

To all Wisconsin water, sewer, electric, and gas utilities:

On June 11, 2020, in docket 5-UI-120, the Commission determined it is reasonable to lift the temporary prohibition against disconnecting or refusing service and allow utilities to issue disconnection notices on July 15, 2020, with a minimum 10-day window so that the first date of disconnection would occur on or after July 25, 2020.

While utilities are not required to disconnect service, a utility may commence issuing disconnection notices on July 15, 2020, or it may roll out a non-discriminatory phased approach based on thresholds as required by operational conditions and constraints. The Commission clarified that utilities must allow a 21-day medical extension of service when a customer or a member of the customer's household has tested positive for COVID-19. A positive COVID-19 test of a customer or member of a customer's household shall automatically be considered a medical emergency for the purpose of a 21-day medical extension of service (even if the customer has had an extension for another medical reason), and the 21-day medical extension must be extended if the customer, or a person in the household, is still under a COVID-19 quarantine at the end of the original 21-day period, as documented by a medical provider.

The Commission also directed utilities to file a disconnection plan with the Commission Consumer Affairs staff at least five business days prior to implementing their plans. The disconnection plan must include the amount(s) past due that will trigger the issuance of a disconnection notice, DPA requirements, the amount(s) required to be paid to avoid disconnection of service, and the number of customers who would be subject to disconnection under these thresholds. **The survey below will constitute a utility's disconnection plan.**

In order to provide an efficient process for utilities to report their disconnection plans, Commission staff developed the following online **Utility Disconnection Plan Reporting Survey** that provides a standardized method of reporting disconnection plans. Utilities satisfy the Commission's reporting requirement of docket 5-UI-120 by completing the survey. All utilities should complete the survey, except for utilities that plan not to disconnect customers for nonpayment.

- To access the survey, click the link below:

<https://www.surveymonkey.com/r/PSCDisconnectPlan>

Note: If you have data entry problems, please click [here](#) for a list of supported browsers.

Questions about the Survey and how to report COVID-19 costs can be addressed directly to:

- Kayleigh Chiono, Kayleigh.Chiono@wisconsin.gov
- Laura Fay, Laura.Fay@wisconsin.gov

For announcements and resources related to COVID-19, please visit the Commission's [Frequently Asked Questions for Utilities](#) webpage.

As a reminder, the best way to receive timely correspondence from the Commission is to ensure the utility's official name and contact information is up-to-date in the Commission's Universal Name File. To check or change your utility's information, go to <http://apps.psc.wi.gov/vs2015/UNFAddressRequest/default.aspx>. Only utility staff can update the address. If you do not know your utility's log-in ID or password, please contact the Commission's [Records Management Unit](#).

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