

April 30, 2020

M E M O R A N D U M

To: Governors' Energy and Water Policy Advisors

From: Dan Lauf and David Peters, National Governors Association Center for Best Practices, Energy, Infrastructure & Environment Division

Re: State Moratoriums on Utility Shut-offs and Related Actions During the COVID-19 Pandemic

Overview

As the COVID-19 pandemic has spread across the country, resulting in stay-at-home orders, an economic downturn, and increasing unemployment, the crisis an increasing number of residential, commercial, and industrial customers are unable to pay their utility bills. To ensure customers can maintain access to public utilities during this crisis many utilities preemptively announced that they would not shut off customers for non-payment. Examples include telecommunications utilities agreeing to the Federal Communications Commission's [Keep Americans Connected Pledge](#), signed by 700 companies as of the writing of this memo, and announcements from the [Edison Electric Institute](#) and the [American Gas Association](#) that all member companies are voluntarily suspending electricity disconnects for non-payment. To extend those voluntary commitments to all public utilities, governors and state utility regulatory commissions have taken action, issuing state-wide moratoriums on utility disconnections for the inability to pay and other protective measures. As of the writing of this memo, thirty-two states and Washington, D.C. have issued moratoriums for utility disconnections. Eleven moratoriums were established by executive order or legislative action, while twenty-two were established by order of a state utility commission. The moratoriums have different timeframes, with some having tentative end dates and the potential for extension while others say the moratorium will last until the governor declares the State of Emergency is over.

Certain states, as noted below, have taken further measures to ease the potential financial burden on customers by suspending late fees for non-payment, outlining flexible payback parameters for the accrued bills during the pandemic, and waiving reconnection fees for customers that were previously disconnected. Many utilities are also working to reconnect customers that were previously disconnected prior to the State of Emergency declaration.

Revenue Impacts and Utility Solvency

Longer term, consideration will have to be given to how utilities will recover past-due costs from customers unable to pay during the crisis, to avoid placing an outsized burden on those customers or risking utility solvency. **Connecticut, Hawaii, Illinois, Nevada, and Wisconsin** have asked utilities to track all spending during the pandemic to prepare for a possible rate surcharge to recover those costs. The **Texas** Public Utilities Commission created a ratepayer funded tariff mechanism to help utilities recover portions of their electricity spending.

Overview of State Actions

Table 1 below contains information on state-ordered moratoriums and Table 2. contains information on voluntary or non-binding moratoriums. Both tables include information on which utility services it applies to, other cost saving measures taken and any guidance on a tentative end date.

Table 1. Mandatory State Actions

State.	Order/Measure	Order Date	Tentative End Date	Description	Utilities Covered	Other Measures
AK	Alaska Senate Bill 241	3/28/30 Bill enrolled on 4/9/20	The public health emergency and powers associated with it have been extended to November 15, 2020.	“A public utility as defined in AS 42.05.990 may not disconnect for nonpayment the residential utility service of a person experiencing financial hardship related to the COVID-19 public health disaster emergency.”	Electric, Gas, Water, Telecom	“A public utility shall make reasonable efforts to reconnect utility service to a dwelling that is occupied by a person experiencing financial hardship related to the COVID-19 public health disaster emergency and that is disconnected for nonpayment on or after March 11, 2020.”
AR	Arkansas Public Service Commission	4/10/20	Duration of the governor's emergency declaration, or until the directive is rescinded by the Commission.	“Based on reports to the Commission and public announcements, the Commission recognizes that most jurisdictional electric, gas, and water public utilities have already resolved to suspend all disconnections for non-payment during this time, and the Commission commends them for these actions...If they have not done so already, all Commission-jurisdictional electric, gas, and water public utilities in the State of Arkansas shall suspend disconnections of water, gas, and electricity services”	Electricity, Gas, and Water.	“The Commission also suspends, pending further orders, any and all rules and provisions of individual Utility tariffs on file that prevent or condition re-connection of disconnected customers”. “The Commission authorizes each of these Utilities to establish regulatory assets to record costs resulting from the suspension of disconnections.”
CA	California Public Utilities Commission California Executive Order N-42-20	3/17/20 (Updated 4/3/20) 4/2/20	The moratorium will last for the duration of the crisis, or until further notice.	“Energy, water, sewer, and communications companies under CPUC jurisdiction should halt customer disconnections for non-payment ... retroactively to March 4.” Disconnection of water services for all utilities because of non-payment is suspended (4/2/2020)	Electricity, Gas, Water, Telecom.	Many IOUs and POUs are offering customers the opportunity to create flexible and extended payment plans if financial hardship is a challenge. “Utilities must also restore service to those whose service was disconnected prior to the CPUC’s March 17, 2020 order” The CPUC will use its California Climate Credit program to help offset the increase in

