

**SUMMARY OF PUC ORDER 37251
Issued July 31, 2020**

- 1) All PUC-regulated utilities shall extend through August 31, 2020, the suspension of a) disconnections of utility services and b) any and all rules and provisions of individual utility tariffs that prevent or condition re-connection of disconnected customers; however the PUC makes it clear that this order does not affect the utility's ability to disconnect a customer's service for public safety concerns unrelated to non-payment of services.
- 2) The PUC continues to encourage utilities not to charge customers interest on past due payments, or impose any late payment fees, through August 31, 2020.
- 3) Any utility that booked regulatory assets consistent with the authorization provided in Orders No. 37125, 37153, 37189 or choosing to do so pursuant to the authorization provided in this order must file:
 - a. a short (1-2 page) report by August 24, 2020, regarding the utility's financial condition.
 - b. a quarterly report, beginning on October 30, 2020, detailing the amounts of the costs incurred and any savings realized, which have been booked to the regulatory assets. Pages 5-6 of the order further details what should be included as part of this quarterly report.
- 4) The PUC authorizes utilities that elect to suspend disconnections beyond August 31, 2020, to book regulatory assets related to the costs associated with that suspension, through October 1, 2020, and provide details regarding the length of its suspension and other information, consistent with the quarterly report mentioned in item 3.b. above.
- 5) The PUC reiterates its statement from Orders No. 37125, 37153 and 37189 that utilities should strongly consider offering payment plans or other reasonable arrangements to customers once the suspension of disconnections or terminations of service are lifted.
- 6) The PUC emphasizes that customers should continue paying their bills to the extent possible during this time, noting that customers will ultimately be responsible for paying utility service billings accrued during this suspension.
- 7) If a utility maintains a website, the utility shall provide notice of this order's content on such website, and in any other prominent place that the utility finds will help inform its customers.