

Kentucky

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

KRS 278.040; KRS § 278.200; KRS § 278.010

Weather Protections

A special protection exists for customers that have already received a termination notice between November 1 and March 31: Disconnection shall be postponed for 30 days if the Kentucky Cabinet for Health and Family Services, or its designee, certifies in writing that the customer is either eligible for the cabinet's energy assistance program or that the household is at or below 130% of the poverty level.

The customer must present this certificate to the utility during the 10-day termination notice period. The customer shall then exhibit good faith in making payments as he has the ability to do so. The customer will need to agree to a repayment plan, requiring him to become current with payments no later than the following October 15.

There are no similar protections that limit disconnections during times of hot weather.

807 KAR 5:006, Section 15

Medical Protections

Utilities will delay a disconnection for up to 30 days if termination of service will aggravate a debilitating illness or infirmity currently suffered by a resident living at the affected premises. Customers must sign up for a payment plan to renew their medical protection after the first 30 days. Medical certificates can be provided by a physician, registered nurse, or a public health officer.

807 KAR 5:006, Section 15

Other Customer Protections

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

General Exemptions

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

KRS 278.280

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.

807 KAR 5:006, Section 15

Payment Information, Delinquency, and Fee Information

The time period for customers to pay their bill is not specified. However, service shall not be terminated until at least 27 days after their first bill was mailed.

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.

807 KAR 5:006 (Section 9, Section 14, and Section 15)

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 required to provide information on available sources of financial assistance. Additionally, utilities shall display customer rights in their offices and on their websites. If a customer tells utility personnel that he is having difficulty paying a bill, he shall be referred to a designated representative for an explanation of rights.

807 KAR 5:006, Section 14 and Section 15