						<p>ratepayers April utility bill. They will assess using the credit for May/June bills as well.</p> <p>“Water system shall restore any residential services to occupied residence that have been discontinued for nonpayment since March 4, 2020.”</p>
CO	Colorado Executive Order D 2020 012	3/20/20	“This Executive Order shall expire thirty (30) days from March 20, 2020, unless extended further by Executive Order.”	The Governor's executive order includes a directive to the Colorado Public Utilities Commission to: "suspend service disconnections for delayed or missed payments from residential and small business consumers related to the impacts of COVID-19."	Electricity, Gas, and Water	<p>Waiving of reconnection fees</p> <p>Waiving fees for late payment</p> <p>Utility service providers will make reasonable efforts to reconnect customers currently disconnected for nonpayment</p>
CT	Connecticut Public Utilities Regulatory Authority Updated release (3/18/20) Public Utilities Regulatory Authority (3/27/20)	3/13/20 3/18/20	Through May 1, 2020	“Connecticut’s Public Utilities Regulatory Authority (PURA) announced that it issued a ruling directing all regulated electric, natural gas, and water companies in the state to cease residential service terminations for nonpayment as a protective measure during the current public health emergency... Residential (expanded to non-residential as well) customers should continue paying their bills and understand that they will ultimately be responsible for utility services accrued during this moratorium. PURA’s ruling prohibits the regulated utilities from terminating service for nonpayment while the moratorium is in effect.”	Electricity, Gas, and Water	<p>Grants a temporary waiver of financial security deposits and balance reduction payments normally required for reconnection of service through May 1, 2020</p> <p>Orders PURA-regulated gas, electric and water utilities to track all costs associated with the implementation of these emergency measures</p> <p>PURA suggests exploring potential cost recovery through other methods, if possible. PURA encouraged the continued monitoring of federal and state financial assistance programs. (3/27/20)</p>
DC	DC Council	3/11/20	The moratorium will continue for 15 days following the end of	The D.C. Council passed emergency legislation prohibiting the disconnection of electric and gas services for non-payment of fees during the current	Electricity, Gas, Telecoms, Water	<p>Waiving late fees</p> <p>Waiving reconnection fees</p>

			public health emergency.	public health emergency		Reconnecting customers whose utilities were shut off at the start of the state of emergency
HI	Hawaii Public Utilities Commission	5/4/20	The suspension will last for the duration of the Governor's Emergency Proclamation.	<p>"All Commission-regulated electric, gas, telecommunications, water, and wastewater public utilities in the State of Hawaii shall suspend disconnections of electricity, gas, telecommunications, water, and wastewater services during the pendency of the Governor's Emergency Proclamation, and until otherwise ordered by the Commission."</p> <p>.</p>	Electricity, Gas, Telecoms, and Water	<p>"The Commission also suspends, pending further orders, any and all rules and provisions of individual utility tariffs that prevent or condition re-connection of disconnected customers."</p> <p>"The Commission authorizes each of these Utilities to establish regulatory assets to record costs resulting from the suspension of disconnections."</p> <p>"The Commission encourages Utilities to offer payment plans or other reasonable arrangements to customers once the suspension of disconnections or terminations of service are lifted"</p> <p>"As of the date of this Order, the Commission also prohibits Utilities from charging customers interest on past due payments, or imposing any late payment fees, until otherwise ordered by the Commission"</p>
IL	Illinois Commerce Commission	3/18/20	May 1 or until the governor announces an end to the state of emergency	<p>The commission ordered a moratorium on all electric, gas and water shut offs, late fees and other penalties through May 1, 2020 or until the governor announces the end of COVID-19 state of public health emergency.</p> <p>"The moratorium, prohibition of giving notice of disconnection and prohibition of late fees or</p>	Electricity, Gas, and Water	<p>Suspends late fees and other penalties</p> <p>Illinois regulators asked utilities to track all spending during the pandemic.</p> <p>"Once the moratorium is lifted, utilities should temporarily enact more flexible credit and collections procedures than the minimum</p>

