

**LOUISIANA PUBLIC SERVICE COMMISSION**

**LOUISIANA PUBLIC SERVICE COMMISSION,  
EX PARTE**

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*Undocketed, In re: Special Order 22-2020, ratification and termination of Executive Order dated march 13, 2020 regarding utilities prohibited from disconnecting customers during the statewide public health emergency associated wit COVID-19.*

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**REQUEST FOR INFORMATION**

**TO: All Louisiana Public Service Commission Jurisdictional Utilities**

At the May 27, 2020 Business and Executive Session (“B&E”), the Commission voted to defer reconsideration of Special Order 22-2020 until the June 24, 2020 B&E in order to gather more information from jurisdictional utilities. The Commission hereby submits this Request for Information to all LPSC Jurisdictional Utilities seeking information therefrom regarding potential financial impacts from the Executive Order dated March 13, 2020 (“3/13/20 E.O.”) and Special Orders 22-2020 and 28-2020 (hereafter collectively “Commission Disconnection Orders”).

Responses to these requests, signed by the person providing them, are to be provided to the undersigned, with a copy to each Commissioner, no later than June 17, 2020. If there are multiple individuals providing responses to these requests, please indicate the applicable responsive person for each request.

**REQUEST FOR INFORMATION**

- 1) Please confirm compliance with the Commission Disconnection Orders related to:
  - a. Offering flexible payment plans;
  - b. Waiving fees; and
  - c. Suspending service disconnects/shut-offs.

- 2) Prior to the issuance of the 3/13/20 E.O., was implementation of any of the above options with customers occurring?
- 3) What payment plans are currently offered to customers?
  - a. Do payment plans differ among customer classes?
  - b. What is the number of customers, by class, currently participating in the offered payment plans?
  - c. Of those customers participating, what is the number that began a payment plan since the 3/13/20 E.O. was issued?
- 4) Has there been, or is there still, outreach to customers to educate them about the offered payment plans?
  - a. If yes, please provide a summary of the type of outreach being conducted, or was conducted.
- 5) Please provide an estimated number of accounts, as of June 1, 2020, that have not been paying their utility bills since the 3/13/20 E.O. was issued.
  - a. This number should be broken down customer class.
  - b. Of the estimate provided, were any of these customers not paying their bill prior to the 3/13/20 E.O. being issued? If yes, please provide that number as well.
- 6) What is the number of customers that are currently in arrears? Please breakdown the total number by:
  - a. Those customers that are in arrears and were in arrears prior to the 3/13/20 E.O.; and
  - b. Those customers not in arrears prior to the 3/13/20 E.O., but are now in arrears.
- 7) Assuming disconnection of a customer can occur on the first of the month, how many days thereafter will the customer actually be disconnected?
  - a. Please also include a step-by-step summary of the disconnection procedure.
- 8) Please provide any financial impact to the responding utility, including an estimated monetary loss associated with the Commission Disconnection Orders and delayed payments.
- 9) If not allowed to recover lost income associated with the effects of the Commission Disconnection Orders, would the responding utility suffer adverse financial impacts?
  - a. If lost income is not recovered, how will that loss effect utility services, quality of services, maintenance of equipment/system, and vegetation management?

- b. What would this loss of income due to the utility's workforce?
- 10) Provide an estimated percentage of job depletion for the responding utility, or how many jobs could be lost, for failure to recover account arrearages associated with Commission Disconnection Orders?
- 11) Without recovery of arrearages associated with Commission Disconnection Orders, are there conditions that would trigger potential bankruptcy for the responding utility?
- a. If so, would the anticipated bankruptcy be Chapter 7 or 11?
- 12) Without recovery of arrearages associated with Commission Disconnection Orders, what is the anticipated impact on rate increases, or requests thereof, for the responding utility?
- 13) Are you aware of any Government assistance available to public utilities? If so, has the responding utility sought such assistance.
- 14) Are you aware of any Government assistance available to customers? If so, is there a way for such assistance to be used to assist with utility bills?
- 15) Has the responding utility provided any funds or grants to customers, or made such available to customers?
- a. Please explain your decision to offer such services.
- b. Do you anticipate seeking reimbursement from the Commission for use of such services?
- 16) Has the responding utility provided any funds or grants to local communities, or made such available to local communities?
- a. Please explain your decision to offer such services.
- b. Do you anticipate seeking reimbursement from the Commission for use of such services?

Respectfully submitted,



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**CERTIFICATE OF SERVICE**

I hereby certify that a copy of the above and foregoing has been served upon all regulatory representatives for each jurisdictional utility via email distribution, this 2<sup>nd</sup> day of June, 2020.

A handwritten signature in blue ink, appearing to read 'KHB', is written over a horizontal line.

KATHRYN H. BOWMAN