

Virginia

Last updated: 10/23/22

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 Virginia. Customers that receive service from a municipal utility are not covered by these policies.

20 VAC 5-330-10; Va. Code Ann. § 56-232

Weather Protections

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

Medical Protections

Disconnections will be delayed for up to 30 days if a residential customer has a physical or psychiatric condition that requires medical intervention to prevent further disability, loss of function, or death. Medical certificates can be issued by licensed physicians (licensed to practice medicine or osteopathic medicine in any state). This protection can be renewed one time per customer.

Medical certificates must include an identification of the medical condition, a certification by a licensed physician that the medical condition meets the definition of a serious medical condition, the anticipated length of time that the serious medical condition will persist, and any equipment prescribed, or treatment required for the medical condition.

In addition, a utility will delay a disconnection for up to 10 days if the customer notifies the utility that they intend to obtain a medical certificate.

20 VAC 5-330-20; 20 VAC 5-330-30; 20 VAC 5-330-40

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.

20 VAC 5-330-30

Notification Requirements

Written notification of at least 10 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.

20 VAC 5-312-90; Va. Code Ann. § 56-247.1

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.

Va. Code Ann. § 56-247.1; 20 VAC 5-330-40

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.

Va. Code Ann. § 56-247.1; 20 VAC 5-330-40