

## Docket 5-UI-120

## Investigation on the Commission's Own Motion to Ensure Safe, Reliable and Affordable Access to Utility Services During Declared Public Health Emergency for COVID-19

Customer Contacts - Appendix C  
March 24, 2020 - April 21, 2020Public Service Commission of Wisconsin  
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Contact Type	Contact ID	Contact Summary	Outcome
Utility Inquiry	226501	Utility asked how it can temporarily cover credit/debit card processing fees for customers.	Utility directed to ERF to file request.
Utility Inquiry	226521	Utility asked if it was required to reconnect seasonal customers during the pandemic. Utility believes it should not be required to do so as it poses a risk to utility staff, and people should not be travelling to their seasonal homes during the pandemic.	Utility advised it may not refuse service to seasonal customers and directed to Order in 5-UI-120.
Utility Inquiry	226552	Utility asked if the Commission has developed a plan to transition back to normal operations once the pandemic is over. He suggests a period of 6-9 months after the pandemic where customers still have temporary protections. He notes that after the pandemic, customers still need time to get back on their feet and will have many creditors to owe - not just the utility. Additionally, he asks the Commission to consider the limitations of utility billing systems as most are unable to apply late fees selective to a period of time as instructed in 5-UI-120.	Utility advised there may be additional direction provided and pointed to the open comment period in 5-UI-120 to make these comments.
Utility Inquiry	226547	Utility asked if it can assess a deposit to a customer who left its service territory within the last 6 years with arrears that were referred to the Department of Revenue and not paid. Its policy is to require the arrears be paid prior to connection, and a deposit is assessed but not required for connection. Utility asked if it can still assess this deposit as long as non-payment would not result in disconnection.	Utility advised the order issued in 5-UI-120 prohibits utilities from requiring a cash deposit as a condition of new service.
Utility Inquiry	226466	Utility asked if it should suspend reconnection fees during the public health emergency.	Utility advised to continue charging reconnection fees per tariff, but cannot disconnect for failure to pay a reconnection fee.
Utility Inquiry	226517	Utility asks if it should reconnect seasonal customers, even if it is for a non-essential need such as parks, seasonal businesses, pools and irrigation systems.	Utility advised it may not refuse service to seasonal customers and directed to Order in 5-UI-120.
Utility Inquiry	226485	Utility asked what the process is for requesting that it temporarily cover credit/debit card processing fees for customers.	Utility directed to ERF to file request.
Utility Inquiry	226489	Utility asked if it can continue to charge returned payment fees.	Utility advised to continue charging returned payment fees and directed to Order in 5-UI-120.
Utility Inquiry	226522	Utility's billing software automatically assesses late fees on bills, and changing this would be complex and expensive.	Discussed and utility decided to issue a communication to customers telling them that the late fees would be waived to avoid confusion.
Utility Inquiry	226533	Utility notified Commission staff it is offering a free 5GB top-up to customers during the pandemic.	n/a
Utility Inquiry	226550	Utility asked for guidelines for utility workers entering homes and asked if gloves and masks would be appropriate.	Utility referred to guidance from the CDC, Department of Health Services, or other local health department.
Utility Inquiry	226553	Utility stated the Wisconsin Rural Water Association advised utilities to not reconnect seasonal customers during the pandemic, and asked if the Commission recommended this as well.	Utility advised it may not refuse service to seasonal customers and directed to Order in 5-UI-120.
Utility Inquiry	226613	Utility asked if it should reconnect seasonal customers.	Utility advised it may not refuse service to seasonal customers and directed to Order in 5-UI-120.
Utility Inquiry	226518	Utility asked if it can send overdue notices for final bills, call customers to discuss payment, and refer arrears to the Department of Revenue for collection.	Utility advised it can do these collection activities as long as it doesn't threaten disconnection as part of collection process.
Utility Inquiry	226519	Utility asked how it can temporarily cover credit/debit card processing fees for customers.	Utility directed to ERF to file request.
Utility Inquiry	226629	Utility asked for guidance on how to track late penalties and lost revenue due to Executive Order #11.	Commission staff recommended creating COVID-19 sub-accounts to track incremental costs or foregone revenues, and wait for further instruction from the Commission.
Utility Inquiry	226645	Utility requested instructions on applying to temporarily waive credit card fees for customers.	Utility provided instructions on how to upload request to ERF.
Utility Inquiry	226640	Utility requested instructions on applying to temporarily waive credit card fees for customers.	Utility referred to the FAQ on the PSC's website, docket 5-UI-120, and instructions on how to upload a request to ERF.
Utility Inquiry	226641	Utility asked if it is required to waive credit card fees for customers.	Utility advised it can opt to temporarily pay credit card processing fees on behalf of its customers, but is not required to do so. Provided instructions on how to submit a request.
Utility Inquiry	226690	Utility asked if it can disconnect customers using water for construction during the public health emergency.	Utility advised it may not disconnect customers using water for construction and directed to Order in 5-UI-120.

