but which is not subject to the direct control of the utility, for the purpose of collecting monies owed to the utility following the nonpayment by a customer for utility services previously rendered to that customer;
 - (C) unique residential account shall mean any instance wherein the utility has agreed to provide service to a particular customer at a particular physical location with a single, identifiable meter;
- (2) Each utility shall provide as a non-case related submission in the commission's electronic filing information system (EFIS) a report within thirty (30) days of the end of each month. The utility shall provide a copy of each report to the Office of the Public Counsel. All information submitted shall be considered public information; however, no customer-specific information shall be reported or made public. All information shall be submitted in a native electronic spreadsheet format. Each utility shall report the following information as it relates to the immediately preceding month:
 - (A) the total number of unique residential accounts as of the first day of the month;
 - (B) the total number of unique residential accounts as of the last day of the month;
 - (C) the total number of unique residential accounts that ceased receiving the utility's service at least once during the month;
 - (D) the total number of unique residential accounts that were terminated at least once during the month;
 - (E) the total number of unique residential accounts that were discontinued at least once during the month;
 - (F) the total number of unique residential accounts for which the utility issued a notice indicating the potential for discontinuance at least once during the month;

- (G) the total number of unique residential accounts that were reconnected at least once during the month;
- (H) the total number of unique residential accounts that were reconnected at least once during the month following a prior termination;
- (I) the total number of unique residential accounts that were reconnected at least once during the month following a prior discontinuance;
- (J) the total number of unique residential accounts that began receiving service for the first time during the month;
- (K) the total number of unique residential accounts for which at least one charge for utility services became a delinquent charge during the month;
- (L) the total number of unique residential accounts for which there existed at least one delinquent charge as of the last day of each month;
- (M) the total number of delinquent charges that were transferred to, or for which the utility otherwise began using the services of, any third-party collection agency during the month;
- (N) the lowest delinquent charge by dollar value among all delinquent charges currently outstanding as of the last day of the month;
- (O) the highest delinquent charge by dollar value among all delinquent charges currently outstanding as of the last day of the month;
- (P) the mean average dollar value of all delinquent charges currently outstanding as of the last day of the month;
- (Q) the total dollar value of any monies received from the federal Low-Income Home Energy Assistance Program to pay for delinquent charges during the month;
- (R) the total dollar value of any monies received for payment of delinquent charges that was received from any person or legal entity that is not the customer responsible for payment of the delinquent charge or the federal Low-Income Home Energy Assistance Program and that was received in accordance with any provision set forth in the utility's tariff during the month;
- (S) the total dollar value of any monies received for payment of delinquent charges that was received from any person or legal entity that is not the customer responsible for payment of the delinquent charge or the federal Low-Income Home Energy Assistance Program and that was not received in accordance with any provision set forth in the utility's tariff during the month;

- (T) the total number of unique residential accounts paying for utility services under an equal payment billing program as of the last day of the month;
 - (U) the total number of unique residential accounts paying for utility services under a payment agreement as of the last day of the month;
 - (V) the mean average volume of services provided among all unique residential accounts recorded during the month in kilowatt-hours for electric services, centum cubic feet for gas services, and thousand gallons of water for water and sewer services.
- (3) If the commission finds that any deficiency exists in the report submitted by a utility as required under subsection (2) of this rule, the commission may direct its staff to issue a notice to the utility identifying the deficiency. Any utility that receives a notice from the commission stating that deficiencies exist in its report shall respond to that notice within twenty (20) days after the date said notice is issued and shall provide all information necessary to cure the deficiency identified in said notice in its response.
 - (4) Any utility subject to subsection (2) of this rule that is unable to meet the submission deadline established in that subsection may obtain, at the commission's discretion, an extension of up to fifteen (15) days for submitting its report, provided that the utility first:
 - (A) submit a written request, stating the good cause reason for the extension, to the attention of the secretary of the commission prior to the utility's submission deadline; and
 - (B) certify that the utility sent a copy of the written request to all parties of record in pending cases before the commission where the utility's activities are the primary focus of the proceedings.
 - (5) Each report submitted by a utility as required under subsection (2) of this rule shall be made publicly available for access through a hyperlink found on the commission's official website's home page.
 - (6) The staff of the commission shall produce an *Annual Customer Disconnection Report* within sixty (60) days of the end of each calendar year that shall aggregate all the reports submitted by all utilities as required under subsection (2) of this rule during the course of the previous year. This *Annual Customer Disconnection Report* shall be made publicly available for access through a hyperlink found on the commission's official website's home page. All information included in the *Annual Customer Disconnection Report* shall be considered public information; however, no customer-specific information shall be reported or made public.