				penalties and temporary flexible collection procedures should apply to all classes of utility customers, including residential, industrial and commercial customers."		standards outlined in Part 28014 of the Commission's Rules to remain in effect for a period of no less than six (6) months" The Commission also prohibited all in-person and door-to-door marketing of alternative electric and gas energy suppliers in two separate orders. The Commission further ordered that all utilities file proposed revised credit and collections procedures for the ICC consideration and approval once the moratorium is lifted.
IN	Indiana Executive Order 20-05	3/23/20	For the duration of the crisis or until further specified	Governor signed an Executive Order today prohibiting the disconnection of essential utility services. The order is in effect for the duration of Indiana's public health emergency. It applies to all electric, natural gas, water, wastewater, telecommunications, and broadband service providers	Electricity, Gas, Telecoms, and Water	
IA	Iowa Utilities Board	3/27/20	At least May 1, 2020; or Until Governor lifts emergency order	<p>"All electric and natural gas utilities, including municipal, cooperative, and investor-owned, and all investor-owned water utilities are restricted from disconnecting any customers until the public health emergency is lifted by written statement of Governor Kim Reynolds."</p> <p>"All water utilities, including rural, municipal, and cooperative, are strongly encouraged and requested to suspend disconnecting any customers until the public health emergency has been lifted by written statement of Governor Kim Reynolds."</p>	Electricity, Gas, Water	

KS	Kansas State Corporation Commission	3/16/20	Until April 15, 2020 or later extended date. Extended through May 15 (link)	“All public utilities subject to its jurisdiction to suspend disconnect service for non-payment until April 15, 2020.” The moratorium was extended through May 15.	Electricity, Gas, Telecoms, and Water	
KY	Kentucky Public Service Commission	3/16/20	The order is in effect until further notice	“Specifically, for at least the next 30 days, and until further notice from the Commission, utilities should suspend disconnections due to non-payment and waive the assessment of late payment fees ... With regard to disconnections for non-payment, non-payment generally, and penalties for late payment for services, the Commission urges utilities to implement their tariffs and regulations liberally. ... The Commission expects utilities to establish lenient and flexible payment plans for any unpaid balances.”	Electricity, Gas, Telecoms, and Water	Waives late payment fees The commission expects that utilities will be flexible when it comes to creating payment plans to recover unpaid balances.
LA	Louisiana Public Service Commission	3/13/20	In effect until further notice	Public Utility providers will not shut-off service for customers statewide for non-payment.	Electricity, Gas, Telecoms, and Water	
ME	Maine Public Utilities Commission	3/16/20	In effect until further notice	"The Maine PUC directed that all electric transmission and distribution utilities, natural gas utilities, water utilities, and telephone Providers of Last Resort (POLR) service not to engage in any disconnection activity until further notice."	Electricity, Gas, Telecoms, and Water	
MD	Maryland Executive Order	3/16/20	Until termination of Emergency, but not earlier than May 1.	As directed in the executive order by the Governor: all utilities (electric, gas, water, telecoms) shall suspend service disconnections for all residential customers.	Electricity, Gas, Telecom, and Water	Prohibits the billing or collection of late fees
MA	Massachusetts Department of Public Utilities	3/24/20	For duration of State of Emergency or until further notice is received	For the duration of the state of emergency, utility service providers will not shut-off gas, electric, or water service to any customers for failure to pay utility bills.	Electric, Gas, and Water	

