

North Dakota

Last updated: 9/10/22

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

N.D. Cent. Code § 49-02-01.1

Weather Protections

There are no weather protections (temperature or date-based) available in the State of North Dakota.

Medical Protections

Disconnections will be initially delayed for up to 30 days if the termination of service would worsen an emergency medical problem in the household, or if someone in the household requires life-sustaining appliances, such as kidney dialysis.

N.D. Admin. Code 69-09-02-05.1

Other Customer Protections

For elderly customers ages 65 or older and for households that have individuals with disabilities, disconnections will be delayed for up to 30 days.

There are no specific protections for households with children or military personnel.

N.D. Admin. Code 69-09-02-05.1

General Exemptions

Customers and utilities cannot request an exemption from the rules for reasons of hardship.

Notification Requirements

Written notification of at least 10 days is required from a utility before a customer may be disconnected. In-person notifications are also required, while notice by telephone is not. 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.

N.D. Admin. Code 69-09-02-05.1

Payment Information, Delinquency, and Fee Information

The time period for customers to pay their bill is not specified.

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.

N.D. Admin. Code 69-09-02-05.1

Landlords and Tenants

When the landlord of a housing unit is the account holder, tenants shall receive the same protections as other customers.

N.D. Admin. Code 69-09-02-05.1

Availability of Protection Policies

Utilities and public utility commissions are not required to provide information on available sources of financial assistance. However, customers are notified annually of their consumer protections with their October billing, as well as at the time of a disconnection notice.

N.D. Admin. Code 69-09-02-05.1