

1 AN ACT relating to utility disconnection protections.

2 *Be it enacted by the General Assembly of the Commonwealth of Kentucky:*

3 ➔SECTION 1. A NEW SECTION OF KRS CHAPTER 278 IS CREATED TO
4 READ AS FOLLOWS:

5 (1) For the purposes of this section, "utility" has the same meaning as in KRS
6 278.010(3)(a) and (b).

7 (2) A utility shall not disconnect residential service to a residential customer's
8 residence:

9 (a) On a day when the National Weather Service forecasts that a temperature
10 of thirty-two (32) degrees Fahrenheit or lower will occur at any time during
11 the following seventy-two (72) hour period;

12 (b) On a day when the National Weather Service forecasts that a temperature
13 of ninety-five (95) degrees Fahrenheit or greater will occur at any time
14 during the following seventy-two (72) hour period;

15 (c) For a period of thirty (30) days following the receipt of a certificate of need
16 from a physician, physician assistant, community-based service program, or
17 faith-based service program certifying that disconnection of service would
18 threaten the health and safety of the customer or the occupants of the
19 customer's household; or

20 (d) For nonpayment of a utility bill if the residential customer:

21 1. Makes a payment of not less than ten percent (10%) of the accrued
22 balance of the bill or two hundred dollars (\$200), whichever is less;
23 and

24 2. Enters into a payment plan.

25 (3) Late fees shall be waived for any service termination that has been suspended due
26 to a certificate of need issued under subsection (2)(c) of this section.

27 (4) Except as provided in subsection (2) of this section, disconnection of utility

1 service for nonpayment of a utility bill shall:

2 (a) Occur only between the hours of 8 a.m. and 5 p.m. Monday through
3 Thursday; and

4 (b) Not be authorized on weekends, including Fridays, or on a state or a federal
5 holiday.

6 This subsection does not apply to disconnections of utility service to protect the
7 health and safety of the public.

8 (5) A utility shall give separate final written notice, not less than fourteen (14) days
9 prior to any proposed disconnection of utility service, to a customer's residential
10 household. The notice shall:

11 (a) Be sent separately from the regular billing notice;

12 (b) Be printed on colored paper or cardstock that makes the notice easily
13 distinguishable from the utility's regular billing;

14 (c) Have the words "FINAL NOTICE OF SERVICE TERMINATION"
15 printed in boldface type using a font size not less than twenty-four (24)
16 points; and

17 (d) Include a toll-free number to reach a utility representative who can provide
18 additional information about the disconnection, including how to:

19 1. Obtain a certificate of need or a hardship reconnection order;

20 2. Make a payment or set up a payment plan;

21 3. File for energy cost assistance from community-based or faith-based
22 services;

23 4. Dispute a bill; and

24 5. Provide any other information that the commission deems necessary.

25 (6) A hardship reconnection order shall be granted to the customer requiring the
26 reestablishment of service on the same day as requested on the application for the
27 order, a waiver of reconnection fees, and preservation of a previous security

1 deposit, if the customer:

2 (a) Had service terminated after the thirty (30) day suspension elapsed as
3 provided under subsection (2)(c) of this section; and

4 (b) Paid ten percent (10%) of the accrued balance of the bill or two hundred
5 dollars (\$200), whichever is less, and entered into a payment plan for the
6 remaining balance.

7 (7) If a customer who has already been disconnected makes payment of not less than
8 ten percent (10%) of the accrued balance of the bill or two hundred dollars
9 (\$200), whichever is less, and enters into a payment plan for the remaining
10 balance, the utility shall make a reasonable effort to restore service on the same
11 day as payment is made but not more than twenty-four (24) hours after the
12 customer's payment. Reconnection fees shall be waived for a service termination
13 made for a customer that has a hardship reconnection order in accordance with
14 subsection (6) of this section.

15 (8) The commission shall promulgate administrative regulations in accordance with
16 KRS Chapter 13A and issue any order the commission deems necessary for
17 setting forth any applicable rules and procedures regarding disconnection,
18 certificates of need, hardship reconnection orders, and any other matters
19 required to implement this section.