

Utah

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Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility or an electric cooperative in the State of Utah. Customers that receive service from a municipal utility are not covered by these policies. These policies also do not apply to master-metered apartments.

UAC R746-200-1 (F)(1), U.C.A. 1953 § 54-2-201

Weather Protections

There are no weather-specific protections in Utah.

Medical Protections

Individuals with a serious illness or infirmity can receive protection from disconnection. A serious illness or infirmity statement must be provided by a licensed medical provider whose scope of practice authorizes the medical provider to diagnose the condition. The statement needs to describe a diagnosed medical condition under which termination of utility service will injure the person's health or aggravate the person's illness. It also needs to state the anticipated duration of the diagnosed medical condition. Termination will be delayed for one month or the anticipated length of the illness, whichever is shorter. It is possible to renew the statement one time, for a maximum delay of two months.

There are separate protections for individuals with life-support equipment. Life support equipment is equipment that requires the use of electricity and is used by an individual who would require immediate assistance from medical personnel to sustain life if the life supporting equipment ceased normal operations. A customer must provide a life support equipment statement to receive this protection. The statement can be signed by the customer or their doctor, and must include details such as a description of the resident's medical need, the infirmity and its expected duration, the needed life support equipment, and a determination by the licensed medical provider that immediate assistance from medical personnel to sustain life would be required if the life supporting equipment ceased normal operations. After a utility receives a life support equipment statement, it will mark the customer's meter box. Then, if a life support equipment customer is about to face disconnection proceedings and is not

currently participating in a deferred payment agreement, the utility must give them one month to consider entering into one. If the customer declines such an agreement, the customer will receive 30 days of notice before disconnection. Customers that were already participating in a deferred payment agreement with accounts in default, will simply get their 30 days of notice for disconnection.

UAC R746-200-7

Other Customer Protections

There are no specific protections for households with children, elderly residents, individuals with disabilities, or military personnel.

General Exemptions

Upon a showing that specified portions of these rules impose an undue hardship and provide limited benefit to its customers, a utility may petition the Commission for an exemption from specified portions of these rules.

U.A.C. R746-200-1

Notification Requirements

Customers must be given at least 10 days of notice before their disconnection. Written notice is required. Notice by telephone or in-person visit is not required.

UAC R746-200-7 (G)

Payment Information, Delinquency, and Fee Information

Customers must be given at least 20 days to pay their bills. A bill will be considered late if it is not paid by its due date.

A customer cannot be disconnected for owing less than \$25, unless no payment has been made for two months.

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

Payment plans are available to customers.

UAC R746-200-4 (E), UAC R746-200-7 (B)(1) and (C)(2)(c), UAC R746-200-6, UAC R746-200-5

Landlords and Tenants

None of these rules apply to master-metered apartment buildings. Tenants will receive 5 days of notice before disconnection.

UAC R746-200-7 (G)(4)

Availability of Protection Policies

Pamphlets on utility rules shall be sent to customers annually by utilities in September or October. This information will also be available in the business offices of the utility and can be sent to customers upon request. A statement of customer rights shall also be sent annually and anytime a customer faces disconnection. It shall be prominently displayed in customer service centers. The utility must provide customers with information on available sources of financial assistance

UAC R746-200-1 (E) and (G)