

Suggested citation if referencing the below information: Sanya Carley and David Konisky, 2025, “Utility Disconnections Dashboard,” Energy Justice Lab.



Delaware

Last updated: October 14, 2025

Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility and some electric cooperatives in the State of Delaware. Customers that receive service from a municipal electric company are now covered by statewide termination standards adopted by municipalities pursuant to Title 22. Some cooperatives may apply to exempt themselves from the Commission’s rules and regulations; however, statewide statutory termination standards in Title 26 § 117 apply.

26 Del. C. §§ 117, 201, 102; 22 Del. C. § 1319; 26 Del. C. § 202; 26 Del. Admin. Code 3002-1.0; 26 Del. Admin. Code 3002-2.0

Weather Protections

Customers may not be disconnected from their utility service on any day of the year when, at 8:00 a.m. on the date of disconnection, the National Weather Service Heat Index is forecast at or below 35 degrees Fahrenheit (measured at an airport in the same county). Similarly, customers will not be disconnected on any day when the National Weather Service Heat Index is forecast at or above 95 degrees Fahrenheit (8:00 a.m. forecast using an airport in the same county). Heating (Nov 1–Mar 31) and cooling (Jun 1–Sep 30) seasons govern enhanced notice and contact attempts; the temperature/heat-index bars themselves are not limited to those dates.

26 Del. Admin. Code 3002-3.0; 26 Del. Admin. Code 3002-2.0; 26 Del. C. § 117(e); 22 Del. C. § 1319(e).

Medical Protections

Customers with medical conditions will have disconnections delayed for up to 120 days if any occupant of any dwelling unit shall be so ill that the termination of such sale or service shall adversely affect his or her health or recovery. A medical certificate can be provided by a physician, physician assistant, or advanced practice registered nurse (advanced nurse practitioner), and may be renewed consistent with statute while the customer makes a good-faith effort to pay.

26 Del. C. § 117(d); 22 Del. C. § 1319(d); 26 Del. Admin. Code 3002-3.0.

Other Customer Protections

For military personnel, customers may apply for protections from disconnection of electric utility services by notifying the Service Provider that they need assistance caused by a reduction

Suggested citation if referencing the below information: Sanya Carley and David Konisky, 2025, “Utility Disconnections Dashboard,” Energy Justice Lab.

in household income because of a household member’s call to active-duty status in the military reserves or National Guard. Disconnections will be delayed if their active-duty status lasts and for up to 30 days after that status has ended. There are no specific protections for households with children, elderly residents, or individuals with disabilities.

26 Del. C. § 118

General Exemptions

Cooperatives that choose to exempt themselves from the Delaware Public Service Commission’s control remain subject to the statewide termination standards in Title 26 § 117, including seasonal weather protections, medical protections, and notice/content requirements.

26 Del. C. § 202; 26 Del. C. § 118; 26 Del. C. § 117

Notification Requirements

Written notification of at least 14 calendar days is required from a utility during the heating or cooling seasons before a customer may be disconnected. Where the billing address differs from the service address, notice must be sent to both. In-person notifications are not required, but utilities must attempt to contact customers by telephone, text, or email (at least 2 attempts on separate days during the heating season, with at least one after 5:00 p.m.; at least 1 attempt during the cooling season). A utility is not required to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit, provided all statutory prerequisites are satisfied.

26 Del. Admin. Code 3002-3.0; 26 Del. C. § 117(f); HA 1 to HS 1 for HB 62.

Payment Information, Delinquency, and Fee Information

The period for customers to pay their bill is not specified. There is no minimum delinquency before a disconnection can take place.

There are no minimum arrearages before a utility may disconnect a customer.

Customer may be charged fees associated with a disconnection or a reconnection.

Utilities may provide customers with payment plans, and the written notice must include information about installment plan options and available government assistance programs.

26 Del. Admin. Code 3002-3.0; 26 Del. C. § 117(f)(2)

Landlords and Tenants

Suggested citation if referencing the below information: Sanya Carley and David Konisky, 2025, "Utility Disconnections Dashboard," Energy Justice Lab.

Tenants do not receive the same protection as other customers during the heating and cooling seasons, as they only receive 10 days notice before a disconnection can take place.

26 Del. Admin. Code 3002-5.0

Availability of Protection Policies

During the heating and cooling seasons, customers must be told about medical protections in their disconnection notice. The notice must also provide information on installment plans and available sources of financial assistance.

26 Del. Admin. Code 3002-3.0; 26 Del. C. § 117(f)(2)