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Utility Inquiry	226755	Utility asked if it must connect a seasonal commercial customer who has arrears under the the provisions of the Commission's order in 5-UI-120.	Utility advised it must connect seasonal customers, including commercial customers and customers with arrears.
Utility Inquiry	226695	Utility asked how it can temporarily cover credit/debit card processing fees for customers.	Utility provided instructions on how to upload request to ERF.
Inquiry	226516	Customer asked if commercial rates can be reduced during the pandemic.	Customer advised this cannot be done, but informed of the temporary protections put in place by the order issued in 5-UI-120. Referred to utility to request DPA if needed.
Inquiry	226664	Customer needed help finding free or discounted internet service for children who were using online schooling due to the public health emergency and school closures.	Customer provided with information on how to obtain temporary free internet service from an internet provider.
Inquiry	226551	Customer concerned about residential deposit assessed to her account for existing service. Customer states the moratorium on deposits should apply to both new and existing customers. Customer suggests utilities should be required to apply deposits to current bills or arrears to ease the burden on customers during the pandemic.	Customer complaint had already been investigated.
Inquiry	226739	Commercial customer believed businesses that closed due to COVID-19 should receive discounted utility rates.	Customer advised that utilities are prohibited from giving discounts on usage, but that utilities will not disconnect or assess late fees at this time. Customer referred to his legislator.
Inquiry	226560	Customer asked if utilities can charge late fees during the pandemic.	Customer was advised utilities cannot assess late fees at this time.
Inquiry	226564	Contact asked if the temporary protections for customers during the pandemic applies to private utilities. She shared some steps Ohio and Michigan have taken for utility customers, including Ohio's suspension of reconnection fees.	Contact was advised of the Commission's jurisdiction and temporary protections put in place through Emergency Order #11. Referred to 5-UI-120 and FAQ on website.
Inquiry	226578	Commercial customer wanted utility to apply the deposit he paid to his outstanding balance because he experienced a 75% decline in business due to the pandemic and does not want a large outstanding bill.	Customer was advised utility would be notified of his request, but they are not required to oblige.
Inquiry	226559	Customer calling to claim free internet offer for online schooling.	Customer referred to Charter Spectrum to claim offer.
Inquiry	226569	Customer was offered 2 months of free internet service for children's online schooling, but later billed for it.	Customer sent letter referring her to DATCP.
Inquiry	226562	Commercial customer asked if there is any payment plan available to businesses with arrears due to COVID-19.	Customer was able to pay his current bill.
Inquiry	226566	Commercial customer requested the deposit it paid be returned after 12 months, rather than 24 months, to help with hardship experienced as a result of the pandemic.	Customer advised utility is not required to refund deposit until 24 months of timely payment.
Inquiry	226642	Seasonal customer attempted to have water connected, but utility had advised her it would not reconnect seasonal customers.	Customer advised the utility would need to connect seasonal customers. After further contact with utility, utility clarified it would connect seasonal customers, but wanted to avoid being in close contact with the residents.
Inquiry	226582	Plumber asked if he's allowed to connect seasonal customers at this time.	Plumber was advised that he should connect seasonal customers upon request at this time.
Complaint	226484	Customer wished to appeal deposit assessed on his new commercial account because it was unaffordable due to the downturn in business during the pandemic.	The deposit was assessed prior to the Commission's order in 5-UI-120. Utility suggested customer set up DPA for the deposit.
Complaint	226543	Customer could not reach utility to make payment and was upset he could not pay in person at the utility office.	Utility reviewed payment options with customer, advised utility offices are closed during the pandemic but they have a drop box for payments.
Complaint	226482	Customer was concerned the utility wanted to enter his home to exchange the electric meter and asked that it wait until after the pandemic.	Utility advised that the meter technician would take every precaution and intended to install an AMR meter so that meter readers would not need to continue entering his home.
Complaint	226596	Customer was concerned she received an existing customer deposit during the pandemic.	Contact still open/determination pending.
Complaint	226653	Customer requested deposit be applied to current arrears as her income had decreased as a result of the public health emergency.	Contact still open/determination pending.
Complaint	226666	Customer believed she was subject to disconnection and was unable to obtain any funding from local organizations or COVID-19 specific relief.	Utility had suspended disconnections and late payment fees, and provided customer with some ideas to find funding and conservation measures.
Complaint	226741	Customer requested deposit be refunded to her early due to economic hardship as a result of COVID-19.	Contact still open/determination pending.