MI	Michigan Executive Order 2020-28 (For water only – other utilities have voluntary suspensions, working with the Governor's office)	3/28/20 3/26/20	“This order is effective immediately and continues until the termination of the state of emergency under section 3 of Executive Order 2020-4”	By means of executive order, the governor declared that all water providers are to restore waster service to all customers statewide, even for failure to pay bills within the past year. The Governor’s office has worked with all utilities (statewide: includes IOUs, Coops, and municipal utilities) to pause shut offs.	Water (Mandatory) Electric, Gas, and Telecom (Voluntary)	The executive order establishes a fund to help communities comply with restoring water service. The Governor’s office has worked with all utilities to restore service of previously disconnected customers, create flexible payment plans, and streamlining funding for energy assistance programs. The Michigan Public Service Commission has directed utilities to track expense incurred due to the voluntary suspension of shut offs.
MS	Mississippi Public Service Commission	3/19/20	60 days from the decision (3/19/20)	All water, electric, sewer and natural gas shutoffs are suspended for sixty days. The MS PSC expanded its initial order suspending utility shutoffs to all providers, including municipal and cooperative utilities.	Electricity, Gas, and Water	
MT	Governor’s Directive Extension of Directive	3/30/20 4/7/20	Directive extended through April 24, 2020.	“For the duration of this Directive, no business or political subdivision of the State supplying electricity, gas, sewage disposal, water, telephone, or internet services for use, in whole or in part, in a dwelling unit or residence shall terminate that service.”	Electricity, Gas, Telecoms, and Water	“No fee or charge for late or untimely payment that becomes due after this directive takes effect may be billed or collected.”
NH	New Hampshire Emergency Order #3 Pursuant to Executive Order #2020-04	3/17/20	For the duration of the crisis.	"All providers of electric, gas, water, telephone, cable, VOIP, internet, and deliverable fuels service ... are hereby prohibited from disconnecting or discontinuing service for the duration of the State of Emergency." "At the end of the State of Emergency, customers having arrearages accrued during the State of Emergency shall be provided the opportunity to make a reasonable payment arrangement over no less than a six-month period	Electricity, Gas, Telecoms, and Water	Customers with accrued bills will have the opportunity to repay these over a longer period, no shorter than six months. Additionally, the emergency order suspends any late fees for non-payments.

				and shall not be charged any fees for late payment for arrearages accrued during the State of Emergency."		
NY	New York Department of Public Service	3/13/20	Until further notice	"New York State Department of Public Service announced that it would immediately work with utilities across the State to ensure any customers affected by COVID-19 restrictions they will not lose power or heat due to financial hardship. The State's major electric, gas, and water utilities (Con Edison, National Grid, Central Hudson, Orange and Rockland, New York State Electric and Gas, Rochester Electric and Gas, PSEG Long Island and National Fuel Gas — and major private water companies) will take immediate action to suspend service shutoffs to households during the COVID-19 outbreak."	Electricity, Gas, and Water	The directive suspends the implementation of any previously approved rate increased for the duration of the pandemic.
NC	Executive Order #124 North Carolina Utilities Commission	3/31/20 3/19/20	"This section shall remain in effect for sixty (60) days, unless rescinded or superseded by another applicable Executive Order" Until the end of the State of Emergency or until further ordered by the Commission	"No Utility Service Provider shall terminate the service of a residential customer for nonpayment." (3/31/20) "all jurisdictional electric, natural gas, and water and wastewater public utilities, shall immediately cease customer disconnections due to non-payment of utility bills ... and waive the application of late fees incurred during the State of Emergency."(3/19/20)	Electricity, Gas, and Water,	"A Utility Service provider shall not bill or collect any fee, charge, penalty, or interest for a late or otherwise untimely payment that becomes due from the date of this Executive Order. Customers shall be provided the opportunity to make reasonable payment arrangement to pay off over at least a six (6) month period any arrearages accumulated during the effective period of this Executive Order...No interest or late fees shall be charged on arrearages...Utility Service Providers are encouraged to reconnect previously disconnected service to the extent practicable and waive any penalties or reconnection fees, and any policies or ordinances that prevent re-connection of

						<p>disconnected customers are suspended. NCDHHS and NCDEQ shall work with Utility Service Providers to publicize payment assistance programs to aid customers, particularly customers for the Low-Income Energy Assistance Program, in the payment of their utility bills.” (3/31/20)</p> <p>Waives late fees, reconnection fees for both residential and non-residential customers. Waives fees for checks returned due to insufficient funds. Waives transaction fees associated with the payment of electric bills by credit card or debit card. (3/19/20)</p>
PA	Pennsylvania Public Utilities Commission	3/13/20	Remains in place for the duration of the State of Emergency.	“Pennsylvania Public Utility Commission (PUC) Chairman Gladys Brown Dutrieuille signed an emergency order prohibiting electric, natural gas, water, wastewater, telecommunication and steam utility terminations. The moratorium will remain in place for as long as the Proclamation of Disaster, issued by Gov. Tom Wolf on March 6 related to the Coronavirus, is in effect.”	Electricity, Gas, Telecoms, and Water	
PR	Puerto Rico Legislative Assembly – Law No. 39	4/9/20	The moratorium will remain in effect for two billing periods after the state of emergency has been lifted.	For the duration of the state of emergency, there will be a moratorium on shut-offs of electricity of water services for all customers.	Electricity and Water	Any entity that does not comply with the law can be fined up to \$5,000 for an infraction.
RI	Rhode Island Public Utilities Commission	3/16/20	Until 4/15/20, when further review will be conducted.	“In response to the COVID-19 emergency, the Public Utilities Commission has directed all electric, gas, water, and wastewater utilities regulated by the Commission "to cease certain collections activities,	Electricity, Gas, and Water	

