

## COVID-19 DISCONNECTION TIMELINE

### **PHASE 1: Disconnections of customers by municipal electric and natural gas utilities, and electric cooperatives:**

**Thursday, May 21** - If a municipal or cooperative utility has sent a 12-day disconnection notice prior to May 21, 2020 then the utility is required to send seven-day and 48-hour disconnection notices to customers before the utility may disconnect these customers. The earliest the utility could disconnect in this situation is **May 28**.

If a municipal or cooperative utility has not sent a 12-day disconnection notice prior to May 21, 2020, the utility only needs to send a 12-day disconnection notice. The earliest the utility could disconnect in this situation is **June 2**, and the additional seven-day and 48-hour notices are not required.

*For customers that become subject to disconnection after May 28th, the utility must only comply with existing disconnection requirements under Board rules 199 IAC 19.4 and 20.4.*

### **PHASE 2: Disconnections of customers by investor-owned utilities pursuant to Utility Customer Support Plans filed with the Board and the Board's Order:**

Note these dates as indicated are based on the plans filed by utilities and may differ from Board order dates.

**Wednesday, July 1** - MidAmerican Energy (MidAmerican) and Interstate Power and Light (IPL) plan to begin sending 12-day disconnection notices to customers in accordance with its plans. MidAmerican's Utility Customer Support Plan, and future updates to the plan can be found in Docket No. [M-0150](#) in the Board's Electronic Filing System.

**Monday, July 13** - IPL plans to begin disconnections based upon its managed collection plan including minimum past-due thresholds and other screening tools. IPL's Utility Customer Support Plan and future updates to the plan can be found in Docket No. [M-0156](#) in the Board's Electronic Filing System.

**Thursday, July 16** - MidAmerican plans to begin personal contact attempts to delinquent account holders.

**Friday, July 24** - MidAmerican plans to begin service disconnections pursuant to a phased disconnection plan.

**Monday, July 27** - Black Hills Energy plans to begin sending 12-day disconnection notices to customers based upon a phase disconnection plan with minimum past-due thresholds. Black Hills' Utility Customer Support Plan and future updates to the plan can be found in Docket No. [M-0225](#) in the Board's Electronic Filing System.

**Monday, August 8** - Black Hills Energy plans to begin service disconnections.

**Requirements of the Board Order:** Any investor-owned utility seeking to disconnect earlier than the dates set forth in their Customer Support Plan must comply with the terms of the Board's May 20th Order including:

- Disconnections may not occur prior to July 1.
- The utility must comply with Board rules such as notice requirements and the opportunity for a payment plan; and
- An additional seven-day disconnection notice must be provided, which includes a 48-hour notice provided by telephone or by posting at the customer residence, if the utility has previously provided a 12-day notice. The additional seven-day notice is not required if the utility provides 12-day notice after May 21, 2020.

**PHASE 3: Annual moratorium period:**

- **Thursday, June 30** - [Application period for 2019-20 LIHEAP ends.](#)
- **Thursday, October 1** - 2020-21 LIHEAP application period for homes with elderly or disabled residents begins.
- **Sunday, November 1** - 2020-21 LIHEAP annual application period begins. Winter moratorium period begins.