ENERGY JUSTICE LAB
INDIANA UNIVERSITY

Arkansas

Last updated: September 27, 2023

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

Ark. Admin. Code 126.03.2-1.01

Weather Protections

Customers may not be disconnected from their utility service when the forecasted temperature falls below 32 degrees F on the same calendar day. Additionally, customers may not be disconnected from their utility service when temperatures reach 95 degrees F or higher.

Cold protections are offered to all customers. Heat protections only cover elderly and disabled customers.

Ark. Admin. Code 126.03.2-6.15; Ark. Admin. Code 126.03.2-6.18

Medical Protections

Each utility must honor a physician's certificate which attests to the fact that a residential utility customer or any other permanent resident of the household has a serious medical condition. The certificate must clearly state that the suspension of utility service would give rise to a substantial risk of death or gravely impair the health of the customer or another permanent household resident.

Disconnections will be delayed for up to 30 days after the medical certificate is received. Customers can renew a medical protection only once.

Ark. Admin. Code 126.03.2-6.17

Other Customer Protections

Electric utilities shall not suspend residential service to elderly customers (65 and older) or individuals with disabilities with severe mental or physical impairments. For customers with disabilities, a physician's note is required to delay a disconnection.

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

Ark. Admin. Code 126.03.2; Ark. Admin. Code 126.03.2-6.18

General Exemptions

Customers and utilities can request an exemption from the rules for reasons of hardship.

Ark. Admin. Code 126.03.2-1.02; Ark. Admin. Code 126.03.2-1.03

Notification Requirements

Written notification of at least 5 days is required from a utility before a customer may be disconnected. Customers will get an additional 3 days if the notice is sent by mail. In-person or telephone notifications is not required, and 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.

Ark. Admin. Code 126.03.2-6.04; Ark. Admin. Code 126.03.2-6.09

Payment Information, Delinquency, and Fee Information

Customers have up to 14 days to pay their bills for utilities that do not impose late fees. For the electric utilities that do impose late fees, customers will be given an additional 22 days to pay their bills.

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

Disconnection fees are prohibited. Customer may be charged fees associated with a reconnection.

Utilities may provide customers with payment plans.

Ark. Admin. Code 126.03.2-5.05; Ark. Admin. Code 126.03.2-6.12; Ark. Admin. Code 126.03.2-6.13

Landlords and Tenants

The utility shall not suspend service to an identified account for non-payment until it sends a suspension notice to the landlord. If no response is received within 7 days from the mail date, utilities may post suspension notices in conspicuous locations for all tenants to see at least 14 days before a disconnection takes place.

Tenants are allowed to apply for service in their own name if separate metering is feasible.

Ark. Admin. Code 126.03.2-6.19

Availability of Protection Policies

Utilities and public utility commission are required to provide information on available sources of financial assistance.

Ark. Admin. Code 126.03.2-6.07