			Order has been extended until May 8, 2020	including service terminations for nonpayment". This moratorium extends to 4/15/2020 (has since been extended to May 8, 2020) for all customers of these utilities, subject to further review of the Commission."		
TN	Tennessee Public Utilities Commission	3/31/20	"This order shall continue in effect, at a minimum, until the public health emergency declared on March 12, 2020 expires or is terminated by Governor Lee; at which time the Commission shall consider whether further action is warranted."	"The Commission granted the relief requested and ordered all natural gas, electric, water, and wastewater, public utilities under its jurisdiction to immediately suspend the disconnection of service for non-payment until the state of emergency in Tennessee expires or is formally lifted."	Electricity, Gas, and Water	"Any customer of a regulated natural gas, electric, water, or wastewater public utility whose service was disconnected for lack of payment on or after March 12, 2020, shall be reconnected at no charge."
TX	Texas Public Utilities Commission 1 , 2 , 3	3/26/20	Until further order by the Commission.	The commission has suspended disconnections of water/sewage and electricity for all residential customers until further notice.	Electricity, and Water	Creates ratepayer-funded tariff to provide retail electric providers with reimbursement. Tariff to be reevaluated every 30 days Suspends late fees Offers deferred payment plans
USVI	Virgin Islands Water and Power Authority	3/28/20	The suspension of shut-offs will remain in effect until further notice.	"The governing board and executive director of the Virgin Islands Water and Power Authority Saturday reaffirmed that the utility will not disconnect delinquent electrical and potable water service accounts for the duration of the COVID-19 state of emergency."	Electricity and Water	

VT	Vermont Public Utilities Commission Vermont Public Utilities Commission (Expansion to non-residential customers and water utilities)	3/18/20 3/27/20	Last until April 30, 2020 at least.	<p>“The Vermont Public Utility Commission (“Commission”) directed the state's regulated utilities to stop any disconnection of residential utility service due to nonpayment of electricity, natural gas, and telecommunications bills. This moratorium on involuntary utility disconnections will last until at least April 30, 2020.”</p> <p>“The Vermont Public Utility Commission (“Commission”) expanded the moratorium on utility disconnections to include non-residential ratepayers and regulated water companies. Expanded moratorium will last until at least April 30, 2020”</p>	Electricity, Gas, Telecoms, and water (added 3/27 – only applies to 21 regulated water companies)	
VA	Virginia Commerce Commission (Extension of moratorium) Virginia Commerce Commission	4/9/20 3/16/20	The Commission’s order extends the ban on service disconnections through June 14, 2020 60 days onward from 3/16/20	"The Commission orders each jurisdictional electric, gas, water or sewer utility identified in the attachment to this Order to suspend disconnection of service to any customer, pending further orders of the Commission. The Commission further SUSPENDS, pending further orders, any and all provisions of tariffs on file that prevent or condition the disconnection of service by such utility. This suspension is effective for sixty (60) days from [March 16.]”	Electricity, Gas, and Water	<p>“The Commission also strongly urges utilities to:</p> <ul style="list-style-type: none"> • Make extraordinary efforts to avoid disconnections for medically vulnerable customers. • Work with customers already in arrears or disconnected who are seeking reconnection. • Offer extended or flexible payment plans until the emergency has passed. • Waive reconnection fees”

