

**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 those investor owned electric, gas, sewer, and water utilities that serve more than 2,000 residential customers and that are subject to the jurisdiction of the commission.*

- (1) For purposes of this rule:
  - (A) Residential meter(s) means a device or devices, owned by a utility, used for measuring the volume of services of a customer’s electric, gas, sewer, or water consumption for residential service at a single point of delivery.
  - (B) Average customer arrearage means the mean average of the total of all delinquent charges, late fees, and reconnection fees per residential meter. Calculated as the sum of all delinquent charges, late fees, and reconnection fees associated with all residential meters as of midnight on the last day of the month, divided by the total number of residential meters with delinquent charges, late fees, or reconnection fees as of midnight on the last day of the month.
- (2) Each utility serving more than 2,000 residential customers shall provide a report as a non-case related submission in the commission’s electronic filing information system (“EFIS”) within twenty (20) 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 residential meters as of midnight on the first calendar day of the month;
  - (B) the total number of residential meters as of midnight on the last calendar day of the month;
  - (C) the total number of residential meters for which there was a termination of service during the month;
  - (D) the total number of residential meters for which there was a discontinuance of service, as that term is used in 20 CSR 4240-13.050(1)(A), (B), (C), and (E), during the month;

- (E) the total number of residential meters that did not receive service as of midnight on the first calendar day of the month and began receiving service before midnight on the last calendar day of the month;
  - (F) the total number of residential meters for which at least one delinquent charge exists as of midnight on the last calendar day of the month;
  - (G) the average customer arrearage;
  - (H) the total dollar value of any monies received from the federal Low-Income Home Energy Assistance Program (“LIHEAP”) to pay for a residential meter’s delinquent charge during the month;
  - (I) the total dollar value of any monies received from the Energy Crisis Intervention Program (“ECIP”) to pay for a residential meter’s delinquent charge during the month;
  - (J) the total dollar value of any monies received from the federal government, pursuant to any program other than LIHEAP or ECIP, to pay for a residential meter’s delinquent charge during the month;
  - (K) the total number of residential meters for which payment is made for utility services under a payment plan; settlement agreement; or payment agreement, as that term is used in 20 CSR 4240-13.055(10), as of midnight on the last calendar day of the month; and
  - (L) the mean average billed volume of services provided for all residential meters recorded during the month in kilowatt-hours for electric services, centum cubic feet for gas services, and thousand gallons of water for sewer and water services.
- (3) If the commission finds that any deficiency exists in the report submitted by a utility as required by 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. Both the notice and the response shall be filed in EFIS by the staff of the commission.
  - (4) 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.
  - (5) The staff of the commission shall produce an *Annual Residential Customer Disconnection Report* within forty-five (45) days of the end of each calendar year that shall aggregate all of the reports submitted by all of the utilities as required under subsection (2) of this rule during the course of the previous year. This *Annual Residential 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 Residential Customer Disconnection Report* shall be considered public information; however, no customer-specific information shall be reported or made public.