

5-UI-120 Update

May 25, 2021

9:00am-10:15am

Consumer Affairs

Division of Digital Access, Consumer and Environmental Affairs



Agenda

1. Order Points
2. Disconnection Plans
3. Deferred Payment Agreements
4. Arrearage Management Plans
5. Questions

Supplemental Order on Residential Disconnection – Fourth

The Commission took the following actions on March 18, 2021:

1. Utilities may disconnect service after April 15, 2021, pursuant to utilities' filed disconnection plans.
2. Utilities shall file a disconnection plan with the Commission 5 business days prior to disconnection.
3. Utilities shall offer a DPA to low-income residential customers without limitation.
4. Utilities shall continue to submit quarterly information.

Docket 5-UI-120 Order Points

5. After April 15, 2021, utilities may no longer elect to waive any late payment fees.
6. Municipal utilities may choose to offer a DPA to a customer who is a tenant at a rental dwelling unit.
7. Utilities may continue to waive credit card fees.
8. Utilities may continue to request temporary waivers of certain tariff provisions and deadline tolling and extensions until further order of the Commission.

Disconnection Plans

- Utilities that wish to disconnect customers due to nonpayment after April 15, 2021 must file a disconnection plan with the Commission.
- Utilities that previously filed disconnection plans with the Commission only need to update the plan if the disconnection plan changes prior to November 1, 2021.
- A new disconnection plan or an updated plan must be filed at least (5) business days prior to implementing any changes.
- Disconnection plans and updated plans can be submitted by completing this [survey](#) found on the Commission website FAQ page.

Deferred Payment Agreements (DPA)

- A utility shall offer every residential customer a DPA if they are unable to pay their bill in full.
- For purposes of determining reasonableness, the code requires a utility to consider the customer's ability to pay along with the following factors:
 - Size of the delinquent account.
 - Customer's payment history.
 - Time that the debt has been outstanding.
 - Reasons why the debt has been outstanding.
 - Any other relevant factors concerning the customer's circumstances such as household size, income, and necessary expenses.

Deferred Payment Agreements (DPA)

- If a customer defaults on a DPA, a utility is not required to offer a subsequent DPA unless the customer is low-income or has had a significant change in their ability to pay.
- A municipal utility is not required to offer a subsequent DPA prior to transferring an amount to the tax roll.
- A municipal utility may elect to suspend tariff provisions restricting the ability to offer DPAs to residential customers who are tenants without obtaining a waiver from the Commission.
- When the utility and customer cannot agree on terms, either party may ask the Commission to review the disputed issues.

Arrearage Management Plan (AMP)

- The Commission ordered all utilities to submit an AMP by January 15, 2021.
- 374 utilities submitted an AMP to the Commission.
- The AMP is a comprehensive plan outlining a strategy to address the financial impact of arrears.
- Commission staff has met with electric, gas, and water public utilities to discuss arrearage management planning.
- There is currently an expedited process in place for tariff change requests related to new AMPs or forgiveness programs.
- Additional information on arrearage management will be submitted as part of the quarterly reporting requirement.

Questions?



Consumer Affairs Contact Information

Brad Rose, Director

Bradley.Rose@Wisconsin.gov

(608) 267-9491

Chassitti Clark, Consumer Analyst

Chassitti2.Clark@Wisconsin.gov

(608) 267-2894

Laura Fay, Consumer Analyst

Laura.Fay@Wisconsin.gov

(608) 267-0913

Kayleigh Chiono, Consumer Analyst

Kayleigh.Chiono@Wisconsin.gov

(608) 266-5739

Kara McFerren, Consumer Analyst

kara.mcferren1@wisconsin.gov

(608) 267-2891

Please do not give out the above contact information to customers!

PSC Phone Numbers and Email Address to Provide to Customers

Telephone: 1-800-225-7729 (toll-free) or 608-266-2001

Email: PSCConsumerAffairsMail@wisconsin.gov

File a Complaint Online: www.psc.wi.gov