WA	Washington Governors' Proclamation 20-23.2	3/23/20	Suspension will last until May 4, 2020, unless further amended.	“Under RCW 43.06.220(1)(h), to help preserve and maintain life, health, property or the public peace, prohibit all energy, telecommunications, and water utilities in Washington State from disconnecting certain residential utilities and from charging related late payment and reconnection fees until May 4, 2020.”	Electricity, Gas, Telecoms, and Water	Utility service providers will not charge late fee or reconnection fees. Additionally, utility providers will work to reconnect all customers previously disconnected
WI	Wisconsin Public Service Commission issued an order for accounting utility incurred costs Wisconsin Public Service Commission	3/24/20 3/13/20	Until public health emergency has been lifted.	On Friday, the Public Service Commission of Wisconsin (PSC) directed water, electric, and natural gas utilities to cease disconnecting residential service for nonpayment until the state public health emergency has been lifted. Additionally, utilities must make reasonable attempts to reconnect service to an occupied dwelling that has been disconnected.	Electricity, Gas, and Water	Utility providers must attempt to reconnect customers that had previously had service shut-off. The PSC issued an order informing all service providers to start tracking incurred costs due to the public health emergency (3/24/20)

Table 2. Voluntary State Actions

State.	Order/Measure	Order Date	Tentative End Date	Description	Utilities Covered	Other Measures
AL	Alabama Public Service Commission (Coordination for Voluntary Suspension)	3/17/20	Duration of the crisis	“The Commission has been working with Alabama Power and Spire to ensure that those whose jobs are affected by COVID-19 do not face the added hardship of interruption of utility services”	Electric and Gas	
AZ	Arizona Public Service Commission	3/26/20	Duration of the crisis.	“No customer will have power to their home shut off during the remainder of the crisis for inability to	Electricity and Water	No penalties, late fees or interest will be assessed during this time.

	(Coordination for Voluntary Suspension)			pay”		Utility service providers will work with customers on flexible payment options and payment plans
FL	Florida Public Service Commission (Coordination for Voluntary Suspensions)	3/19/20	The utility suspensions vary by service provider	“The PSC understands customers might have utility-related questions resulting from COVID-19. We are monitoring utility activities and their plans for addressing how COVID-19 will impact operations and their customers.”	Electricity, Gas, and Water	
GA	Georgia Public Service Commission (Coordination for Voluntary Suspension)	3/24/20	The utility suspensions vary by service provider.	The PSC has compiled a list of utilities that have voluntarily suspended disconnections in response to COVID-19.	Electricity, Gas, Telecoms, and Water	
MN	Minnesota Public Service Commission (Coordination with utilities)	3/27/20	For the duration of the emergency	“Department of Commerce and Public Utilities Commission set out a list of minimum actions requested to the utilities, which includes: Extend protections of Minnesota’s Cold Weather Rule; Specifically restricting disconnection of residential customers for non-payment of utility bills, and reconnecting customers who have been disconnected, for the duration of the national security or state peacetime emergency; Waive late fees that any residential or small business customer incurs because of the economic circumstances related to the coronavirus pandemic. Utilities are asked to eFile responses to these specific requests by April 3.”	Electricity, Gas, Telecoms	Utility providers will reconnect customers that had previously been disconnected, for the duration of the pandemic. Waives late fees.
MO	Missouri Public Service Commission (Voluntary shut-offs)	3/21/20	Voluntary suspensions vary by service provider	Missouri investor owned utilities voluntarily suspended disconnections.	Electricity, Gas, and Water	Some utilities are waiving fees related to late payments. Most Missouri IOUs are offering customer assistance programs and extended payment

						plans.
NE	Nebraska Public Service Commission (Coordination with utilities for voluntary suspensions)	3/19/20	Voluntary suspensions vary by service provider	“NE PSC maintains a list of Carriers doing business in Nebraska that have agreed to take the PSC pledge to- Keep Nebraskans Connected”	Telecoms	
NV	Nevada Public Utilities Commission (coordination with utilities for voluntary suspensions) List of utility actions	3/27/20	Voluntary suspensions vary by service provider	“Public utilities throughout Nevada have proactively implemented measures to assist customers who are experiencing financial hardship related to the COVID-19 pandemic.”	Electricity, Gas, Telecoms, and Water	“All rate-regulated public utilities subject to the commission’s jurisdiction shall establish regulatory asset accounts for the purpose of recording amounts that reflect the costs, beginning 3/12/20, of maintaining service to customers.”
NJ	New Jersey Department of Environmental Protection New Jersey Board of Public Utilities (NJ BPU) (coordination with utilities for voluntary suspensions)	3/20/20 3/13/20	Until further notice	“The New Jersey Department of Community Affairs, Department of Environmental Protection and Board of Public Utilities ask that every water system, private or public, including those operated by municipal governments, commit to a suspension of any water shut offs for reasons of non-payment, safe reconnection of anyone previously shut off, and a suspension of the use of liens as a collection practice until the outbreak of COVID-19 has subsided.” (3/20/20) “The New Jersey Board of Public Utilities (NJ BPU) today announced that the state’s public electric and gas utilities have universally agreed to suspend service shutoffs given the statewide public health emergency and the effort currently underway in response to the COVID-19 pandemic”.(3/13/20)	Electricity, Gas, and Water	Utility providers will reconnect any customers previously disconnected from service. “Suspension of liens for collection.”

