

Council Meeting Staff Report

December 18, 2019

Agenda No.:	5.A
Indexes (Council Goals):	DPU FY2020 - 3.0 Be a Customer Service Oriented Organization that is Communicative, Efficient, and Transparent
Presenters:	Bob Westervelt
Legislative File:	12570-19

Title

Modification of Department of Public Utilities Rules & Regulations - Rule GR-13, Disconnection and Reconnection of Service.

Recommended Action

I move the Board of Public Utilities approve revisions to Department of Public Utilities Rules & Regulations, Rule GR-13, Disconnection and Reconnection of Service, as presented.

Staff Recommendation

Staff recommends approval as presented.

Body

The primary change being recommended is to GR13.05 regarding the disconnection of service for non-payment. The current rule specifies that initially the electric service will be disconnected. The concern is that during cold winter months customers could potentially lose heat if power is disconnected, so either collections efforts would need to be curtailed or an alternative would need to be available. In order to provide the Department with such an alternative, the recommendation is to provide for water to be disconnected instead of power if such action appears more prudent.

The remaining proposed changes are simply to clarify or correct existing language and do not significantly affect the rule.

Alternatives

If this item is not approved staff would have to either curtail collections efforts during cold fall and winter months, or proceed with disconnection of electric service, which may result in loss of heating at a customer residence or business.

Fiscal and Staff Impact

While a specific fiscal impact is hard to calculate, if collections efforts are curtailed past due accounts will increase and may make it more difficult for customers to get caught up when collection efforts are resumed.

Attachments

A. GR13 Proposed Revision 12-18-19