

# Alabama

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

Code of Ala. § 37-1-34; Code of Ala. § 37-6-27; Ala. Admin. Code r. 770-X-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. There are no similar protections that limit disconnections during times of hot weather.

Ala. Admin. Code r. 770-X-1-.12

## Medical Protections

There are no specific protections for customers with medical conditions.

Utilities are required to put in place reasonable tariff rules pertaining to termination of service practices when the life or health of a customer may be threatened by a termination, or if the customer requires special consideration because of age or handicap, or other circumstances warranting special consideration.

Ala. Admin. Code r. 770-X-1-.12

## Other Customer Protections

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

## General Exemptions

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

Ala. Admin. Code r. 770-X-1-.01

## Notification Requirements

Written notification of at least 5 days is required from a utility before a customer may be disconnected. In-person or telephone notifications are 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.

Ala. Admin. Code r. 770-X-1-.12

#### 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.

Ala. Admin. Code r. 770-X-1-.12

#### Landlords and Tenants

No specific protections for tenants when the landlord of a housing unit is the account holder.

#### Availability of Protection Policies

Utilities and public utility commissions are not required to provide information on available sources of financial assistance.