

# Alaska

Last updated: 9/21/22

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

Alaska Stat. § 42.05.711; Alaska Stat. § 42.05.141

## Weather Protections

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

## Medical Protections

Utility disconnections will be delayed for up to 15 days for residents who are seriously ill, elderly, with a disability, or dependent on life support.

In any case in which a utility is notified after issuance of a termination notice that a customer's residence is occupied by a person seriously ill, elderly, with a disability, or dependent on life support systems, the utility shall extend the disconnection date by 15 days and notify the customer of the extension.

3 Alaska Administrative Code 52.450

## Other Customer Protections

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

## General Exemptions

Utilities can request an exemption from the rules for reasons of hardship.

3 Alaska Administrative Code 52.400

## Notification Requirements

Written notification of at least 15 days is required from a utility before a customer may be disconnected. In-person or telephone notifications are also required. However, 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.

3 Alaska Administrative Code 52.450

### Payment Information, Delinquency, and Fee Information

Customers should pay their bills on the specified “due date” listed on their utility bills. The bill becomes delinquent if not paid within 25 days after issuance. Bills must remain in a state of delinquency for up to 15 days before a disconnection can occur.

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.

3 Alaska Administrative Code 52.430; 3 Alaska Administrative Code 52.445;  
3 Alaska Administrative Code 52.450

### Landlords and Tenants

For individually metered premises where the landlord is the customer, the utility shall notify the tenant in writing, at least 15 days before the scheduled date for disconnection of the service to the landlord, of the option of subscribing for service in the tenant’s own name.

However, the utility may not attempt to recover from the tenant or condition service to the tenant on the payment of any outstanding bills or other charges due from the outstanding account of the landlord. If, however, the tenant has a previously outstanding balance at the same service address, the utility may condition service to that tenant on terms acceptable to the utility for repayment of the outstanding balance plus a deposit in compliance with the utility’s tariff.

If the tenant declines to subscribe for individual service, or arrange for payment of the tenant’s outstanding balance, if applicable, the utility may disconnect service without further notice, no earlier than the date scheduled for disconnection.

3 Alaska Administrative Code 52.450

### Availability of Protection Policies

Utilities and public utility commissions are required to provide information on available sources of financial assistance. Disconnection notices must contain a statement advising the customer to contact the utility for information regarding deferred payment and other procedures that the utility may offer to avoid disconnection of the customer’s service.

3 Alaska Administrative Code 52.450