NMI	Commonwealth Utilities Corporation	3/27/20	The opportunity is in effect until further notice.	“Governor Ralph DLG Torres and Commonwealth Utilities Corporation announced that CUC will be offering a payment deferral or due date extension for residential customers in response to the COVID-19 outbreak.”	Electricity and Water.	Consumers may spread the payment of one-month utility bill payment over a three-month period.
OH	Public Utilities Commission of Ohio (coordinating with utilities on voluntary suspensions) Public Utilities Commission of Ohio	3/12/20 3/20/20	Voluntary suspensions vary by service provider.	“The Public Utilities Commission of Ohio (PUCO) today ordered Ohio’s electric and natural gas distribution, water and wastewater, and landline telephone companies to review their policies regarding service disconnections, and promptly seek any necessary Commission approval to suspend any policies that would impose a service continuity hardship or create an unnecessary risk of human contact.”	Electricity, Gas, Telecoms and Water	“The order states that request for accounting authority or incremental cost recovery related to the emergency be addressed in individual case by subsequent entry “(3/20/20)
OK	Oklahoma Corporation Commission – Public Utility Division (Coordination with utilities on voluntary suspensions)	3/16/20	Voluntary suspensions vary by service provider	“The Commission’s Public Utility Division (PUD) is coordinating a voluntary effort by the state’s utilities to help Oklahomans impacted by the COVID-19 pandemic. Among other things, plans are being developed to help impacted customers who may be facing service disconnection.” “The agency’s PUD staff is coordinating with the regulated utilities to consider moratoriums for those residential customers who are directly affected by the COVID-19 virus and for high-risk residential customers.”	Electricity, Gas, Telecoms, and Water	
OR	Oregon Public Utilities Commission (Coordinating with utilities on voluntary suspensions)	3/23/20	Voluntary suspensions vary by service provider	“Last week, many energy and telecommunications utilities confirmed that they will not be disconnecting service for non-payment during this pandemic. This week, the PUC approved filings submitted by the electric and natural gas utilities to provide them needed flexibility to waive late	Electricity, Gas, Telecoms, and Water	Utility consumers should not worry about late fees.

				payment fees for customers during this health scare.”		
SC	South Carolina Public Service Commission	3/18/20	Suspensions vary by service provider	The SCPSC voted 3/18/2020 to "grant waivers of the regulations related to Late Payment Charges and Procedures for Termination of Service for all regulated utilities and direct that all regulated utilities suspend disconnection of service during the COVID-19 State of Emergency."	Electricity, Gas, and Water	The Commission voted to suspend late payment fees.
WV	West Virginia Public Service Commission (Coordination with utilities for voluntary suspensions)	3/17/20	Voluntary suspensions vary by service provider	“Utility companies reported they had agreed not to disconnect customers, pursuant to the Commission’s March 17, 2020 General Order 262. “(Electric, Water, Cable)	Electricity, Gas, Telecoms and Water	
WY	Wyoming Public Service Commission (voluntary suspensions though the order authorizes moratoriums on disconnections)	3/26/20	This order is effective immediately and until superseded by subsequent order.	“The majority of public utilities providing service in Wyoming have recently advised the Commission that they have suspended, or intend to suspend, discontinuation of service, imposition of late charges and similar rules, regulations and terms of service to mitigate the negative effects on customers of the public health emergency related to the COVID-19 virus”.	Electricity, Gas, Telecoms, and Water	“Pursuant to action taken at the Open Meeting on March 24, 2020, all public utilities providing service pursuant to Commission approved tariffs, rules, regulations, and terms of service are authorized to suspend discontinuation of service, imposition of late fees, and similar tariffs, rules, regulations and terms of service for the purpose of mitigating the impact on customers of the public health emergency related to the COVID-19 virus.”